

YOU'RE NOT ALONE

2020

# Financial Statements

Prepared under SORP



Best Practice in Transparency and Accountability

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Trustees' Report for year ended 31<sup>st</sup> December 2020**Trustees and other Information**

<b>Charity Name</b>	ALONE
<b>Registration Number</b>	CHY8259
<b>Registered Office</b>	Olympic House Pleasants St. Dublin 8
<b>Trustees</b>	Mr. Joe Sheehy (Chairperson) Mr. Eddie Matthews (Vice Chairperson) Mrs. Eimear Cahalin (Treasurer) Ms. Annette Gavigan (Secretary) Mr. Ed Sibley Mr. Ciaran Donegan (On Leave 22/11/2020) Mr. Kevin McConville (Honorary Member) Mr Mark Mulqueen Ms. Siobhan Hamilton Mr. Pat Morgan Mr. Michael Hodgins Mr. Jeremy Chapman Ms. Sarah McDonnell Ms Mary Walshe (from 24/05/2021)
<b>Chief Executive Officer</b>	Mr. Seán Moynihan
<b>Auditors</b>	Donal Ryan & Associates
<b>Bankers</b>	Bank of Ireland Walkinstown Dublin 12 Ph. 01 4567401
<b>Solicitors</b>	Mason, Hayes & Curran South Bank House Barrow St Dublin 4 Ph. 01 614 5000
<b>Investment Managers</b>	Davy . 49 Dawson Street Dublin 2 Ph. 01 614 9900

## Trustees' Report

The Trustees present their report and the financial statements for the year ended 31st December 2020.

### Key achievements of the Trust and Subcommittees in 2020:

- Maintaining all Governance standards, meetings and commitments during the pandemic
- Completed a review by Grant Thornton to ensure our Governance is in line with the New Governance Code
- Met all our commitments to the Charity Regulator and Housing Regulator
- To maintain our risk and governance frameworks and work to maintain quality of service
- To ensure sustainability of service to service users and the organisation ability to support same

### Principal Activities, Business Review and Future Developments

ALONE is a registered charity, in the Republic of Ireland (Registered Charity Number RCN 20020057, granted charitable status under Sections 207 and 208 of the Taxes Consolidation Act 1997 (Charity Number CHY8259), and is set up under a Scheme of Incorporation. A Scheme was formed under Section 2 of the Charities Act, 1973 on the 1<sup>st</sup> December 1981 for the purpose of incorporation the trustees of the charity known as ALONE. The original scheme was amended by the Amended Scheme of Incorporation dated 2017.

The Trustees' Report contains the information required to be provided in the Trustees' Annual Report under the Statement of Recommended Practice (SORP) guidelines. The Trustees of the charity are also charity trustees for the purpose of charity law and under the charity's constitution are known as members of the Board of Trustees.

In this report the Trustees of ALONE present a summary of its purpose, governance, activities, achievements and finances for the financial year 31 December 2020.

The charity is a registered charity and hence the report and results are presented in a form which complies with, although not obliged to comply with the Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), the organisation has implemented its recommendations where relevant in these financial statements.

### Financial Review

The results for the financial year are set out on page 34 and additional notes are provided showing income and expenditure in greater detail.

### Results

At the end of the year the charity has assets of €27,432,102 (2019 - €23,164,814) and liabilities of €9,161,020 (2019 - €7,472,071). The net assets of the charity have increased by €2,578,339.

In accordance with the Constitution, the Trustees retire by rotation and, being eligible, offer themselves for re-election.

The Secretary who served throughout the year was Ms. Annette Gavigan.

## Trustees' Report for year ended 31<sup>st</sup> December 2020

### Compliance with Sector-Wide Legislation and Standards

The charity engages pro-actively with legislation, standards and codes which are developed for the sector. ALONE subscribes to and is compliant with the following:

- The Charities SORP (FFS 102)
- Governance Code
- Lobbying Act 2015
- Charities Regulator
- ISO 9001:2015
- Charities Institute of Ireland: Triple Lock Compliance
- Quality in Befriending
- Investing in Volunteers

### Principle Risks and Uncertainties

The Trustees have assessed the risks and have taken measures to manage these risks in ALONE as follows:

#### COVID-19 Pandemic

On 31 December 2019, China alerted the World Health Organisation (WHO) to several cases of unusual pneumonia in Wuhan, a port city in the central Hubei province. In February 2020, the WHO officially named this new Coronavirus 'COVID-19' and on 11 March 2020 the WHO declared the coronavirus outbreak a pandemic. The initial impact of this has been severe and has resulted in a significant worldwide slowdown in economic activity. In Ireland, the economic impact of this pandemic has been characterised by the temporary closure of many businesses in "non-essential" areas to ensure that people's movements are restricted in order to slow down the spread of the virus. The effect of COVID-19 presents risks for the Trust and steps have been taken by updating risk registers and a review of our quality and governance structure to manage those risks and ensure organisational sustainability in achieving its strategic objective.

#### Charity income risk and funding risk

In common with other organisations operating in Ireland in this sector, the Trust is dependent upon voluntary income donations. The charity is also affected by both the budgetary constraints of the public and fluctuating investment returns. The Trust's policy is to ensure that sufficient resources are available from cash balances and cash flows to ensure all obligations can be met when they fall due. The Trustees are of the opinion that the Trust is well positioned to manage the costs of running the Trust.

#### Trustees

The Board of Trustees of the organisation under the terms of objectives of the Trust are as set out under 'Trustees and other information'.

#### Accounting Records

The measures taken by the Trustees to ensure compliance regarding proper books of account include:

- The implementation of necessary policies and procedures for recording transactions
- The employment of competent accounting personnel with appropriate expertise
- The provision of adequate resource to the financial function

The books of account of the Trust are maintained at the business address.

The Audit and Finance subcommittee develop and propose the budgeting to the Trustees. Results are revised monthly and quarterly, as required.

#### Auditors

The auditors, Donal Ryan & Associates, have indicated their willingness to continue in office.

## Trustees' Report for year ended 31<sup>st</sup> December 2020

### Payment of Creditors

The Trustees acknowledge their responsibility for ensuring compliance with the provisions of the European Commission (Late Payment) Regulation 2002. It is the Trust's policy to agree payment terms with all suppliers and to adhere to those payment terms.

### Events after the Balance Sheet Date

In the first half of 2020, the COVID-19 virus spread worldwide. In common with many other countries, the Irish government issued guidance and restrictions on the movement of people designed to slow the spread of this virus. In early March 2020, many businesses closed voluntarily and throughout the month more restrictions were placed on people and businesses. On 28th March, all "non-essential" businesses were ordered to close temporarily. The impact on the Trust has been the closure of its premises with staff working from home. The trustees are confident that the Trust will be fully operational once the period of restriction is lifted.

There have been no other circumstances or events subsequent to the year-end which require disclosure in, or adjustments to, the financial statements or in the notes thereto.

### Going Concern

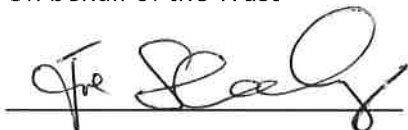
ALONE has continued to operate and expand in response to the needs of older people during the Pandemic with income from both state and fundraising income streams to ensure that our operations will continue to be sustainable and deliverable into the future.

In recent years, ALONE has generated income from a growing number of sources. It remains reliant on donations from the general public as well as other forms of income. However, rental income has increased in the last number of years making ALONE more self-sufficient. ALONE is also in receipt of statutory income from more than one Government Department and is working to become a modern charity that can also raise money as a social enterprise. As mergers take place within ALONE it will also result in economies of scale. The Trustees have reviewed all relevant information and are confident that ALONE has adequate financial resources to continue in operational existence for the foreseeable future. On this basis, they consider it appropriate to prepare the financial statements on a going concern basis.

### Government Department Circulars

ALONE is compliant with relevant circulars including Circular: 44/2006 "Tax Clearance Procedures Grants, subsidies and Similar Type Payments" and DPE 022/05/2013 Circular: 13/2014 'Management of and Accountability for Grants from Exchequer Funds'.

On behalf of the Trust



Trustee

Date: 19<sup>th</sup> July 2021



Trustee

Date: 19<sup>th</sup> July 2021

## Structure, Governance and Management

ALONE was founded in 1977. The governing document of ALONE is its Deed of Trust.

### The Board of Trustees

The Trustees ensure that the values and principles of ALONE are safeguarded and that the Scheme of Incorporation is kept under review to reflect ALONE's circumstances and aspirations. The Board ensures that ALONE has clear plans with strategic and long-term goals and that ALONE's activities are monitored and its risks are managed.

The minimum number of members of the Board of Trustees is 5, the maximum is 13. Details of members are available on the ALONE website. The Board meets once every 8 weeks. In addition, members meet in standing committees, as required, to consider matters relating to Audit and Finance; Human Resources; and Services, Risk and Governance. No Trustee receives remuneration for their service. Each Subcommittee reports at every Board meeting. The Board oversees and guides all actions of the trust and is the ultimate decision making body. The Board also maintains a work plan for itself and each Subcommittee.

### Role of a Trustee

- Attend board meetings
- Understand the role, structure and workings of the Board and work to ensure that the Board meets its responsibilities
- Understand their individual and collective responsibilities and be accountable for their actions
- Actively contribute to the work of the Board – via committees or as an office holder
- Read reports provided to ensure they can act and participate in collective discussion and decision-making based on full information
- Be bound by majority decisions of the Board and accept collective responsibility and the authority of the Board
- Fulfil their duty to ensure good governance of ALONE and be proactive in this capacity.
- To update the register of interests and code of conduct yearly

Note: All office holders and Board members are offered training.

### Trustee Recruitment

If the Board identifies a need for new members, it commences a process to recruit. New members of the Board are identified through Board Match. New members are appointed by unanimous agreement of the existing members and can serve three terms in line with the Scheme of Incorporation. All new Trustees take part in an induction to ensure full understanding of their role and responsibilities and are offered training in Board Membership and Leadership. One Trustee went Leave in 2020 and One Trustee was recruited in May 2021

### Planning

ALONE has a strategic planning process. Plans are based on the current and emerging needs of older people, through consultation and review of ALONE's Management Information System (MIS) data. They also take environmental factors, such as the economy and activity of statutory and voluntary agencies, into account.

## Trustees' Report for year ended 31<sup>st</sup> December 2020

Annual plans cover our work, team responsibilities, and budgets. Progress is tracked through performance indicators, statistics, feedback from older people and other stakeholders (such as partner organisations), and monitored at staff and quality meetings. The Board has appointed a subcommittee to oversee the Business Plan.

The unforeseen circumstances we've encountered with COVID-19 in 2020, have not and will not conflict with our Strategic Plan. We are refreshing our Strategic Plan in 2021 to include our learnings from the pandemic.

