

Registered number: 10690071
Charity number: 1173379

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

**TRUSTEES REPORT AND FINANCIAL
STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

Lindeyer Francis Ferguson Limited
Chartered Accountants & Statutory Auditors
198 High Street
Tonbridge
Kent
TN9 1BE

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

CONTENTS

Page

Reference and administrative details of the charity, its Trustees and advisors	1
Trustees' report and Statement of Trustees' responsibilities	2 – 8
Independent Auditors report	9 – 11
Statement of Financial Activities	12
Balance Sheet	13
Statement of Cash Flows	14
Notes to the Financial Statements	15 – 24

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISORS FOR THE YEAR ENDED 31 MARCH 2019

Trustees

Justin Bateman
Alan Spencer
Abiodun Ademoyero
Karen du Rocher
Satvinder Rayat (Resigned 25/03/2019)
Clare Pye
Lynfa Price (Resigned 25/03/2019)
Chris Inwood (Appointed 12/09/2018)
Charlotte Smith (Appointed 12/09/2018 and resigned 25/03/2019)
Beverley Newman (Appointed 12/09/2018 and resigned 20/09/2018)

Company registered number

10690071

Charity registered number

1173379

Registered office

Safeharbour Memory Wellbeing Centre
Coldharbour Road
Northfleet
Kent
DA11 8AE

Chief Executive Officer

Liz Jewell (Resigned 31/01/2019)
Malou Bengtsson-Wheeler (Appointed 31/01/2019 and resigned 30/06/2019)
Katie Antill (Appointed 01/07/2019)
Sarah Taylor (Appointed 01/07/2019)

Chairman

Justin Bateman

Treasurer

Alan Spencer

Auditors

Lindeyer Francis Ferguson Limited
Chartered Accountants
North House
198 High Street
Tonbridge
Kent TN9 1BE

Bankers

CAF Bank
25 Kings Hill Avenue, Kings Hill
Dartford, Kent
ME19 4JQ

Advisors

Peninsula Employment Consultants
Peninsula Health and Safety Consultants

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

The Directors are pleased to present their report with financial statements of the charity for the year ending 31 March 2019. The trustees confirm that the report and financial statements of the charity comply with the current statutory requirements, the requirements of the governing document, and the provisions of "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to 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) (Charities SORP (FRS 102)).

STATUS

Alzheimer's & Dementia Support Services (ADSS) is a charitable company limited by guarantee and has no share capital. The company was incorporated on 24 March 2017 and is governed by a Memorandum and Articles of Association.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Method of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected at the Annual General Meeting, or co-opted under the terms of the Articles of Association/Memorandum of Association. The Board reviews its strengths and weaknesses in relation to the task it needs to accomplish, and this helps identify when new Trustees should be recruited.

Policies adopted for the induction and training of Trustees

There is a written agreed procedure for inducting and training Trustees, which ensures they are provided with an information pack containing relevant material, requires them to visit a minimum of one service offered by the organisation, and ensures attendance at relevant training.

Organisational structure and decision making

The overall management of the charity is in the hands of the Trustees who currently meet every month. During the year in question the Board also ran two sub-committees, Finance and HR & Personnel. The Board delegates the day-to-day running of the organisation to the Chief Executive Officer. Other senior members of staff comprise a Senior Service Delivery Manager and a Senior Service Development Manager. Our long-standing CEO, Liz Jewell, left the organisation in January 2019 and was temporarily replaced by Malou Bengtsson-Wheeler. At the time of writing, Katie Antill, Senior Services Delivery Manager and Sarah Taylor, Senior Services Development Manager have been appointed as interim Chief Executive Officers.

Risk management

The Trustees have assessed the major risks to which the company is exposed, in particular those related to the operations and finances of the company and are satisfied that systems and procedures are in place to mitigate exposure to the major risks. This exercise was last completed on 9 January 2019. The Trustees use an agreed model to analyse and evaluate potential risks attached to any major new development. They have reviewed the need for an internal audit and judged this is not necessary in the year to which these accounts relate.

CONSTITUTION, OBJECTIVES AND POLICIES

The organisation is governed by a constitution, which was adopted on the 24 March 2017. Its objectives are to give continued practical and emotional support to people with Alzheimer's or other dementias, their Carers, other relatives and supporters, and to deliver such support in a respectful way which recognises individuality and safeguards dignity. The policy of the charity continues to be to work continuously with other partners for the improvement and expansion of services to meet the needs of people living with dementia and their Carers, and to promote awareness of the effects of dementia on the individual and their Carers.

INVESTMENT POWERS

The constitution authorises the trustees to apply the assets and property of the charity solely towards the promotion and purpose of Alzheimer's & Dementia Support Services as laid down in the constitution.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019 (continued)

PUBLIC BENEFIT

The trustees have had due regard to the guidance issued by the Charity Commission on public benefit when reviewing the charity's objectives and planning future activities.