### Quality

ALONE is committed to an ISO Quality Management System. This externally monitored system assures the best standard of service for the older people supported by ALONE and value for money to donors. ALONE earned the ISO 9001:2015 Quality Standard in January 2020.

We comply with the CII (Charities Institute Ireland) standards with compliance with Triple Lock in relation to fundraising and work in concurrence with housing standards. We also currently hold an Excellence in Befriending award and an Investing In Volunteers award. ALONE uses procedures and Service Level Agreements to encourage good practice and quality service from its contractors and partners. ALONE is internally and externally audited to ensure good practice.

ALONE has five key sources of funding, which have seen the following changes:

1. Rental income increased by 4% against 2019 income
2. Fundraising income increased by 258%
3. Legacy in 2020 has decreased to 22% of 2019 level
4. The value of our investment portfolio increased by 20k (3.1%) in 2020 and benefited from a cash injection of €1,000,000 to ensure cover in line with our updated Reserve Policy
5. Funding from various statutory bodies for 2018 amounted to 29% of total income

### Risks and Uncertainties

Consideration of risk and putting structures in place to manage risk are key responsibilities of the Board. The CEO and Management Team are responsible for implementing the risk strategy of ALONE and the staff and volunteer team is responsible for compliance. ALONE's risk management system and risk register is actively managed and reviewed by ALONE's Board and Management Team. The Board made a decision to engage with state agencies to secure funding towards core services.

ALONE's current Reserves Policy is to hold €1,700,000 available in Davy's Investment Portfolio. These restricted funds can be drawn should the need present and is deemed appropriate by the Board of Trustees should a circumstance exist where the Board of Trustees deem it appropriate to draw these restricted funds should the need present. This was split into €500,000 for risk to property income based on indicators from the Stock Condition Survey and €1,200,000 for non-property income to ensure continuation of all operations. This is reviewed at least every 2 years to assess if it was appropriate to the scale of the risk.

### Future Developments

In planning its future activities, the Trustees will seek to develop the Trust's activities including managing the effects of the difficult trading period caused by the COVID-19 Pandemic.



## ALONE's Strategic Plan 2019 – 2024

Transform Ageing at Home in Ireland

ALONE, as part of its planning and implementation process, reviews activity and outcomes when planning and setting targets for the coming year.

ALONE's 3-year Business Plan came to completion at the end of 2018. We have moved into a new Strategic and Business Plan for 2019-2023 in 2019, however, following the COVID-19 Pandemic, ALONE has had to pivot in terms of how it organised itself and delivered its services. In early 2021 we refreshed our existing plan to align with any change in timing due to COVID-19.

Our updated Strategic Plan stresses the importance of ALONE playing a leadership role in the sector and beyond. ALONE is committed to playing a significant role in shifting the ageing paradigm from a passive medical-based model to an active community-based model. We partner with others to shape and roll-out national policy ultimately delivering more effective services.

ALONE's vision is that every older person has the opportunity to age safely and securely at home. By achieving our strategic goals, we aim to realise this vision.

**ALONE's Strategic Goals 2019-2024 are:**

1. Lead the drive to age positively at home in Ireland
2. Strengthen the Nation Network of Community Service Hubs
3. Innovate and Develop Social Enterprise
4. Develop Organisational Sustainability
5. Enhance Organisational Capacity for Growth

## Aims and Objectives

**Our Vision:** Every older person has the opportunity to age safely and securely at home.

**Our Mission:** To revolutionise how we age by offering innovative and supportive services for older people, their families and our community.

## Chief Executive Officer Report

The experience of COVID-19 has no doubt impacted older people more than any other cohort.

The following sets out, in summary form, the main issues and achievements which the Trustees, the management, staff, volunteers and most importantly our residents and clients have benefited from or been involved in during 2020. Ahead of this detail, I would like to offer a sincere thank you to my colleagues from Trustees down for their unselfish dedication and time given to the work of ALONE during 2020 which is appreciated. I would like to thank the management, staff and enormous number of volunteers who are dedicated to the ALONE vision. But most of all I would like to thank the older people ALONE serves for allowing us to be part of their life's journey.

I would also like to say that this report cannot truly reflect the amazing range and scope of advances that have achieved on behalf of older people during 2020.

Progress was made in all areas of our strategic goals.

ALONE Response Strategy:

- Strong messages we are all doing our best with no blame and supportive of personal circumstance
- Living our values by taking a leadership position, strategies and actions to manage the impact
- Balancing the pressure of a the crisis with the long-term need to sustain ALONE services and commitments to staff
- Focus on communications and advocacy activities so the needs of older people are being heard and influence policy
- Positioned at the heart of national response to help shape and deliver this response
- Strong internal communication to give clarity on goals, support culture, support cohesion, recognition and transparency
- To provide an integrated service response not just a support line
- To maintain our risk and governance frameworks and work to maintain quality of service
- To support staff and volunteers and ensure all staff got holidays and rest and to give recognition to staff
- Prevent mission creep and take decisions in line and not in conflict with our goals and our strategic plan
- To ensure sustainability of service to the now 15,000 service users and the organisation ability to support same
- To ask Government for sustainable funding to manage the risk of short term funding with long-term commitments
- To maximise fundraising
- To balance the different views and prevent progression of agendas and directions not directed by Board and CEO
- To include in the data and actions of all the Stakeholders Volunteers

The issues already affecting older people (Loneliness, Social Isolation, Fuel Poverty, Income Poverty etc.) have been greatly exacerbated by COVID-19 and Government restrictions. These have caused us all to

## Trustees' Report for year ended 31<sup>st</sup> December 2020

reflect on the issues affecting older people and re-focus on efforts on these. There is a greater need to focus on housing options for older people, allowing them to age at home. Those in nursing homes were greatly affected compared to community-dwelling older people. A right to home care must be enshrined in legislation, and properly regulated and monitored to allow the sector to function in times of great stress, affording older people the opportunity to age at home.

### Highlights of 2020:

- In 2020, ALONE operated all services 365 days of the year
- We received almost 42,000 calls into our National Support Line from 9<sup>th</sup> March – 31<sup>st</sup> December 2020
- Calls into ALONE increased by 400% and at its peak we received 1,100 calls in one day
- Nearly 139,000 calls were placed to older people from ALONE staff and volunteers
- Through our ALONE volunteers and partnerships, we supported the delivery of over 12,500 units of practical supports to older people
- Approximately 1,400 Practical Supports were successfully delivered in the month of April and 105 Practical Supports provided in one day on 4<sup>th</sup> April
- In 2019 we supported 5,410 older people, while in 2020 we supported 14,800 on an on-going basis. A remarkable 173.567% increase
- At the end of 2020, we had 2,940 volunteers engaged with ALONE
- On 10<sup>th</sup> April 2020, ALONE trained a volunteer online for the first time ever. By the end of 2020, we had trained 1,425 volunteers
- We had a 600% increase to Telephone Support & Befriending services while services provided rose by 700%
- Almost, 1,100 older people we supported with Smartphones and Tablets throughout Ireland
- On Christmas Day week, we delivered over 700 Christmas dinners
- Strong messages that we are all doing our best with no blame and supportive of personal circumstance issued
- Living our values by taking a leadership position, developing strategies and actions to manage the impact
- Balancing the pressure of the crisis with the long-term need to sustain ALONE services and commitments to staff
- Positioned at the heart of a national response to help shape and deliver that response
- Provided an integrated service response not just a support line
- To ensure sustainability of service to the now 15,000 service users and the organisation ability to support same
- A new reviewed, completed and refreshed Trustees Handbook was circulated

\*The Health Service Executive (HSE) divides the country into nine Community Health Organisation (CHO) areas.

## What We Do

**ALONE's Support Coordination** service entails the coordination of supports and services for the older person who wishes to age at home. We engage with a wide range of local services, including, but not limited to, health and medical, financial, social welfare and housing. Every older person is linked with a designated Support Coordinator. This service offers help to resolve financial and pension difficulties, support engagement with local events and activities, access housing maintenance, grant schemes and adaptations, navigate the healthcare system, enable hospital discharge, access housing and tenancy support, and resolve any other challenges that may arise.

This support also includes providing **technology solutions** for older people to remain at home. Our staff will source, install, monitor and train the older person to use technology devices that they require to support them to age securely in their homes.

**ALONE's Visitation Support & Befriending Service** provides regular visits to an older person from a volunteer who provides one-to-one companionship and practical support. Volunteers can support with practical tasks and provide information on local activities and relevant initiatives. All volunteers are trained, Garda vetted and receive support from ALONE staff.

**ALONE's Telephone Support & Befriending Service** provides daily or weekly telephone contact to an older person from a volunteer. Volunteers provide companionship and support such as appointment reminders, medication prompts and information on local activities and relevant initiatives. All volunteers are trained, Garda vetted and receive support from ALONE staff.

**ALONE's Social Prescribing** offers practical support to facilitate active engagement in local social prescription activities via information and organisation of transport. ALONE staff and volunteers can also potentially attend the first day of the activity with the older person where possible and appropriate and maintaining contact to ensure vulnerability hasn't increased.

This service complements our telephone and visitation support services and further reduces feelings of isolation and loneliness, provides assistance to solve everyday problems, and enables older people to feel secure at home. This encourages the older person to be empowered and connected in the long-term. The Volunteers and older person are carefully matched based on mutual interests and the preference and needs of the older person.

**ALONE'S BConnect** service provides technology and community supports to create connections between older people and the support organisations they need. We provide smart technology, knowledge-sharing, and training opportunities to offer peace of mind and security to older people and ensure sustainability and efficiency of the services that support them.

### **ALONE Housing:**

Our housing is now integrated into Services.

Our technology has a focus on preventative interventions with key indicators such as frailty and resilience. We have equipped our Support Coordination staff with a range of technology while working with all technology providers to adopt a preventative approach to reduce unnecessary hospital admissions, improve discharge times and help people to remain in their homes.

### **Responding to the need in light of the COVID-19 Pandemic**

In response to the COVID-19 pandemic, ALONE restructured to deliver needed services to vulnerable people across Ireland. We harnessed our professional staff, volunteer base, and community and corporate partnerships to roll out a coordinated response for older people who were, and still are, worried, stressed or anxious, socially isolated or self-isolating due to health concerns.

ALONE has worked tirelessly and under difficult conditions to build strong working relationships with all stakeholders and partners across the country. These relationships greatly enhance our work and engagement with older people at a local level and avoid duplication across the country.

ALONE was invited by the Department of Health to join the National Public Health Emergency COVID-19 Subgroup for Vulnerable People (NPHEP).

ALONE is also a member of two other subgroups that have been set up in response to COVID-19 and are feeding back into the NPHEP. The two sub groups are:

1. Department of Health's Communication subgroup
2. Department of Community & Rural Affairs Community Response subgroup

We are also part of the COVID-19 Community Call Forum made up of State agencies, community and voluntary groups in order to streamline providing supports to any vulnerable person who needs them.