ACHIEVEMENTS AND PERFORMANCE

Review of activities

In the year in question, the organisation delivered the following services:

Dementia Support (previously called Client Liaison)

The Dementia Support Team provide our overarching information and guidance service that enables people affected by dementia to live the life they want to and empower them with knowledge about dementia and their rights. This year has realised a greater focus on impact for the team, using a new holistic assessment tool and the creation of individualised support plans and outcomes. The team have also widened their networks and deepened their relationship with key stakeholders such as the local mental health NHS trust and social services.

In the year 2018/2019 the dementia support team have:

- . Dealt with 269 referrals
- . Carried out 132 home visits
- . Conducted 358 one to one telephone calls

The Dementia Support team also facilitates the community support and outreach provided by organisation across the area. This includes Memory Cafes, Peer Support Groups, Carers Learning Groups, Carers Support Groups, Advocacy and the 24hr Kent Dementia Helpline.

Memory Cafes

Memory cafes provide an invaluable means of social inclusion and continue to be very popular, attracting, on average, 77 people each month. They provide an informal social setting for obtaining information, support is on hand while people come together for company and some fun, held at the following locations:

- . Dartford
- . Gravesend
- . Hartley (at the end of 2018/19 the volunteers of Hartley decided to become an independent group to continue this service)
- . Meopham
- . Swanley
- . West Kingsdown

Peer Support

There are two groups at Gravesend and Dartford. Peer support groups are for people who have been recently diagnosed with dementia. It is a space where those who have received a diagnosis can talk to others coming to terms with the news. Family and friends are an essential part of an individual's support network but sometimes you need to be somewhere with others where you don't have to hide what you really feel about the diagnosis. The staff facilitate discussions and information being shared. The main benefit is being with others who understand and experience similar difficulties, which goes a long way to alleviate feelings of isolation and fear.

Carers Support Groups

These include the longest running activities of this charity. They are run by volunteers and provide an important safe space for carers to meet and share. It is not uncommon for the person with dementia to join their carer and spend time together enjoying the fun activities provided. We have three groups across Gravesend, Meopham and Swanley that attract an average of 54 people each week.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019 (continued)

We also offered a 6-weekly lunch club during this year the frequency of this service has since been increased to monthly.

Thanks to funding from Dartford Borough Council we have also been able to set up a much asked for Dartford Support Group which commenced in May 2019.

Advocacy

Alzheimer's & Dementia Support Services, in partnership with SEAP (South East Advocacy Partnership), are a delivery partner for the Kent Advocacy Hub. The charity has delivered Dementia Advocacy since April 2016. We provide community advocacy for anyone living with dementia to enable them to get their voice heard on matters that are important to them.

Singing Groups

We offer two singing groups, Singing for the Brain in Wilmington and Singing Back the Memories in Northfleet. Regular music and singing has benefits for brain function and promotes feelings of wellbeing and confidence. Singing is a wonderful way to combine memory skills, breathing control, exercise and having fun. Our singing groups are very popular, with participants attending on a regular basis and limited places available, we have had to operate a waiting list. The singing groups attracted, on average, 21 people each week.

Carers Learning Programme

Alzheimer's & Dementia Support Services recognise to enable and empower people living with dementia you have to also do this for their families and friends. The Carers Learning Programme is an example of this, during 2018/19 we delivered 4 programmes reaching a total of 34 people.

With thanks to funding from The Light Fund we have been able to redesign our Carers Learning Programme into 2 programmes, this will enable us to respond better to the needs of people when their family member/ friend has been first diagnosed and then a second programme for when their needs or symptoms have progressed. This will continue into 2019.

Kent 24-hour Dementia Helpline

Funded by Kent County Council the helpline is a Kent county wide service that provides the most up to date support, information and signposting to people affected by dementia. It is covered by the Dementia Support Team Monday – Friday 9am-5pm and then switches over to Mental Health Matters. This year we dealt with 267 helpline calls.

Kindred Spirits

Kindred Spirits is a peer support group for people affected by young onset dementia. It is valuable for people affected by young onset dementia to have an opportunity to meet their peers as their experiences can be very different to those that are over the age of 65, this service is quite unique across the country. The group have continued their affiliation with the Dementia Empowerment and Engagement Project (DEEP) so have also benefitted from being able to contribute to research and planning. During this year the group had 27 members, with a total of 167 group attendances.

The group were awarded a grant from DEEP to take part in regular activities. The group's members were heavily involved with the application and the planning for delivery, ultimately the group were keen to share previous interests with each other but also to try new things. The activities started in January, with a coached curling session which was followed by bowls in February and golf in March. This group started with 6 members but has since grown, with a total of 17 attendances during the year in question.