We are continually developing referral pathways with statutory and community services across the country who can support with practical tasks when needs arise in their locality.

We have paved the way in developing our relationships in civil society with statutory, community and voluntary sectors that are reaching out to vulnerable people including Local Authorities, An Post, GAA and An Garda Síochána. These groups can refer people they encounter to ALONE if they need additional and ongoing support.

Trustees' Report for year ended 31<sup>st</sup> December 2020

Central to the changes in our work practices was the establishment of eight different work streams, all of which feed into one reporting centre in the ALONE CEO Office. This central reporting stream enabled us to keep track of our COVID-19 response, collate the information and report back to the Communications subgroup in the Department of Health for oversight and guidance.

Work Stream 1: Older People living in ALONE Housing

Main responsibilities and actions of Housing Work Stream

1. Telephone check ins with Tenants
2. Taking on Support Coordination role for tenants from Support Coordinators
3. Maintenance
4. Report and recording of actions and outputs from Housing work stream

ALONE Housing 2020 Achievements

- Block A Jamestown Court was completed, fitted out and 12 of the existing tenants of the scheme happily transferred to their new units
- There were 16 new tenancies, 4 new tenants and 12 housing transfers
- We undertook 6 refurbishments
- 98% occupancy of available housing
- Made 5,170 recorded COVID-19 check ins with tenants. The actual number was far higher as it took some time to get our recording systems set up and not all interactions were recorded once the tenants had been checked in with for that period
- At the height of COVID-19, while cocooning was recommended, ALONE delivered pre-cooked meals to the majority of tenant households weekly. ALONE facilitated meals during the week and facilitated shopping/picking up medication for tenants via staff and volunteers
- Completed independent tenant satisfaction survey facilitated by Irish Council for Social Housing. Received an overall satisfaction level of 95%, 5% above the sector average



## Work Stream 2: Older People already engaged with ALONE

**COVID-19 Response**

This work stream covered the supports and service provision to older people who were currently using ALONE services or had engaged with ALONE over the past year. Clear procedure and protocols on supporting all older people through COVID-19 who are already linked in with ALONE through Support Coordination, Visitation Support and Befriending, BConnect and Telephone Support and Befriending were developed.

ALONE services in 2020 included the following: Support Coordination, Telephone Support & Befriending, Visitation Support & Befriending, Housing with Support and BConnect Assistive Technology and ALONE Housing.

The need and the desire for older people wishing to age in their own homes was increasingly highlighted throughout services in 2020.

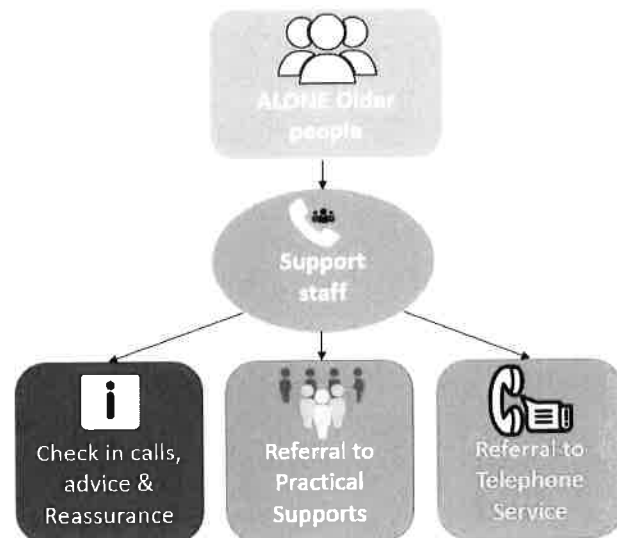
We saw significant growth and demand for our services with 14,724 unique older people receiving supports during 2020, which represents a 172% increase in numbers of older people we supported in 2019. The number of counties we delivered services in expanded to include Cork, Kerry, Limerick, Roscommon and North Tipperary. March saw staff begin working in work streams, incorporating shift patterns for the first time at ALONE.

The two highest presenting needs for older people were:

- Personal Care at 27% (reflecting the need for practical supports of food, fuel and pharmacy at the start of COVID-19)
- Befriending – Visitation & Telephone at 20%, highlighting the fact that loneliness and social isolation continues to be one of the highest areas of need for Older People

Despite the challenges of COVID-19, ALONE completed 1,130 Assessments with older people, the majority of which were over the phone.

We continued to meet that need of loneliness and isolation by carrying out an amazing 58,800 phone calls to older person during 2020. 789 new Befriending Matches between older people and volunteers were completed in 2020. Volunteers provide their support 365 days a year through phone calls, weekly visits (ALONE is following the HSE COVID-19 procedures and where an older person's preference is for an on-site visit, this will be provided once it is in line with the current level of restrictions) and practical supports. Volunteer Training Modules were moved to online links, which made the recruitment and training of volunteers a much faster and time efficient process.



## Trustees' Report for year ended 31<sup>st</sup> December 2020

ALONE released a Health and Wellbeing Plan, addressing key issues which continue to affect the health and wellbeing of older people across the country. Although a COVID-19 initiative, it is also part of the organisation's long-term plan to integrate health and wellbeing into the Social Prescribing model and to provide national and local responses to health and wellbeing for older people. The plan is made up of a series of projects which promote social interaction, activities, fitness and positive mental and physical health practices for older people. 26,326 texts with hints and tips for improved health and wellbeing were sent to older people as part of the 8-week pilot programme.

Due to COVID-19, ALONE's Support and Befriending Telephone Service is being carried out remotely by volunteers and staff using their own phones and laptops, with access to ALONE's CRM system. A third Support and Befriending Telephone Service, CHO5 was launched virtually in May with 10 volunteers making 20 calls to 15 older people weekly. By December 2020, the services had 70 volunteers making 500 calls to 400 older people weekly.

ALONE's Support and Befriending Telephone Service continues to grow, volunteers made a staggering 136,966 Support and Befriending phone calls throughout 2020, an increase of 40% on the previous year with 2,426 unique older people receiving a call each week. These calls not only alleviated loneliness and isolation in an older person's life it also provided them with health information, appointment and medication reminders and gave them information, support and encouragement to get through COVID-19. The Support and Befriending Telephone Service Volunteers received an Outstanding Service Award from Volunteer Ireland for 2020.

The Support and Befriending Telephone Service is proving to be a fundamental building block to overall services as it can operate as a holding service while older people are waiting to be assessed, as a stand-alone service that provides daily contact, support and information or as part of a wider package of supports.

The age profile of older people was highest between 70 – 90 years old at 54% of total. 421 older people were over 90 years of age, accounting for 5% of the total cohort engaged with ALONE. Of the total number of older people we worked with 65% were female and 35% were male. We continue to review our assessment process to identify what impact our interventions are having in a person's life and what further supports may be needed.

Loneliness and isolation have been the primary concern for older people throughout 2020, which increased significantly due to COVID-19 and the various lockdown levels etc. We carried out 8,733 Support Plan Objectives in 2020, primarily over the phone to support older people. ALONE has engaged with partners and stakeholders to meet this challenge, not only promoting the Support and Befriending Telephone Service but the use of Smart Technology to assist older people in connecting with family, friends and social activities. 521 Technology Support Plan Objectives were created in 2020, ranging from pendant alarms to smart home sensors and personal health monitors. At a local level staff continue to advocate for improved access to technology for older people in all oversight meetings with the HSE and Community Call Fora at a regional level. ALONE is working with the Age Alliance and relevant Government Departments at a national level to address these challenges.





### **Technology**

#### **BConnect Technology**

- We completed 521 technology interventions
- We provided 8 internal Salesforce training sessions, with 6 conducted online due to COVID-19 restrictions and Government guidelines
- We computerised 1 organisation in 2020, including on-boarding, training and Salesforce setup
- We organised 7 training sessions with external organisations with 29 participants in total

#### **BConnect Community**

- We ran our first virtual networking and collaboration event for community and statutory groups in CHO9
- We provided mentoring to 3 groups
- We provided 7 online training sessions for Befriending Services
- We currently have 63 organisations in Befriending Network Ireland

Work Stream 3: National Support Line

**ALONE's National Support Line**

On Monday March 9<sup>th</sup> we launched a COVID-19 National Support Line in partnership with the HSE and Department of Health. The National Support Line operates seven days a week from 8am – 8pm, 365 days a year. A Samaritans after-hours (8pm-8am) voicemail/transfer service was also installed as part of this service. All our National Support Line volunteers are working remotely from their own homes, using ALONE's Customer Relationship Management system to provide this service.

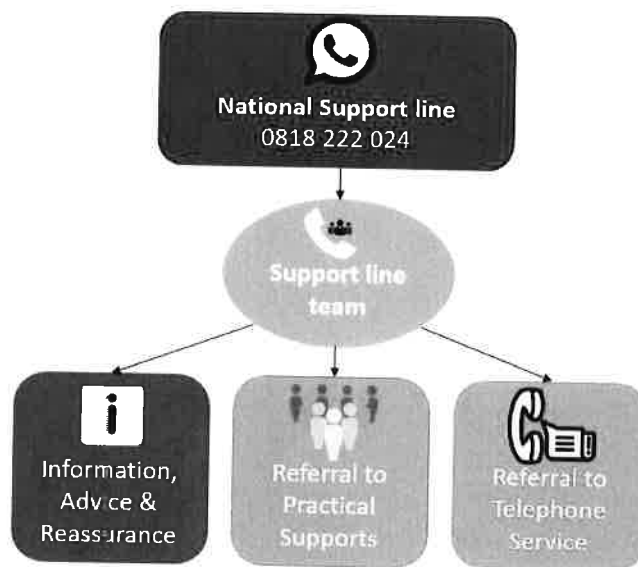
ALONE launched a dedicated referral line for professionals including Home Care Providers, Local Authorities, Local Development Companies, Hospitals, Primary Care, the HSE, GPs, members of PPNs and other community services, including pharmacy staff. This referral pathway is operational seven days a week and is specifically for professionals who wish to make a referral including ALONE staff.

**COVID-19 Response**

The National Support Line opened the door to all older people who were newly engaging with us looking for support or reassurance as result of COVID-19. These people are offered immediate advice and reassurance on the call and also be directly referred to our support coordinators and daily telephone support service for follow up on emotional and practical support.

Functions for this work stream to cover:

1. **Rostering of both staff and volunteers** on the National Support Line to ensure adequate cover and adequate break times
2. **Training for staff and volunteers** on the National Support Line. Training should cover how to handle a call, where to find the latest Q&A and how to log a call
3. **The development of protocol for the National Support Line** this should include instructions on how to log the call on Salesforce
4. **Referring on to work streams as required** for telephone support and practical support
5. **Oversight of the communications** on the phone line about consistency of message





### **ALONE National Support Line Achievements**

- Throughout 2020, we received more than 43,000 calls to ALONE's National Support Line
- In addition to this, ALONE staff and volunteers have made 138,600 calls to older people through a variety of services we provide which includes, but is not limited to, Support and Befriending Telephone calls, check- n calls and return calls
- Cumulatively, that's an astonishing 180,600 calls placed to and made from older people in 2020
- This also can be broken down to nearly 500 calls placed each day of 2020

Trustees' Report for year ended 31<sup>st</sup> December 2020

## Work Stream 4: Practical Supports

ALONE provides practical support and coordinates services for and with older people to address challenges and to find solutions. Coordinated Support uses a case management approach which enables older people to access medical as well as non-medical sources of support within their community to improve physical, emotional and mental wellbeing.