DEMENTIA CARE

Support at Home

Support at Home Service is key to enabling people living with dementia to enjoy community and family life. People wishing to use the service pay for a minimum of 2 hours and our trained care workers support people using the service to enjoy hobbies, get out into the community, go shopping, play sport and much more. The support is completely individualised and in 2018/19 the Jackie Poole Assessment Tool was

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019 (continued)

introduced to the team to enable them to deepen their understanding of the person they support and what interests they may have / have had. In 2018/19 this service provided support to 50 people totalling 4,555 hours of support.

Support at Home Plus

Support at Home Plus is a person-centred home care services where we provide a minimum of one hour support calls. The hour-long calls set us apart from other home care providers and enables us to fully respond to the needs of people living with dementia. Following a thorough assessment process, an individualised care plan will be written that considers the person's wishes and needs. It is registered with the care quality commission and in early 2019/20 they inspected the service and rated it as 'Good'. In 2018/19 this service provided support to 77 people and a total of 19,081 hours of care.

Darent Valley Hospital Bridging Service

This service was first commissioned by Dartford, Gravesham and Swanley CCG (Clinical Commissioning Group) in 2014 and has been a great success in getting people out of hospital. The service offers a care package of 7 days, including nights, to enable a person to adjust back to home life after their hospital stay, and to arrange any ongoing care. In 2018/19 the service supported 103 people to be discharged from hospital, totalling 2,675 hours of care. For 2019/20 the service has been recommissioned but will be adapted to respond to the changing health service and to be integrated into the new model of local care.

Day Support

The Beacon Day Support (previously known as Garden Lodge) is Alzheimer's & Dementia Support Services day support provision for people living with dementia. The service was moved from the basement of Rapport Care Home, Deneholm Road to our premises at Safeharbour on Coldharbour Road. The new day support suite was purpose built to be a comfortable and modern environment. The design of the room enables stimulating, fun activities to be delivered with our person-centred approach. Every day the people who use the service are invited to take lunch in our Community Café, which enables the people using the service to remain connected to community life.

During 2018/19 the service supported 536 people providing 306 days of day support. We have also revised our assessment and review processes so we can be more focused on individual outcomes and be truly person centred.

Dementia Buddy Scheme - Medway Hospital Buddy Scheme

We are commissioned by Medway Maritime Foundation Trust to coordinate and facilitate a volunteer 'Dementia Buddy' scheme. The volunteers provide invaluable support to the patients of the hospital and ward staff. Volunteers will support with stimulating activities, social engagement, mealtimes and generally keeping people company during their stay in hospital.

Community Café

The Café at Safeharbour is open daily from Monday to Friday (10am-2pm) and provides a comfortable space for people affected by dementia and members of the local community to enjoy our extensive café menu. The café also takes bookings for afternoon teas, lunches and group bookings. In December we provided Christmas lunch for many of the people who use our Support at Home service. The new team in the café have developed the menu and offer fantastic customer service. Anyone coming in looking for information can also ask to speak with a member of the Dementia Support team or access our resource library.

Fundraising

During 2018/19 we were successful in securing a number of grants and trusts to support our work. We were awarded grants from Salway Grassroots Fund and KCF Reliance Fund for our support groups. We also received grants from DEEP and Partiger Trust to help us increase our activity programmes. Dartford Borough Council awarded us some money to set up a support group for the residents of Dartford, living with dementia, and The Light Fund awarded us the money to continue our carers learning programme, both of these will continue into 2019/20.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019 (continued)

To improve our information technology, we were awarded money from Gravesham Borough Council to help us get ready for the General Data Protection Regulation (GDPR) and we used this to invest in our database, called Salesforce. We were also donated tablets from Wavelength to offer technology-based activities to the people who use our Day Support and Support at Home service. These have created much interest and sparked a lot of conversation.

We are thankful to Marks & Spencer's Bluewater and Dartara who nominated us as their charity of the year. These partnerships have supported us in many ways including fundraising and volunteering hours.

We have also continued to be supported by Northfleet & Ebbsfleet Lions Club and in particular Sandy & Ted Barden who held a 'Cuppa for a Cause' event.

Training

We provide comprehensive in-house training to all staff and volunteers, supporting our specialist status. Staff have also had the opportunity to undertake further qualifications. We have continued to offer training externally, the aim of which is to raise the standards of dementia care and support and to support the income of the charity.

Promotion

During this year we have been developing a new website which subsequently went live in May 2019. We have increased our social media presence, with the recruitment of a Communications Officer we now have regular posts going out across 3 main platforms: Facebook, Twitter and LinkedIn. We attended a number of events to raise awareness of dementia and to promote our services. This has included events at Gurdwara Sikh Temple, Gravesend Library, Bluewater Steering Group, Dartford inequalities group, Harvel and Meopham Community Day, Dementia ask the expert – Woodville Halls, West Kingsdown Summer Fair and Darent Valley Hospital. We have also hosted our own events, during Dementia Awareness Week we organised a partnership information day in Dartford Library. A number of our staff are Dementia Friends Champions, we have facilitated 8 Dementia Friends sessions externally and have also incorporated the session into our organisational induction.