ALONE supports older people beyond the visits and phone support by helping the older people engage with and access social activities and help with practical tasks, including shopping and physical activities and arranging transport. This is not a formal service, but we as an organisation wish to recognise the extra tasks our volunteers do to support their older person in living at home. This support has been crucial during COVID-19.

**COVID-19 Response**

**Functions** for this work stream to cover:

1. **Clear oversight and responsibility** for the delivery of practical supports to all older people both newly engaged with ALONE and those engaged with us prior to COVID-19, who require them across the country
2. **Rostering of staff and volunteers** over a 7-day period to ensure delivery of practical supports to older people on a daily basis
3. **Consistent communication** between volunteers delivering supports and staff/volunteers organising the delivery to ensure timely delivery of supports
4. **Clear procedure and protocols** on delivering practical supports to all older people through COVID-19.



Support provision: food, medication, fuel, essentials



### **ALONE Practical Support Achievements**

In 2020, ALONE were supported by an amazing team of volunteers which are now found in every far corner of Ireland. These individuals have been calling their older person regularly as restrictions have impacted their ability to visit. Their support is invaluable to each older person and to ALONE.

As of September of 2020, ALONE had assisted in approximately 12,500 deliveries of essential items to older people's doors. These deliveries were made possible through our valuable partnerships with other charities, businesses and organisations to ensure that we can reach as many older people as possible and to coordinate our response. Every organisation and individual we have reached out to has been more than willing to help ALONE in any way that they can.

## Work Stream 5: HR and Technical

**COVID-19 Response**

Functions of this work stream:

- SharePoint
- HR Locker
- Volunteers
  - Leveraging and redeploying of current volunteers
  - Recruiting, readying and deploying of new volunteers
- Payroll Processing
  - Key customers for this work stream: Finance, CEO and all staff
- Staff Communication and Support
  - Key customers for this work stream: Staff and volunteers

**ALONE's HR and Technical Achievements**

The day-to-day management of ALONE is delegated to the Chief Executive Officer. In 2020 staff numbers increased from 58 in January to 71 at the end of December.

- We developed and deployed some new policies in response to COVID-19 and others that apply even outside of pandemic times, e.g. Maternity Benefit, Working from Home and Returning to Work after Travel during COVID-19
- The Terms and Conditions group continued its work and some improvements were implemented as a result:
  - An increase to Annual Leave to 24 days for all staff
  - Annual Leave increasing to 25 after 2 years' service
  - Providing 5% employer contribution to pension where staff are contributing at least 3%
- We introduced a weekly staff brief sent to all staff every Friday as a way to keep all staff informed of any changes in all areas of the organisation
- A Health and Safety Working from Home survey was conducted and has provided guidance as to issues being encountered by staff in their home workplace and the issues raised will be addressed where practical to do so
- New bespoke induction programmes were created by our Training Coordinator
- A Strategies and Values workshop was held to allow staff to discuss their work-related challenges and accomplishments during COVID-19 as well as providing an opportunity to assess the extent to which the values of The ALONE Way have been demonstrated in the response to COVID have been completed with attendance from 60+ staff
- Virtual quiz with a comedy element took place in July with a range of spot prizes for participants and virtual Christmas party was held including entertainment from a traditional group and a comedian



## Trustees' Report for year ended 31<sup>st</sup> December 2020

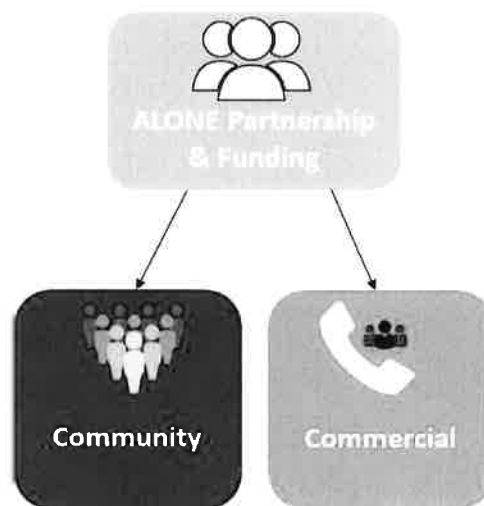
### Volunteers

- ALONE **engaged with** over 2,990 volunteers in 2020. This is a 42% increase from the previous year
- In 2020 ALONE **trained and recruited** 617 volunteers nationwide. This is a -19% decrease on 2019 due to restrictions
- As of April 2020, volunteer training sessions transitioned to online trainings modules for the three different services (Visitation, Telephone, Support Line). The Volunteer Team held approx. 34 Visitation and Support Online Zoom trainings from July 2020- Dec 2020
- ALONE established a new Telephone Service based in Kilkenny in 2020 bringing the total amount of Telephone Support Services to 3
- ALONE Telephone Support Service were successful in winning the large group category in the **Volunteer Ireland Annual Volunteer Awards**. This award is in recognition of the commitment and adaptability of the telephone support volunteers during the COVID-19 pandemic
- ALONE established the National Support Line and now has a team of 50 dedicated volunteers. The Support line is covered by volunteers 7 days a week 8am-8pm

## Work Stream 6: Partnerships and Funding

**COVID-19 Response****Functions of this work stream:**

1. **Develop relationships and referral pathways** with, largely community, agencies across the country who can support with practical tasks
2. **Develop relationships with corporate partners** who can support with telecommunications, medication and food supplies such as Vodafone, pharmacies and supermarkets
3. **Secure and raise funds** through public donations and corporate partnerships

**ALONE's Partnership and Funding Achievements****Partnerships**

ALONE's relationship with the HSE and Local Authorities was further consolidated in 2020. We were an integral part of the COVID-19 Community Call Fora and Health & Wellbeing Sub Groups across each CHO area we work in. An extremely positive Sláintecare Project collaboration event was hosted with 51 CHO 9 based organisations to improve inter-agency communication and collaboration.

**Fundraising**

- Over 16,000 new donors in 2020
- Donations in 2020 were €4.5 million compared to circa €1 million in 2019
- Partnership with Christmas FM generated €284,107.12 in donations
- Donor Direct Mail generated €108,529.72 from its launch in November to the end of December

**Corporate Fundraising**

- **Horizon Therapeutics:** €250,000 donation – continue to be a partner in 2020
- Large organisations such as **Google** and **Facebook** made significant donations in 2020 of €45,000 and €50,000 respectively



**Trustees' Report for year ended 31<sup>st</sup> December 2020**

- Existing and long-term partnership from 2016-2019 who had taken part in local fundraising initiatives, Volunteer Maintenance Days and Social Events led to large US donations from their parent companies in 2020
  - Examples:
    - **Optum** \$93,000 Donation – Corporate partner in 2019. Optum hosted an older person social event in 2019 and so ALONE were in their mind's eye when US donations became available
    - **Wells Fargo** \$10,000 donation via a third party trusts and foundations organisation [United Way Worldwide](#)
    - This then led to a further \$75,000 donation and UWWW recommended ALONE to a US Healthcare Company – Cardinal Health

**Community Fundraising**

- **ICU4U** Collaboration event with 3 other Charities – ICU medical staff cycled from 5 points around Ireland to meet at Mater Hospital greeted by the Taoiseach Micheál Martin and garnered phenomenal media coverage: <https://e-t-c.coveragebook.com/b/2a1247d3d18ecf45>
- **Coca-Cola**: gave ALONE their Christmas Campaign budget and worked closely with ALONE to produce a fresh campaign that reached a new demographic audience which builds for the future generation of donors: individual, community and corporate. This campaign is currently nominated for an All-Ireland Marketing Award

**Trustees' Report for year ended 31<sup>st</sup> December 2020****Work Stream 7: Sláintecare Project**

This work stream will focus on the delivery of the Sláintecare project in line with actions outlined to Pobal. Functions this work stream will carry out:

1. **Create a contingency plan** and have approved by Pobal outlining what can be delivered
2. **Confirm contingency** with partners and ALONE staff involved in the project
3. **Explore** other means of delivering actions, such as online meetings and Skype
4. **Provide monthly reports** back to Pobal
5. **Liaise with ALONE Finance Manager** re: budget to adjust spending based on contingency
6. **Coordinate and deliver projects** in line with contingency project plan

**Impact of COVID-19 on our project**

COVID-19 and the current situation is largely impacting on older and more vulnerable people who are likely to become unwell if they contract the virus. ALONE's main services support older people to age at home and in partnership with the Department of Health and the HSE we are providing support via a helpline and through practical supports and telephone calls. This shift in practice is in response to the situation nationwide. Many projects and other activities unrelated to COVID-19 have been paused with the exception of our Sláintecare project. There are, however, some actions that will not be possible to deliver on, such as provision of technology and services to older people and the provision of training and support to community and voluntary organisations. We have met as a team (13/03/2020) to review the project plan in light of COVID-19 and to create a contingency outlining what we can and cannot deliver ensuring safeguarding of the older people at all times. We will be constantly reviewing the situation and while some of our actions are not feasible or appropriate at the moment, they may be able to be delivered in a few months' time if the situation eases.

## Trustees' Report for year ended 31<sup>st</sup> December 2020

### Work Stream 8: ALONE Central Reporting Work Stream

#### COVID-19 Response

The ALONE Central Reporting Team is part of the CEO Office.

The function of the CEO office team is to:

- Collate a daily report on activities across all work streams to be shared with Leadership team, staff and the Department of Health
- Develop and update a comprehensive COVID-19 communications plan
- Manage PR and communications externally such as press releases, online and social media content, Government visits and public appearances
- Provide an up to date Q&A document for the National Support Line and for ALONE partners. This is updated regularly and disseminated when changes are made

#### ALONE's Central Reporting Work Stream Achievements

##### Campaigning for Change

- Community Call
- Staying Connected
- NPHEP
- Partnerships
- Accelerated Tech
- Opportunity for Housing with Support

##### June – December

- ALONE made four submissions to the Special Committee on COVID-19 response regarding:
  - Nursing homes
  - Non-COVID care
  - The HIQA and Nursing Homes Expert Panel Report
  - Community Call Review
- ALONE made a submission to the Law Reform Commission on Adult Safeguarding
- ALONE continued to advocate for older people to be a part of government departmental strategy, and made submissions on the development of such strategies:
  - Department of Social Protection
  - Department of Rural and Community Development
  - Department of Health
- ALONE developed a pre-budget submission to the Department of Social Protection, outlining key areas of priority for older people
- The policy department contributed to the development of the National Strategy on Volunteering on the value of volunteering
- ALONE made a submission to the Department of Further and Higher education on the development of a 10-year strategy on adult literacy, numeracy and digital literacy
- Developed research report with TILDA on *'Loneliness and social isolation in the COVID-19 Pandemic among the over 70s: Data from The Irish Longitudinal Study on Ageing (TILDA) and ALONE*

## Trustees' Report for year ended 31<sup>st</sup> December 2020

- ALONE made a submission to the United Nations Economic Commission for Europe on good practices Policy Brief 26 on Ageing in the Digital Era
- The Loneliness Taskforce was reformed and is due to meet in early 2021, with a focus on having a broad representation of organisations addressing loneliness. ALONE will continue to act as Secretariat to the Taskforce and will drive policy development
- ALONE continues to act as Secretariat to the Home Care Coalition and provides key leadership in policy development and political engagement. The organisation also continues to work with the Age Alliance also

### Communications Campaigns

#### Gratitude Campaign

- Our corporate partnership with JCDecaux provided significant free outdoor advertising for a national Bus Shelter Six Sheets campaign, 'Gratitude Campaign' created by creative agency Bonfire. The campaign drew widespread attention to ALONE's impact and reflected ALONE's gratitude to three stakeholders; older people, donors, volunteers and staff.
- The rate-card value of the display that ALONE received from JCDecaux formats in 2020 was €555,720
- In December, in anticipation for the new year, JCDecaux requested additional 6 Sheet Posters, 48 Sheet Posters, Luas Column Posters and Europanel Posters
- Bonfire's value of time contribution to ALONE equated to €34,600. This includes time spent on concept work, strategy, design, illustration, artwork, copywriting, video and audio production and acquiring imagery
- Subsequently, through a Facebook Coupon granted from their Community Fund, we were able to push the Gratitude Campaign out on social media. We applied €2,000 of the coupon to two campaigns; one to encourage donations by selecting conversions to the website donation page and page likes encouraging people who like pages similar to ours to like our page. These adds run across Facebook and Instagram

#### 'Now More Than Ever' Campaign, partnership with Gavin James and Bonfire

- Gavin James fundraised €200,000 for ALONE from his appearance on The Late Show and in the weeks afterwards
- The short videos part of the 'Now More Than Ever' campaign were seeded out on our social media channels over the course of a month with its main incentive to encourage people to get in touch with older people in their lives in a safe way

#### HAVAS National Support Line Number Poster

- ALONE worked closely with HAVAS to create a poster campaign which displayed details of the National Support Line
- This was the first public instance of our new logo being used; displaying the tag line "You're Not Alone"

### Trustees' Report for year ended 31<sup>st</sup> December 2020

#### ALONE, Guinness and Today FM

- Together celebrating and connecting older people in our communities with ALONE supported by Guinness was a remarkable campaign with results across the board within the organisation
- We saw increases in growth socially, surges in calls to the National Support Line on particular days and overall general interest and engagement was notable during this time

#### November 2020 - Christmas Campaign: Give a Helping Hand

- ALONE launched our 'Give a Helping Hand' Christmas campaign in November 2020, supported by Christmas Ambassador Kathryn Thomas and ALONE service-user Don Johnson outside Don's home in North Dublin
- Kathryn launched the organisation's Christmas campaign to encourage members of the public to give a helping hand at Christmas and into the New Year, by reaching out to check in on the older people in their lives who may be struggling over the festive period. ALONE also urged older people experiencing loneliness to get in touch with them if they required support
- ALONE outlined a number of ways for members of the public to reach out and Give a Helping Hand at Christmas. ALONE also urged the public not to forget about the older people in their lives after the festive season

#### PR

- Issued 80 press releases resulting in more than 3,478 print articles about ALONE
- Completed 211 media requests for print, radio and television

#### Social Media

Platform	Followers February 2020	Followers December 2020	Growth
Facebook	13,097	16,870	28%
Instagram	1,995	5,739	187.70%
Twitter	6,033	8,198	35.89%

## **ALONE Policies**

### **Investment Policy**

The Trustees employ Investment Fund Managers to manage the portfolio. Their work is undertaken within broad investment parameters set by the Trustees which take regard of acceptable levels of risk and the balance between income and capital appreciation requirements. Their performance is measured against appropriate industry benchmarks. The Audit and Finance Sub-Committee receives regular reports with commentary to review performance and consider changes to the portfolio to respond to market conditions.

### **Reserves Policy**

As ALONE services are dependent upon voluntary donations we are aware of the risks posed by reduced incomes during a period of austerity. We are also affected by fluctuating investment returns. The Trust's policy is to ensure that sufficient resources are available either from cash balances or cash flows to ensure all obligations can be met when they fall due. The Trustees are of the opinion that ALONE is well positioned to manage its running costs. ALONE keeps a reserve of €1.7 million to ensure that it can continue to operate for a time if all income ceases (€500,000 for risk to property and €1,200,000 risk to non-property income).

### **Annual Planning Process - Plans for 2020**

Each of ALONE's departments has an action plan. These are split into individual projects. These projects have defined and agreed outcomes that are derived from our 2019-2023 Strategic Plan and Business Plan from next year. These results are then presented to the Trustees. We will achieve our goals through this transparent process.

## Statement of Trustees' Responsibilities

The Trustees are responsible for preparing their report and the financial statements in accordance with applicable Irish law and Generally Accepted Accounting Practice in Ireland including the accounting standards issued by the Financial Reporting Council and promulgated by the Institute of Chartered Accountants in Ireland.

The Trustees are required to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Trust and of the net resources of the Trust for that year.

In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Make judgements and estimates that are reasonable and prudent
- State whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards

The Trustees are responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of the organisation and to enable them to ensure that the financial statements are prepared in accordance with accounting standards generally accepted in Ireland and with Irish statute. They are also responsible for safeguarding the assets of the Trust and hence, for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

There is no relevant audit information (information needed by the Trust's auditors in connection with preparing their report) of which the Trust's auditors are unaware, and the Trustees have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Trust's auditors are aware of that information.

# INDEPENDENT AUDITOR'S REPORT to the Members of ALONE

## Report on the Audit of the Financial Statements

### Opinion

We have audited the charity financial statements of ALONE for the financial year ended 31 December 2020 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and the notes to the financial statements, including the summary of significant accounting policies set out in note 2. The financial reporting framework that has been applied in their preparation is Irish law and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section 1A of that Standard and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102.

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the charity as at 31 December 2020 and of its surplus for the financial year then ended;
- have been properly prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", as applied in accordance with the provisions of the Companies Act 2014 and having regard to the Charities SORP; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are described below in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and the Provisions Available for Audits of Small Entities, in the circumstances set out in note 3 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions Relating to Going Concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### Other Information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our Auditor's Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### Opinions on Other Matters Prescribed by the Companies Act 2014

In our opinion, based solely on the work undertaken in the course of the audit, we report that:

- the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

In our opinion the accounting records of the charity were sufficient to permit the financial statements to be readily and properly audited. In our opinion the financial statements are in agreement with the accounting records.



# INDEPENDENT AUDITOR'S REPORT to the Members of ALONE

## Matters on Which We Are Required to Report by Exception

Based on the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified any material misstatements in the Trustees' Annual Report. The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of trustees' remuneration and transactions required by sections 305 to 312 of the Act are not complied with by the company. We have nothing to report in this regard.

## Respective Responsibilities

### Responsibilities of Trustees for the Financial Statements

As explained more fully in the Trustees' Responsibilities Statement, the trustees are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, if applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the charity or to cease operations, or has no realistic alternative but to do so.

### Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

### Further Information Regarding the Scope of Our Responsibilities As Auditor

As part of an audit in accordance with ISAs (Ireland), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the , whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor's Report. However, future events or conditions may cause the the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## **INDEPENDENT AUDITOR'S REPORT to the Members of ALONE**

### **The Purpose of Our Audit Work and to Whom We Owe Our Responsibilities**

Our report is made solely to the charity's members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an Auditor's Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume any responsibility to anyone other than the charity and the charity's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Donal Ryan FCCA AITI

For and on Behalf of

DONAL RYAN FCCA AITI

DONAL RYAN & ASSOCIATES

Chartered Certified Accountant and Statutory Auditor

32 Manor Street

Dublin 7

Ireland

6/8/21

Donal Ryan & Associates  
Chartered Certified Accountants  
& Statutory Auditor  
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32 Manor Street, Dublin 7  
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# ALONE STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an Income and Expenditure Account)  
for the financial year ended 31 December 2020

	Notes	Unrestricted Funds 2020 €	Restricted Funds 2020 €	Total 2020 €	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total 2019 €
<b>Income</b>							
Donations and legacies	4.1	4,153,289	367,948	4,521,237	885,448	303,932	1,189,380
Charitable activities	4.2	159,217	1,684,163	1,843,380	216,076	1,017,206	1,233,282
Other trading activities	4.3	904,061	-	904,061	865,327	-	865,327
Investments	4.4	1,934	-	1,934	39,011	-	39,011
Other income	4.5	5,080	790	5,870	55,139	-	55,139
<b>Total Income</b>		<b>5,223,581</b>	<b>2,052,901</b>	<b>7,276,482</b>	<b>2,061,001</b>	<b>1,321,138</b>	<b>3,382,139</b>
<b>Expenditure</b>							
Raising funds	5.1	178,171	-	178,171	125,746	-	125,746
Charitable activities	5.2	2,313,360	2,279,121	4,592,481	1,820,818	1,530,490	3,351,308
<b>Total Expenditure</b>		<b>2,491,531</b>	<b>2,279,121</b>	<b>4,770,652</b>	<b>1,946,564</b>	<b>1,530,490</b>	<b>3,477,054</b>
Net gains/(losses) on investments		72,509	-	72,509	208,913	-	208,913
<b>Net Income/(Expenditure)</b>		<b>2,804,559</b>	<b>(226,220)</b>	<b>2,578,339</b>	<b>323,350</b>	<b>(209,352)</b>	<b>113,998</b>
Transfers between funds		(226,220)	226,220	-	(209,352)	209,352	-
<b>Net Movement in Funds for the Financial Year</b>		<b>2,578,339</b>	<b>-</b>	<b>2,578,339</b>	<b>113,998</b>	<b>-</b>	<b>113,998</b>
<b>Reconciliation of Funds</b>							
Balances brought forward at 1 January 2020	20	14,656,102	1,036,641	15,692,743	14,542,104	1,036,641	15,578,745
<b>Balances Carried Forward at 31 December 2020</b>		<b>17,234,441</b>	<b>1,036,641</b>	<b>18,271,082</b>	<b>14,656,102</b>	<b>1,036,641</b>	<b>15,692,743</b>

The Statement of Financial Activities includes all gains and losses recognised in the financial year. All income and expenditure relate to continuing activities.