Volunteers

Our volunteers are crucial to us being able to offer the amount of services and support that we do. Volunteers are involved in every community group, in our day service, in our community café, in background office functions and not forgetting our trustees who are essential to the development of the charity. During this year we have reviewed our volunteer programme and as a result introduced a more robust induction, a volunteer policy and an annual appreciation event. We also now have a monthly newsletter for staff and volunteers and volunteers are included in our star of the month nominations.

CRM System

During this year we have reviewed our record management systems and developed a bespoke database using Salesforce. This has resulted in all of our services being on one system enabling us to offer a more streamlined and integrated service. This will also enable us to be able to provide robust reports for funding purposes and monitor our outputs and outcomes.

Future Development

Alzheimer's & Dementia Support Services recognise that for a truly independent local charity these really are uncertain times. However, our experience and expertise in dementia care and support set us apart. We are looking forward to putting in a successful tender with Kent County Council for their Older People's Wellbeing Contract.

Over the year ahead we hope to develop our range of services to support people to enjoy leisure pursuits with their peers. In time we hope Alzheimer's & Dementia Support Services will be able to provide a range of sporting and creative activity groups. We are looking to roll out our Singing Back the Memories service so that more people can benefit from this valuable group. We plan to set up a satellite day service in Dartford which would enable us to then offer a day at Safeharbour for younger people living with dementia, which is a gap in services that we have identified.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019 (continued)

We will be working hard to develop our training offer so that we can reach more people caring for and supporting people living with dementia, promoting standards of excellence.

In September 2019 we completed the purchase of Safeharbour, this has fulfilled an ambition that the organisation has had over decades to own our own building and to give the charity a permanent base.

FINANCIAL REVIEW & RESERVE POLICY

The charitable company's incoming resources for the year ended 31 March 2019 totalled £1,333,420 (2018: £1,413,030). Resources expended totalled £1,276,699 (2018: £1,410,867), resulting in total net incoming resources of £56,721 (2018: £2,163).

Reserves policy

The Trustees are very conscious of the need to act prudently with the administration of the funds of the charity and assess the levels of free reserves they consider the charity should hold in order for all existing and planned activities to be financed.

The Trustees are also aware of the need to meet all contractual obligations if, for any reason, the charity had to cease activity, and hold that the complex responsibilities the organisation undertakes must be supported by an adequate level of reserves.

The Trustees have a policy of regularly reviewing the levels of reserves each year. This was most recently done in September 2019, where trustees agreed in view of the uncertain financial future for funding, free unrestricted reserves (that is unrestricted reserves represented by net current assets) should be maintained at level that equates to 4 months of total charitable expenditure.

As at the year ended 31 March 2019, the figure in free unrestricted reserves was £356,320 (2018: £292,024) this represents approximately 3.5 months of total charitable expenditure at the year end. A figure of £15,017 (2018: £65,826) is in restricted reserves and therefore is not available for general purposes of the charity at the year end.

Principal Funding

Alzheimer's & Dementia Support Services income derives from Contracts 15%; KCC Grants 21%; Client Contributions 56% and Fundraising 8%.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; - prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the detection and prevention of fraud and other irregularities.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019 (continued)

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- So far as each of the Trustees is aware at the time the report is approved there is no relevant audit information of which the Charity's auditors are unaware, and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime in Part 15 of the Companies Act 2006.

Approval

This report was approved by the trustees 19 November 2019 and signed on their behalf.

Alan Spencer
Treasurer

Karen du Rocher
Trustee

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019

Opinion

We have audited the financial statements of Alzheimer's & Dementia Support Services for the year ended 31 March 2019 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you were:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

In connection with our audit of the financial statements, 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 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.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on pages 7-8, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have 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 (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company'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 responsibility to anyone other than the charitable company and, the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Healey FCA
Senior Statutory Auditor

For and on behalf of:
Lindeyer Francis Ferguson Limited
Statutory Auditors
Chartered Accountants