Approved by the Board of Trustees on 19<sup>th</sup> July 2021 and Signed on Its Behalf by:





# ALONE BALANCE SHEET

as at 31 December 2020

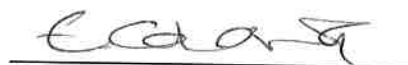
	Notes	2020 €	2019 €
<b>Fixed Assets</b>			
Tangible assets	12	21,113,447	19,002,427
Investments	13	2,980,304	1,919,974
		<u>24,093,751</u>	<u>20,922,401</u>
<b>Current Assets</b>			
Stocks	14	-	684,534
Debtors	15	213,349	128,822
Cash at bank and in hand		3,125,002	1,429,057
		<u>3,338,351</u>	<u>2,242,413</u>
<b>Creditors: Amounts Falling Due within One Year</b>	16	<u>(1,952,806)</u>	<u>(902,615)</u>
<b>Net Current Assets</b>		<u>1,385,545</u>	<u>1,339,798</u>
<b>Total Assets Less Current Liabilities</b>		<u>25,479,296</u>	<u>22,262,199</u>
<b>Creditors</b>			
Amounts falling due after more than one year	17	<u>(7,208,214)</u>	<u>(6,569,456)</u>
<b>Net Assets</b>		<u>18,271,082</u>	<u>15,692,743</u>
<b>Funds</b>			
Restricted trust funds		1,036,641	1,036,641
General fund (unrestricted)		17,234,441	14,656,102
<b>Total Funds</b>	20	<u>18,271,082</u>	<u>15,692,743</u>

The total unrestricted funds includes a revaluation reserve of €(9,595,991) (2019 - €(9,595,991))

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section 1A of that Standard.

Approved by the Board of Trustees on 19<sup>th</sup> July 2021 and Signed on Its Behalf by:

  
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# ALONE STATEMENT OF CASH FLOWS

for the financial year ended 31 December 2020

	Notes	2020 €	2019 €
<b>Cash Flows from Operating Activities</b>			
Net movement in funds		2,576,405	105,987
Adjustments for:			
Gains and losses on investments		101	3,042
Amount written back on investments		(72,610)	(211,955)
Depreciation		45,522	48,821
Interest payable and similar expenses		193,210	139,907
Gains and losses on disposal of fixed assets		-	(31,000)
Amortisation of capital grants received		(159,217)	(159,217)
		<u>2,583,411</u>	<u>(104,415)</u>
Movements in working capital:			
Movement in stocks		684,534	(684,534)
Movement in debtors		(84,527)	76,977
Movement in creditors		974,334	113,944
		<u>4,157,752</u>	<u>(598,028)</u>
Cash generated from operations			
Interest paid		(193,210)	(139,907)
		<u>3,964,542</u>	<u>(737,935)</u>
<b>Cash Flows from Investing Activities</b>			
Dividends received		1,934	8,011
Payments to acquire tangible assets		(2,156,542)	(120,616)
Payments to acquire investments		(1,060,330)	(204,592)
Receipts from sales of tangible assets		-	375,000
Receipts from sales of investments		(101)	(3,042)
		<u>(3,215,039)</u>	<u>54,761</u>
Net cash generated from investment activities			
<b>Cash Flows from Financing Activities</b>			
New long term loan		870,585	(748,762)
New short term loan		99,142	261,640
Repayment of short term loan		(23,285)	(357,237)
		<u>946,442</u>	<u>653,165</u>
Net cash generated from financing activities			
<b>Net Increase in Cash and Cash Equivalents</b>		<u>1,695,945</u>	<u>(30,009)</u>
<b>Cash and Cash Equivalents at 1 January 2020</b>		<u>1,429,057</u>	<u>1,459,066</u>
<b>Cash and Cash Equivalents at 31 December 2020</b>	21	<u><u>3,125,002</u></u>	<u><u>1,429,057</u></u>

# ALONE

## NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2020

### 1. GENERAL INFORMATION

ALONE is a company limited by shares formed under a Scheme of Incorporation in the Republic of Ireland. The registered office of the company is Olympic House, Pleasants St., Dublin 8 which is also the principal place of business of the company. The financial statements have been presented in Euro (€) which is also the functional currency of the charity.

### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the charity's financial statements.

#### Basis of Preparation

The financial statements have been prepared on the going concern basis under the historical cost convention. The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)" and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section 1A of that Standard.

The charity has applied the Charities SORP on a voluntary basis as its application is not a requirement of the current regulations for charities registered in the Republic of Ireland.

The charity has varied the standard formats in that act for the Statement of Financial Activities and the Balance Sheet. Departures from the standard formats are to comply with the requirements of the Charities SORP and are in compliance with section 4.7, 10.6 and 15.2 of that SORP.

#### Statement of Compliance

The financial statements of the charity for the financial year ended 31 December 2020 have been prepared on the going concern basis and in accordance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)" and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section 1A of that Standard.

#### Fund Accounting

The following are the categories of funds maintained:

##### Restricted Funds

Restricted funds represent income received which can only be used for particular purposes, as specified by the donors. Such purposes are within the overall objectives of the charity.

##### Unrestricted Funds

Unrestricted funds consist of General and Designated funds.

- General funds represent amounts which are expendable at the discretion of the board, in furtherance of the objectives of the charity.

- Designated funds are unrestricted funds earmarked by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

##### Income

All incoming resources are included in the Statement of Financial Activities when the Trust is entitled to the income, the amount can be quantified with reasonable accuracy and it is probable the income will be received. The following specific policies are applied to particular categories of income:

Voluntary contributions are included in full in the Statement of Financial Activities in the current year.

Income from government and other grants, whether 'capital' or 'revenue grants', is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity is recognised within income from donations and legacies. Grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance and included within income from charitable activities.

# ALONE NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2020

continued

Incoming resources from charitable trading activities are accounted for when earned which is usually when the risk and rewards of ownership transfers; the sale can be reliably measured and it is probable there will be future inflows of economic activity.

Investment income is included when receivable.

Interest received on the trust's investments is recorded as income in the year in which it is earned under the effective interest rate method.

## **Expenditure**

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting voluntary income, investment management costs and the costs of trading for fundraising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees, costs of legal advice for trustees and costs linked to the strategic management of the charity including the cost of trustee meetings.

Costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

## **Pensions**

Pension benefits for employees are met from payments to a defined contribution pension fund. Contributions are charged to the Statement of Financial Activities in the year in which they fall due.

The assets of the pension scheme are held independently from the Trust.

## **Going Concern**

Although ALONE is partly reliant on donations from the general public, in the last number of years rental income has increased significantly making ALONE more and more self sufficient. This trend is expected to continue for the next number of years. The Trustees have reviewed all relevant information and are confident that Alone has adequate financial resources to continue in operational existence for the foreseeable future. On this basis they consider it appropriate to prepare the financial statements on a going concern basis.

## **Continuing Operations**

The Statement of Financial activities has been prepared on the basis that the organisation has only continuing operations.

## **Provisions for Liabilities**

Provision for the expected legal costs are charged against profits when an action against the Trust commences. The effect of the time value of money is not material, the provisions are not discounted.

## **Cash & Cash Equivalents**

Cash and cash equivalents include cash on hand, demand deposits and other short-term highly liquid investments with original maturities of three months or less. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

# ALONE NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2020

continued

## Tangible Fixed Assets and Depreciation

Tangible fixed assets are stated at historic cost less accumulated depreciation and accumulated impairment losses. As noted below freehold property has been revalued based on a professional valuation. This has been achieved through the full write back of accumulated depreciation in addition to the creation of a revaluation reserve.

Cost includes prime cost, overheads and interest incurred in financing the construction of tangible fixed assets. Capitalisation of interest ceases when the asset is brought into use.

The charity's land and buildings freehold is deemed to be held for its service potential. Where there are indicators that the assets are not delivering on their anticipated service potential, consideration is given as to whether the asset should be impaired or not.

### Depreciation

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost or valuation, less residual value, of each asset systematically over its expected useful life, as follows:

### Revaluation

All tangible fixed assets are initially recorded at historic cost. Freehold land and buildings are re-valued on the basis of existing use value, adjusted for the addition of notional directly attributable costs where material. The revaluation surplus/(deficit) is taken to/(from) the revaluation reserve.

Land and buildings freehold	-	over its estimated useful economic life
Plant and machinery	-	33.33% Straight line
Fixtures, fittings and equipment	-	25% Straight line
Motor vehicles	-	25% Straight line

The trustees are of the opinion that, having regard to estimated residual values (based on prices prevailing at the dates of acquisition or subsequent revaluation) and the estimated useful economic lives, any depreciation involved would not be material.

The trust's policy is to review the remaining useful economic lives and residual values of land and buildings on an ongoing basis and to adjust the depreciation charge accordingly.

### Impairment

The trust undertakes a review for impairment of a fixed asset if events or changes in circumstances indicate that the carrying amount of the fixed asset may not be recoverable. To the extent that the carrying amount exceeds the recoverable amount, that is the higher of net realisable value and value in use, the fixed asset is written down to its recoverable amount. The value in use of fixed assets is determined from estimated discounted future net cash flows.

### Investments

Investments held as fixed assets are stated at cost less provision for any permanent diminution in value. Income from other financial fixed asset investments together with any related withholding tax is recognised in the profit and loss account in the year in which it is receivable.



# ALONE NOTES TO THE FINANCIAL STATEMENTS

continued

for the financial year ended 31 December 2020

## Inventories

Inventories are stated at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items. Cost includes all costs incurred in the normal course of business in bringing them to their present location and condition. Inventories comprise fundraising materials. It is not considered practicable to value inventories of unsold donated goods at the year end.

## Trade & Other Debtors

Trade and other debtors are recognised initially at transaction price (including transaction costs) unless a financing arrangement exists in which case they are measured at the present value of future receipts discounted at a market rate. Subsequently these are measured at amortised cost less any provision for impairment. A provision for impairment of trade receivables is established when there is objective evidence that the trust will not be able to collect all amounts due according to the original terms of receivables. The amount of the provision is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. All movements in the level of provision required are recognised in the statement of financial activity.

## Trade and Other Creditors

Trade and other creditors are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

## Cash at Bank and in Hand

Cash at bank and in hand comprises cash on deposit at banks requiring less than three months notice of withdrawal.

## Taxation

The company is a revenue approved charity and is therefore exempt from corporate taxation in accordance with sections 207, 208 and related sections, of the Taxes Consolidation Act 1997, as amended.

### 3. PROVISIONS AVAILABLE FOR AUDITS OF SMALL ENTITIES

In common with many other charitable companies of our size and nature, we use our auditors to assist with the preparation of the financial statements.

### 4. INCOME

#### 4.1 DONATIONS AND LEGACIES

	Unrestricted Funds €	Restricted Funds €	2020 €	2019 €
Voluntary Donations & Fundraising	1,470,387	31,374	1,501,761	302,613
Legacies	50,483	-	50,483	226,605
Corporate Donations	1,713,259	156,757	1,870,016	417,139
Donations in Kind	876,126	-	876,126	143,023
High Net Worth - Philanthropy	43,034	179,817	222,851	100,000
	<b>4,153,289</b>	<b>367,948</b>	<b>4,521,237</b>	<b>1,189,380</b>

The charity is grateful to the various individuals and companies which have donated their goods and services to the charity. The value of these goods and services are estimated at €876,126 (2019 €143,023) and have been recognised within incoming resources as a donation and an equivalent amount included within charitable donations and capital where applicable.

The value of services provided by volunteers is not included in these accounts. If all volunteers, during the year, were accounted for at the equivalent rate of €10 per hour per volunteer, the estimated notional cost would amount to circa €2,309,020.

# ALONE NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2020

continued

4.2 CHARITABLE ACTIVITIES	Unrestricted Funds €	Restricted Funds €	2020 €	2019 €	
HSE	-	1,602,193	1,602,193	866,285	
Amortisation of DCC Capital	159,217	-	159,217	159,217	
Grants	-	81,970	81,970	201,556	
Local Authority	-	-	-	6,224	
	<u>159,217</u>	<u>1,684,163</u>	<u>1,843,380</u>	<u>1,233,282</u>	
4.3 OTHER TRADING ACTIVITIES	Unrestricted Funds €	Restricted Funds €	2020 €	2019 €	
Rental income	904,061	-	904,061	865,327	
	<u>904,061</u>	<u>-</u>	<u>904,061</u>	<u>865,327</u>	
4.4 INVESTMENTS	Unrestricted Funds €	Restricted Funds €	2020 €	2019 €	
Investments	1,934	-	1,934	8,011	
Surplus/Deficit on disposal of fixed assets	-	-	-	31,000	
	<u>1,934</u>	<u>-</u>	<u>1,934</u>	<u>39,011</u>	
4.5 OTHER INCOME	Unrestricted Funds €	Restricted Funds €	2020 €	2019 €	
Other income	5,080	790	5,870	55,139	
	<u>5,080</u>	<u>790</u>	<u>5,870</u>	<u>55,139</u>	
5. EXPENDITURE					
5.1 RAISING FUNDS	Direct Costs €	Other Costs €	Support Costs €	2020 €	2019 €
Staff Costs	-	132,380	-	132,380	97,024
Fundraising & Advertising	-	34,110	-	34,110	18,879
Staff Training	-	-	336	336	1,369
Facilitation, Health, Safety & Staff Support	-	-	139	139	212
Legal & Professional	-	-	231	231	111
Rent, rates & security	-	-	5,972	5,972	5,703
Insurance	-	-	542	542	-
Cleaning & waste disposal	-	-	590	590	74
Office costs	-	-	1,372	1,372	1,037
Staff recruitment	-	-	2,499	2,499	584
Utilities	-	-	-	-	753
	<u>-</u>	<u>166,490</u>	<u>11,681</u>	<u>178,171</u>	<u>125,746</u>

# ALONE

## NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2020

continued

5.2 CHARITABLE ACTIVITIES	Direct Costs €	Other Costs €	Support Costs €	2020 €	2019 €
Staff Costs	2,045,831	-	356,503	2,402,334	1,907,118
Staff Training	24,631	-	935	25,566	29,019
Facilitation, Health, Safety & Staff Support	25,600	-	387	25,987	78,444
Donated goods & services	876,126	-	-	876,126	143,023
Programme costs	28,841	-	-	28,841	26,180
Depreciation	45,522	-	-	45,522	48,821
Bank interest paid	193,211	-	-	193,211	139,906
Legal & Professional	76,942	-	9,770	86,712	167,085
Rent, rates & security	104,433	-	16,605	121,038	123,974
Insurance	35,150	-	1,506	36,656	34,411
Cleaning & waste disposal	9,986	-	1,642	11,628	1,849
Repairs & maintenance	112,142	-	-	112,142	150,331
Office costs	110,315	-	2,352	112,667	83,265
Fundraising & advertising	87,626	-	-	87,626	44,631
IT & computer maintenance	151,615	-	-	151,615	113,829
Staff recruitment	31,353	-	6,947	38,300	11,328
Travel & accommodation	5,327	-	-	5,327	9,404
Bank charges	17,960	-	-	17,960	3,767
General expenses	11,835	-	-	11,835	9,235
Utilities	-	-	1,462	1,462	631
Governance Costs (Note 5.3)	-	186,921	13,005	199,926	225,057
	<u>3,994,446</u>	<u>186,921</u>	<u>411,114</u>	<u>4,592,481</u>	<u>3,351,308</u>
5.3 GOVERNANCE COSTS	Direct Costs €	Other Costs €	Support Costs €	2020 €	2019 €
Staff Costs	-	128,634	-	128,634	166,983
Audit	-	13,055	-	13,055	7,029
Legal & Professional Fees	-	45,232	170	45,402	35,560
Staff Training	-	-	377	377	2,260
Staff recruitment	-	-	2,801	2,801	964
Rent, rates & security	-	-	6,695	6,695	9,418
Insurance	-	-	607	607	657
Utilities	-	-	589	589	516
Cleaning & waste disposal	-	-	662	662	123
Office costs	-	-	948	948	1,197
Facilitation, Health, Safety & Staff Support	-	-	156	156	350
	<u>-</u>	<u>186,921</u>	<u>13,005</u>	<u>199,926</u>	<u>225,057</u>

# ALONE NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2020

continued

## 5.4 SUPPORT COSTS

	Cost of Raising Funds €	Charitable Activities €	Governance Costs €	2020 €	2019 €
Rent, rates & security	5,972	16,605	6,695	29,272	26,642
Insurance	542	1,506	607	2,655	1,460
Utilities	526	-	589	1,115	2,212
Cleaning & waste disposal	590	1,642	662	2,894	347
Office costs	846	2,352	948	4,146	3,387
Staff recruitment	2,499	6,947	2,801	12,247	2,728
Facilitation, Health, Safety & Staff Support	139	387	156	682	990
Staff costs	-	356,503	-	356,503	196,526
Staff Training	336	935	377	1,648	6,394
Legal & Professional	231	11,232	170	11,633	17,954
	<u>11,681</u>	<u>398,109</u>	<u>13,005</u>	<u>422,795</u>	<u>258,640</u>

## 6. ANALYSIS OF SUPPORT COSTS

	Basis of Apportionment	2020 €	2019 €
Rent, rates & security	Staff	29,272	26,642
Insurance	Staff	2,655	1,460
Utilities	Staff	1,115	2,212
Cleaning & waste disposal	Staff	2,894	347
Office costs	Staff	4,146	3,387
Staff recruitment	Staff	12,247	2,728
Facilitation, Health, Safety & Staff Support	Staff	682	990
Staff costs		356,503	196,526
Staff Training		1,648	6,394
Legal & Professional	Staff	11,633	17,954
		<u>422,795</u>	<u>258,640</u>

## 7. NET INCOME

	2020 €	2019 €
<b>Net Income is Statec After Charging/(Crediting):</b>		
Depreciation of tangible assets	45,522	48,821
(Surplus) on disposal of tangible fixed assets	-	(31,000)
Amortisation of grants receivable	(159,217)	(159,217)
	<u></u>	<u></u>

## 8. VALUE ADJUSTMENTS IN RESPECT OF INVESTMENTS

	2020 €	2019 €
Value adjustments in respect of fixed asset investments - temporary diminution in value	(72,610)	(211,955)
	<u></u>	<u></u>

## 9. INTEREST PAYABLE AND SIMILAR CHARGES

	2020 €	2019 €
On bank loans and overdrafts	193,210	139,907
	<u></u>	<u></u>

**ALONE**  
**NOTES TO THE FINANCIAL STATEMENTS**

for the financial year ended 31 December 2020

continued

**10. EMPLOYEES AND REMUNERATION**

**Number of Employees**

The average number of persons employed during the financial year was as follows:

	<b>2020</b>	2019
	<b>Number</b>	Number
Employees	<b>63</b>	55
The staff costs comprise:		
	<b>2020</b>	2019
	€	€
Wages and salaries	<b>2,364,676</b>	1,929,281
Social security costs	<b>255,986</b>	203,967
Pension costs	<b>42,687</b>	37,877
	<b>2,663,349</b>	2,171,125

**11. EMPLOYEES AND REMUNERATION CONTINUED**

The Trust has three employee whose total employee benefits (excluding employer pension costs) for the reporting period exceeds €60,000 and the charity does make a small employer pension contribution, a table has been prepared below to accompany the report as required under DPE 022/05/2013 Circular: 13/2014.

	<b>2020</b>	2019
Bands of €10,000 exceeding €60,000	<b>3</b>	1

**12. TANGIBLE FIXED ASSETS**

	<b>Land and buildings freehold</b>	<b>Plant and machinery</b>	<b>Fixtures, fittings and equipment</b>	<b>Motor vehicles</b>	<b>Total</b>
	€	€	€	€	€
<b>Cost</b>					
At 1 January 2020	18,955,327	100,051	52,233	67,450	19,175,061
Additions	2,125,870	28,805	1,867	-	2,156,542
At 31 December 2020	<b>21,081,197</b>	<b>128,856</b>	<b>54,100</b>	<b>67,450</b>	<b>21,331,603</b>
<b>Depreciation</b>					
At 1 January 2020	-	66,632	51,552	54,450	172,634
Charge for the financial year	-	31,600	922	13,000	45,522
At 31 December 2020	-	<b>98,232</b>	<b>52,474</b>	<b>67,450</b>	<b>218,156</b>
<b>Net Book Value</b>					
At 31 December 2020	<b>21,081,197</b>	<b>30,624</b>	<b>1,626</b>	<b>-</b>	<b>21,113,447</b>
At 31 December 2019	18,955,327	33,419	681	13,000	19,002,427

# ALONE NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2020

continued

## 13. INVESTMENTS

	Other investments	Total
	€	€
<b>Investments</b>		
<b>Cost</b>		
At 1 January 2020	1,919,974	1,919,974
Additions	1,060,330	1,060,330
	<u>2,980,304</u>	<u>2,980,304</u>
At 31 December 2020	<u>2,980,304</u>	<u>2,980,304</u>
	<u>1,919,974</u>	<u>1,919,974</u>
At 31 December 2019	<u>1,919,974</u>	<u>1,919,974</u>
<b>Net Book Value</b>		
At 31 December 2020	<u>2,980,304</u>	<u>2,980,304</u>
At 31 December 2019	<u>1,919,974</u>	<u>1,919,974</u>
<b>14. STOCKS</b>	<b>2020</b>	2019
	€	€
Work in progress	-	684,534
	<u>-</u>	<u>684,534</u>
<b>15. DEBTORS</b>	<b>2020</b>	2019
	€	€
Trade debtors	22,163	14,044
Other debtors	36,438	36,403
Prepayments	154,748	78,375
	<u>213,349</u>	<u>128,822</u>
<b>16. CREDITORS</b>	<b>2020</b>	2019
<b>Amounts Falling Due within One Year</b>	€	€
Amounts owed to credit institutions	334,095	258,238
Trade creditors	107,462	234,960
Taxation and social security costs	60,580	48,955
Other creditors	4,477	10,437
Accruals	200,864	75,942
Deferred Income	1,245,328	274,083
	<u>1,952,806</u>	<u>902,615</u>