Date: 20 November 2019

North House
198 High Street
Tonbridge
Kent TN9 1BE

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2019**

		<i>2019</i>	<i>2019</i>	<i>2019</i>	<i>2018</i>
		<i>Unrestricted</i>	<i>Restricted</i>	<i>Total</i>	<i>Total</i>
		£	£	£	£
	Notes				
Income from:					
Donations and legacies	3	73,906	30,272	104,178	206,711
Charitable activities	4	952,390	263,500	1,215,890	1,200,271
Investments		289	-	289	132
Other		13,063	-	13,063	5,916
Total income		<u>1,039,648</u>	<u>293,772</u>	<u>1,333,420</u>	<u>1,413,030</u>
Expenditure on:					
Raising funds	5	38,393	-	38,393	44,771
Charitable activities	6	893,725	344,581	1,238,306	1,366,096
Total expenditure		<u>932,118</u>	<u>344,581</u>	<u>1,276,699</u>	<u>1,410,867</u>
Net movement in funds		107,530	(50,809)	56,721	2,163
Reconciliation of funds:					
Total funds brought forward		<u>407,025</u>	<u>65,826</u>	<u>472,851</u>	<u>470,688</u>
Total funds carried forward	11	<u>514,555</u>	<u>15,017</u>	<u>529,572</u>	<u>472,851</u>

The statement of financial activities includes all gains and losses recognised in the period.

All income and expenditure derives from continuing activities.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

**BALANCE SHEET
AS AT 31 MARCH 2019**

		2019 £	2019 £	2018 £	2018 £
	Notes				
Fixed assets					
Tangible assets	8		158,235		115,001
Current assets					
Debtors	9	99,584		118,946	
Cash at bank and in hand		334,143		274,314	
		<u>433,727</u>		<u>393,260</u>	
Creditors: amounts falling due within one year	10	<u>(62,390)</u>		<u>(35,410)</u>	
Net current assets			371,337		357,850
Total net assets			<u><u>529,572</u></u>		<u><u>472,851</u></u>
The funds of the charity					
Unrestricted funds			514,555		407,025
Restricted funds			15,017		65,826
Total funds	11		<u><u>529,572</u></u>		<u><u>472,851</u></u>

The accounts were approved by the Board of Trustees on 19 November 2019 and signed on their behalf by:

Alan Spencer
Treasurer

Karen du Rocher
Trustee

Company No: 10690071

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2019**

	Notes	2019	2018
		£	£
Cash flows from operating activities:			
Net cash provided by operating activities	A	123,082	33,302
Cash flows from investing activities:			
Purchase of tangible assets		(63,253)	(19,788)
Net cash used in investing activities		<u>(63,253)</u>	<u>(19,788)</u>
Change in cash and cash equivalents for the year		59,829	13,514
Cash and cash equivalents at the beginning of the year		274,314	260,800
Cash and cash equivalents at the end of the year		<u><u>334,143</u></u>	<u><u>274,314</u></u>
A Reconciliation of net income to net cash flow from operating activities			
Net income for the year		56,721	2,163
<i>As per statement of financial activities</i>			
Adjustments for:			
Depreciation charges		20,019	17,825
Decrease in debtors		19,362	23,822
Increase / (decrease) in creditors		26,980	(10,508)
Net cash provided by operating activities		<u><u>123,082</u></u>	<u><u>33,302</u></u>

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the accounts are as follows:

1.1 Basis of preparation

The financial statements have been prepared in accordance with the Charities SORP 2015 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Alzheimer's & Dementia Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policies.

The financial statements have been prepared with early application of the FRS 102 Triennial Review 2017 amendments in full.

There are no material uncertainties about the charity's ability to continue, and so the going concern basis of accounting has been adopted.

The accounts are presented in pounds sterling and rounded to the nearest pound.

1.2 Income

Income from donations and grants is recognised when the charity is entitled to the funds, the receipt is probable and the amount can be measured reliably. For donations, this is usually on receipt. For grants, this is usually when a formal offer is made in writing, unless the grant contains terms and conditions outside of the charity's control which must be met before the charity is entitled to the funds. Investment income is recognised when receivable.

Income from charitable activities is recognised over the period to which the income relates. Charges for services are recognised when the services are provided. Income received in advance of the service provision is accounted for as deferred income.

1.3 Expenditure

Expenditure is recognised when a present legal or constructive obligation exists at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefits will be required to settle the obligation, and the amount can be estimated reliably.

Expenditure has been classified under headings that aggregate all costs related to the category.

Staff costs are allocated across the charitable activities and administrative activities undertaken by the charity on the basis of staff time.

Support costs, which are those costs relating to functions which assist the work of the charity but do not directly relate to its activities, have been allocated to the activities undertaken by the charity on the basis of income.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies (continued)

1.4 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated realisable value of each asset over its expected useful life, as follows:

Motor vehicles	25% reducing balance
Equipment	25% reducing balance
Fixture and fittings	25% reducing balance
Leasehold improvements	20 years straight line

Fixed assets with an individual cost of less than £500 are written off in the year of purchase.

1.5 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid.

1.6 Creditors

Creditors are recognised when a present legal or constructive obligation exists at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefits will be required to settle the obligation, and the amount can be estimated reliably. Creditors are recognised at the settlement amount.

1.7 Financial instruments

The charity only has financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.8 Pension contributions

The charity makes defined contributions into employee private pension schemes. Contributions are charged to the statement of financial activities as they become payable in accordance with contract terms.