# ALONE NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2020

continued

17. CREDITORS	2020	2019
Amounts Falling Due After More Than One Year	€	€
Amounts owed to credit institutions	<u>7,208,214</u>	<u>6,569,456</u>
Repayable in one year or less, or on demand (Note 16)	<b>334,095</b>	258,238
Repayable between one and two years	<b>334,095</b>	260,912
Repayable between two and five years	<b>1,002,285</b>	958,959
Repayable in five years or more	<b>5,871,834</b>	5,349,585
	<u><b>7,542,309</b></u>	<u>6,827,694</u>

ALONE uses three means of debt funding in the acquisition and development of homes

- Government funding under the Capital Assistance Scheme facilitates (CAS) housing people with particular needs. A proportion of ALONEs properties are purchased through the Capital Assistance Scheme which is a government grant for the provision of housing for those most in need. The local authorities advance non-repayable loans to approved bodies to cover the cost of provision of these units. These loans are not repayable provided that the accommodation continues to be let to eligible categories of persons and is properly maintained. The local authority holds a charge over the property for a period of 20, 25 or 30 years and the grants are amortised to the Statement of Financial Activities over the relevant period of that charge.

- Loans from government. A long-term government loan through the Department of Housing, Planning and local Government (covering a maximum of 30% of the funding required) plays an important role in leveraging private finance. This loan is facilitated under the Capital Advance Leasing Facility (CALF).

- Loans from financial institutions. ALONE funds part of the acquisition and construction of housing with loans from financial institutions including the Housing Finance Agency.

## 18. State Funding

Agency	HSE
Government Department	Department of Health
Total Grant in the year	€750,000
Expenditure in the year	€967,091
Term	Expires 31 December 2020
Received in the financial year	31 December 2020
Capital Grant	Nil
Restriction in use	Support co-ordinator
Agency	HSE
Sponsoring Government Department	Department of Health
Total Grant in the year	€43,045
Expenditure in the year	€49,992
Term	Expires 31 December 2020
Received in the year ended	31 December 2020
Capital Grant	Nil
Restriction in use	CH07: Kildare

**ALONE**  
**NOTES TO THE FINANCIAL STATEMENTS**

for the financial year ended 31 December 2020

continued

<b>Agency</b>	<b>HSE</b>
Government Department	Department of Health
Total Grant in the year	€992
Expenditure in the year	€1,285
Term	Expires 30 June 2021
Received in the year	31 December 2020
Capital Grant	Nil
Restriction in use	CH08
<b>Agency</b>	<b>HSE</b>
Government Department	Department of Health
Total Grant in the year	€50,000
Expenditure in the year	€52,516
Term	Expires 31 December 2020
Received in the year	31 December 2020
Capital Grant	Nil
Restriction in use	CH08 - GML
<b>Agency</b>	<b>HSE</b>
Sponsoring Government Department	Department of Health
Total Grant in the year	€31,312
Expenditure in the year	€31,740
Term	Expires 31 December 2020
Received in the year	31 December 2020
Capital Grant	Nil
Restriction in use	CH09 - Carelocal
<b>Agency</b>	<b>HSE</b>
Sponsoring Government Department	Department of Health
Total Grant in the year	€9,000
Expenditure in the year	€9,107
Term	Expires 31 December 2020
Received in the year ended	31 December 2020
Capital Grant	Nil
Restriction in use	CH08 - MPower



**ALONE**  
**NOTES TO THE FINANCIAL STATEMENTS**

for the financial year ended 31 December 2020

continued

<b>Agency</b>	<b>HSE</b>
Sponsoring Government Department	Department of Health
Total Grant in the year	€121,181
Expenditure in the year	€151,635
Term	Expires 31 December 2020
Received in the year ended	31 December 2020
Capital Grant	Nil
Restriction in use	CH05
<b>Agency</b>	<b>HSE</b>
Sponsoring Government Department	Department of Health
Total Grant in the year	€14,167
Expenditure in the year	€15,790
Term	Expires 31 December 2020
Received in the year ended	31 December 2020
Capital Grant	Nil
Restriction in use	CH06 - Community Grant
<b>Agency</b>	<b>HSE</b>
Sponsoring Government Department	Department of Health
Total Grant in the year	€2,145
Expenditure in the year	€2,145
Term	Expires 31 December 2020
Received in the year ended	Agency
Capital Grant	Nil
Restriction in use	CH01 - Inishowen
<b>Agency</b>	<b>HSE</b>
Sponsoring Government Department	Department of Health
Total Grant in the year	€8,334
Expenditure in the year	€8,334
Term	Expires 31 December 2020
Received in the year ended	31 December 2020
Capital Grant	Nil
Restriction in use	CH07 - Community Grant

**ALONE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
for the financial year ended 31 December 2020

continued

<b>Agency</b>	<b>HSE</b>
Sponsoring Government Department	Department of Health
Total Grant in the year	€126,252
Expenditure in the year	€161,557
Term	Expires 31 December 2020
Received in the year ended	31 December 2020
Capital Grant	Nil
Restriction in use	CH01 - Donegal
<b>Agency</b>	<b>HSE</b>
Sponsoring Government Department	Department of Health
Total Grant in the year	€341,352
Expenditure in the year	€328,410
Capital expenditure in the year	€12,942
Term	Expires 31 December 2020
Received in the year ended	31 December 2020
Capital Grant	Nil
Restriction in use	Slaintecare
<b>Agency</b>	<b>HSE</b>
Sponsoring Government Department	Department of Health
Total Grant in the year	€104,541
Expenditure in the year	€104,437
Term	Expires 31 December 2020
Received in the year ended	31 December 2020
Capital Grant	Nil
Restriction in use	Bconnect - Slaintecare
<b>Agency</b>	<b>Department of Rural and Community Development</b>
Government Department	Department of Rural and Community Development
Total Grant in the year	€25,927
Expenditure in the year	€25,867
Term	Expires 31 December 2020
Received in the financial year	31 December 2020
Capital Grant	Nil
Restriction in use	Dormant Accounts

**ALONE**  
**NOTES TO THE FINANCIAL STATEMENTS**

for the financial year ended 31 December 2020

continued

<b>Agency</b>	<b>Department of Housing, Local Government and Heritage</b>
Government Department	Department of Housing, Local Government and Heritage
Total Grant in the year	€24,000
Expenditure in the year	€24,000
Term	Expires 31 December 2020
Received in the financial year	31 December 2020
Capital Grant	Nil
Restriction in use	Housing Research

**19. RESERVES**

	<b>Funds</b>	<b>Investment property reserve</b>	<b>Total</b>
	€	€	€
At 1 January 2020	6,096,752	9,595,991	15,692,743
Surplus for the financial year	2,578,339	-	2,578,339
At 31 December 2020	<b>8,675,091</b>	<b>9,595,991</b>	<b>18,271,082</b>

**20. FUNDS**

**20.1 RECONCILIATION OF MOVEMENT IN FUNDS**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds</b>
	€	€	€
At 1 January 2019	14,542,104	1,036,641	15,578,745
Movement during the financial year	113,998	-	113,998
At 31 December 2019	14,656,102	1,036,641	15,692,743
Movement during the financial year	2,578,339	-	2,578,339
At 31 December 2020	<b>17,234,441</b>	<b>1,036,641</b>	<b>18,271,082</b>

**20.2 ANALYSIS OF MOVEMENTS ON FUNDS**

	<b>Balance 1 January 2020</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers between funds</b>	<b>Gains and losses</b>	<b>Balance 31 December 2020</b>
	€	€	€	€	€	€
<b>Restricted Funds</b>						
Sinking Fund	1,036,641	(1,939,551)	-	226,220	-	(676,690)
Revenue Fund	-	1,713,331	-	-	-	1,713,331
	<u>1,036,641</u>	<u>(226,220)</u>	<u>-</u>	<u>226,220</u>	<u>-</u>	<u>1,036,641</u>
<b>Unrestricted Funds</b>						
General Funds	14,656,102	7,502,702	4,698,042	(226,220)	(101)	17,234,441
<b>Total Funds</b>	<b>15,692,743</b>	<b>7,276,482</b>	<b>4,698,042</b>	<b>-</b>	<b>(101)</b>	<b>18,271,082</b>

**ALONE**  
**NOTES TO THE FINANCIAL STATEMENTS**

for the financial year ended 31 December 2020

continued

**21. CASH AND CASH EQUIVALENTS**

	<b>2020</b>	2019
	€	€
Cash and bank balances	<b>3,079,113</b>	1,427,413
Cash equivalents	<b>45,889</b>	1,644
	<b><u>3,125,002</u></b>	<u>1,429,057</u>

**22. RECONCILIATION OF NET CASH FLOW TO MOVEMENT IN NET DEBT**

	Opening balance	Cash flows	Other changes	Closing balance
	€	€	€	€
Long-term borrowings	(6,569,456)	(870,585)	231,827	(7,208,214)
Short-term borrowings	(258,238)	(75,857)	-	(334,095)
<b>Total Liabilities from Financing Activities</b>	<u>(6,827,694)</u>	<u>(946,442)</u>	<u>231,827</u>	<u>(7,542,309)</u>
<b>Total Cash at bank and in hand (Note 21)</b>				<u>3,125,002</u>
<b>Total Net Debt</b>				<u>(4,417,307)</u>

**23. POST-BALANCE SHEET EVENTS**

Since the beginning of 2021, the Covid-19 virus has continued to be a global problem. In common with many other countries, the Irish government issued guidance and new restrictions on the movement of people designed to slow the spread of this virus. In late December 2020 and early January 2021, many businesses closed and throughout the month more restrictions were placed on people and businesses. Effectively, all "non-essential" businesses were ordered to close temporarily. The impact on the company has been more limited use of the building with some staff working from home. At the time of approving the financial statements, while there is some uncertainty, however the board are confident that with the assistance of state supports there will not be a material impact on the future viability of the company.

**24. FINANCIAL INSTRUMENTS**

The company has chosen to apply the provisions of Section 11 and 12 of FRS 102 to account for all of its financial instruments.

**25. APPROVAL OF FINANCIAL STATEMENTS**

The financial statements were approved and authorised for issue by the Board of Trustees on .....

19<sup>th</sup> July 2021