1.9 Operating leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

1.10 Fund accounting

Unrestricted funds are those funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019

2 Status

Alzheimer's & Dementia Support Services is a charitable company limited by guarantee and incorporated in England and Wales (charity number 1173379, registered company number 10690071). In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is Safeharbour Memory Wellbeing Centre, Coldharbour Road, Northfleet, Kent, DA11 8AE.

3 Income from donations and legacies

	2019	2018
	£	£
Donations	104,178	206,711

The comparative figure includes £98,545 of restricted income.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2019**

4 Income from charitable activities

	Kent County Council	Service user income	NHS	Clinical Commissioning Group	Department for Education and Skills	Department for Transport	2019	2018
	£	£	£	£	£	£	£	£
Carers Assessment & Support	145,276	-	-	-	-	-	145,276	99,000
Day Care	31,572	120,461	-	-	-	-	152,033	196,227
Transport	21,300	19,296	-	-	-	1,602	42,198	48,765
Support at Home/Support at Home+	-	602,396	-	-	-	-	602,396	476,681
Helpline	32,784	-	-	-	-	-	32,784	38,122
Dementia Café	19,536	-	-	-	-	-	19,536	22,726
Peer Support	13,032	-	-	-	-	-	13,032	15,150
Primary Health Care Training	-	-	-	-	-	-	-	1,279
Admiral Nurses	-	-	-	-	-	-	-	16,580
Dementia Buddy	-	-	45,000	-	-	-	45,000	44,116
DVH Bridging Service	-	-	-	156,750	-	-	156,750	241,625
Other	4,275	-	-	-	2,610	-	6,885	-
	267,775	742,153	45,000	156,750	2,610	1,602	1,215,890	1,200,271

The comparative figure includes £405,105 of restricted income.

**ALZHEIMER'S & DEMENTIA SUPPORT SERVICES
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2019**

5 Expenditure on raising funds	2019	2018
	£	£
Wages and Salaries	23,403	31,815
Other fundraising costs	14,990	12,956
	<u>38,393</u>	<u>44,771</u>

6 Costs of Charitable Activities	2019	2019	2019	2018
	Direct	Support	Total	Total
Summary by fund type	£	£	£	£
Carers Assessment & Support	-	47,224	47,224	29,176
Day Care	125,572	49,605	175,177	175,995
Transport	41,863	13,889	55,752	52,522
Support at Home/Support at Home Plus	483,962	196,436	680,398	614,435
Helpline	10,565	10,716	21,281	33,810
Dementia Café	19,751	6,349	26,100	30,702
Peer Support	13,674	4,365	18,039	13,602
Primary Health Care Training	-	-	-	377
Admiral Nurse	-	-	-	21,271
Dementia Buddy	29,854	14,683	44,537	39,961
DVH Bridging Service	79,269	51,192	130,461	322,042
Other activities	36,956	2,381	39,337	32,203
	<u>841,466</u>	<u>396,840</u>	<u>1,238,306</u>	<u>1,366,096</u>

The comparative figure includes £402,807 of expenditure from restricted funds.

Direct costs	2019	2018
	£	£
Wages and Salaries	714,666	870,225
Staff Training	6,832	4,465
Recruitment	292	-
Volunteers	1,037	977
Rent and Rates	5,428	17,803
Cleaning	-	942
Travel costs	33,135	41,525
Transport costs	20,529	15,467
Client entertainment and refreshments	17,500	8,428
Printing, postage and stationary	1,476	469
Telephone	12,405	10,510
Equipment	1,800	7,036
IT costs	-	3,812
Professional fees	4,659	1,612
Bank charges	211	172
Licences and subscriptions	10,710	12,643
Sundry	10,786	16,286
	<u>841,466</u>	<u>1,012,372</u>

**ALZHEIMER'S & DEMENTIA SUPPORT SERVICES
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2019**

6 Costs of Charitable Activities (continued)	2019	2018
	£	£
Carers Assessment & Support costs		
Wages and Salaries	199,121	199,054
Staff Cover	4,377	4,532
Staff Training	640	5,782
Recruitment	2,855	480
Volunteers	-	141
Daycare entertainment	778	588
Community Cafe Consumables	6,319	-
Rent and Rates	28,813	19,330
Repairs and Renewals	5,475	-
Utilities	8,733	3,769
Insurance	6,262	6,387
Cleaning	5,677	85
Travel costs	1,470	2,681
Printing, postage and stationary	9,188	13,305
Telephone	17,707	18,471
Equipment	2,490	8,309
Professional fees	9,133	9,260
Bookkeeping	708	2,166
IT costs	34,778	13,659
Bank charges	157	138
Bad debts	3,419	10,679
Licences and subscriptions	2,047	-
Sundry	10,988	10,823
Depreciation	20,019	15,145
Auditor's remuneration -audit fees	4,700	4,600
Auditor's remuneration -other accountancy services	7,420	4,340
Trustee meeting and training expenses	3,565	-
	<u>396,840</u>	<u>353,724</u>
7 Staff costs	2019	2018
	£	£
Gross salaries	872,322	1,028,248
Social security costs	53,946	66,949
Pension costs	10,922	5,897
	<u>937,190</u>	<u>1,101,094</u>
The average number of employees (including part time workers) was:		
Direct charitable workers	59	67
Administrative staff	4	4
	<u>63</u>	<u>71</u>

No employee received emoluments in excess of £60,000 in the year or the previous year.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2019

7 Staff costs (continued)

No Trustee received any remuneration in the year or the previous year. Katie Antill, a member of key management personnel in the year and daughter of Trustee Clare Pye, received remuneration of £26,425.

8 Tangible fixed assets

	<i>Leasehold Improvements</i> £	<i>Fixture & Fittings</i> £	<i>Motor vehicles</i> £	<i>Equipment</i> £	<i>Total</i> £
Cost					
At 1 April 2018	69,050	29,894	76,728	58,320	233,992
Additions	49,457	13,796	-	-	63,253
At 31 March 2019	<u>118,507</u>	<u>43,690</u>	<u>76,728</u>	<u>58,320</u>	<u>297,245</u>
Depreciation					
At 1 April 2018	4,915	6,363	69,545	38,168	118,991
Charge for the year	5,794	7,391	1,796	5,038	20,019
At 31 March 2019	<u>10,709</u>	<u>13,754</u>	<u>71,341</u>	<u>43,206</u>	<u>139,010</u>
Net book value					
At 31 March 2019	<u>107,798</u>	<u>29,936</u>	<u>5,387</u>	<u>15,114</u>	<u>158,235</u>
At 31 March 2018	<u>64,135</u>	<u>23,531</u>	<u>7,183</u>	<u>20,152</u>	<u>115,001</u>

9 Debtors

	2019 £	2018 £
Fees for services	94,114	114,836
Prepayments	5,470	4,110
	<u>99,584</u>	<u>118,946</u>

10 Creditors: amounts falling due within one year

	2019 £	2018 £
Amounts due to suppliers	30,888	12,288
PAYE/NI	13,449	13,107
Accruals	12,915	8,123
Other creditors	5,138	1,892
	<u>62,390</u>	<u>35,410</u>

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2019

11 Movement in funds

Restricted funds hold amounts received for specific activities and expenditure on those activities is set against those amounts. Unrestricted funds comprise donations and income received for general use of the Charity.

	1 April 2018	Incoming resources	Resources expended	Transfers	31 March 2019
	£	£	£	£	£
Unrestricted funds					
ADSS unrestricted	402,183	1,035,889	(925,787)	-	512,285
Gravesend Support Group	2,469	1,953	(3,792)	-	630
Meopham Support Group	2,373	1,806	(2,539)	-	1,640
Total unrestricted funds	407,025	1,039,648	(932,118)	-	514,555
Restricted funds					
KCC Service Agreement	-	263,500	(263,500)	-	-
KCC Safeharbour Day Centre	49,800	-	(49,800)	-	-
Hartley Café	1,490	870	(323)	-	2,037
Gravesend Support Group	-	265	(265)	-	-
Gravesham Borough Council GDPR	5,000	-	(5,000)	-	-
Sing for the Brain	2,500	-	(2,500)	-	-
Roger de Haan & Dementia UK	4,036	-	(4,036)	-	-
<i>Sensory Room and Garden Area</i>					
Kent Community Foundation	3,000	-	(3,000)	-	-
Clothworkers Foundation Grant	-	8,800	(8,800)	-	-
B Wigg	-	500	(500)	-	-
Nisa Northfleet	-	250	(250)	-	-
West Kent Housing	-	4,015	(4,015)	-	-
Northfleet and Ebbsfleet Lions	-	1,142	(1,142)	-	-
G Potter	-	100	(100)	-	-
DJ Mills	-	10	(10)	-	-
Kent Community Foundation - Activity Groups	-	5,000	-	-	5,000
Deep Grant for Innovations in Dementia	-	1,980	(416)	-	1,564
Dartford BC for Dartford Support Group	-	2,000	-	-	2,000
The Light Fund - Carers Learning Groups	-	4,800	(384)	-	4,416
Gorrings - fundraising raffle prizes	-	240	(240)	-	-
Darent Valley Lions display stand	-	300	(300)	-	-
Total restricted funds	65,826	293,772	(344,581)	-	15,017
Total funds	472,851	1,333,420	(1,276,699)	-	529,572

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2019

11 Movement in funds (continued)

	1 April 2017	Incoming resources	Resources expended	Transfers	31 March 2018
	£	£	£	£	£
Unrestricted funds					
ADSS unrestricted	404,509	1,003,789	(1,006,115)	-	402,183
Gravesend Support Group	2,209	1,807	(1,547)	-	2,469
Meopham Support Group	442	2,329	(398)	-	2,373
Total unrestricted funds	407,160	1,007,925	(1,008,060)	-	407,025
Restricted funds					
KCC Service Agreement	6,554	306,560	(313,114)	-	-
KCC Safeharbour Day Centre	-	49,800	-	-	49,800
Hartley Café	-	1,490	-	-	1,490
Gravesham Borough Council	10,180	23,998	(29,178)	-	5,000
Sing for the Brain	2,500	-	(2,500)	2,500	2,500
Garrett Donation	4,500	-	(4,500)	-	-
Cecil Rosen Charity Trust	2,500	-	-	(2,500)	-
Boost Trust for Boccia Set	215	-	(215)	-	-
Roger de Haan & Dementia UK	20,616	-	(16,580)	-	4,036
<i>Sensory Room & Safeharbour</i>					
Decoration of Safeharbour	1,250	-	(1,250)	-	-
Sensory Room Equipment	1,713	-	(1,713)	-	-
Kent Community Foundation	7,500	7,514	(12,014)	-	3,000
Percy Bilton Grant sensory equip	-	4,150	(4,150)	-	-
West Hill Morris Men sensory equipment	-	400	(400)	-	-
John Lewis Community Café	-	4,993	(4,993)	-	-
Boyce for Day Centre and Carers	-	1,000	(1,000)	-	-
Community Café	-	200	(200)	-	-
Morrison's Foundation	6,000	-	(6,000)	-	-
Northfleet and Ebbsfleet Lions	-	2,028	(2,028)	-	-
Northfleet Lions training room	-	2,972	(2,972)	-	-
Total restricted funds	63,528	405,105	(402,807)	-	65,826
Total funds	470,688	1,413,030	(1,410,867)	-	472,851

The charity received an additional £7,514 from Kent Community Foundation during 2017 to purchase IT equipment and other equipment for the new sensory room. There is a small amount carried forward which is expected as the room was not complete at the year end.

Coldharbour refurbishment was completed and all expenditure was used from the unrestricted funds as agreed by the Trustees.

£49,800 was received from Kent County Council to create a purpose built Day Support suite. This work was completed in July 2018 and the service moved into the new location in August 2018. We also had a number of grants to allow us to build a sensory area within the day support suite.

Alzheimer's and Dementia Support Services responded to the new GDPR (General Data Protection Regulation) with a grant awarded by Gravesham Borough Council. This allowed us to invest in a new database for the personal details of everyone who uses our services, to be held securely.

A number of grants were awarded late in 2018/19 to set up activity led sessions and expand our reach into Dartford. Dartford Borough Council awarded us £2,000 to set up a weekly Support Group for the residents of Dartford, affected by dementia. This group started in May 2019, and there for the funds were carried over into the next financial year. DEEP, The Light Fund and The Kent Community Foundation grants have been used for activity sessions and a Carers Learning Group. Some of this work was started in late 2018/19 and it continues in 2019/20

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2019

12 Analysis of net assets between funds

	<i>Unrestricted funds 2019 £</i>	<i>Restricted funds 2019 £</i>	<i>Total funds 2019 £</i>
Fixed assets	158,235	-	158,235
Current assets	418,710	15,017	433,727
Current liabilities	(62,390)	-	(62,390)
Total net assets	514,555	15,017	529,572
	<i>Unrestricted funds 2018 £</i>	<i>Restricted funds 2018 £</i>	<i>Total funds 2018 £</i>
Fixed assets	115,001	-	115,001
Current assets	327,434	65,826	393,260
Current liabilities	(35,410)	-	(35,410)
Total net assets	407,025	65,826	472,851

13 Operating lease commitments

The charity is committed to future minimum lease payments under non-cancellable operating leases as follows:

	<i>2019 £</i>	<i>2018 £</i>
Land and buildings:		
Due within 1 year	14,500	14,500
Due within 1 - 5 years	72,500	72,500
Due more than 5 years	159,500	174,000
	<u>246,500</u>	<u>261,000</u>

Lease payments recognised as an expense during the year total £14,500 (2018: £14,500).

14 Capital commitments

Amounts contracted for but not in the financial statements

	<i>2019 £</i>	<i>2018 £</i>
Safearbour Day Centre & Sensory Room	<u>-</u>	<u>57,800</u>

14 Related party transactions

The charity's key management personnel are the trustees, the Chief Executive Officer, the Senior Service Delivery Manager and the Senior Service Development Manager. Total emoluments, including employer's pension contributions, paid to key management personnel were £106,657 (2018: £106,688).

None of the trustees received any remuneration in the year or reclaimed any expenses.