

**Registered number: 10690071**  
**Charity number: 1173379**

**ALZHEIMER'S & DEMENTIA SUPPORT SERVICES**

**TRUSTEES REPORT AND FINANCIAL  
STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020**

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

# ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

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## **ALZHEIMER'S & DEMENTIA SUPPORT SERVICES**

### **REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISORS FOR THE YEAR ENDED 31 MARCH 2020**

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#### **Trustees**

Justin Bateman  
Alan Spencer  
Abiodun Ademoyero (Resigned 12/11/2019)  
Karen du Rocher  
Clare Pye (Resigned 10/09/2019)  
Chris Inwood  
Samuel Barton (Appointed 06/04/2020)  
Denise Osborn (Appointed 06/04/2020)  
Katie Spence (Appointed 06/04/2020)  
David Mackenzie (Appointed 11/05/2020)

#### **Company registered number**

10690071

#### **Charity registered number**

1173379

#### **Registered office**

Safeharbour Memory Wellbeing Centre  
Coldharbour Road  
Northfleet  
Kent  
DA11 8AE

#### **Chief Executive Officer**

Malou Bengtsson-Wheeler (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

Charity Bank  
Fosse House  
182 High Street  
Tonbridge, Kent  
TN9 1BE

Shawbrook Bank  
Lutea House  
Warley Hill Business Park, The Drive  
Brentwood  
CM13 3BE

#### **Advisors**

Peninsula Employment Consultants  
Peninsula Health and Safety Consultants

# **ALZHEIMER'S & DEMENTIA SUPPORT SERVICES**

## **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020**

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The Directors are pleased to present their report with financial statements of the charity for the year ending 31 March 2020. 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 2019) (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 to ensure its effectiveness with achieving the charity's mission and governing the organisation and leading the strategy. This helps identify when new Trustees should be recruited. The board have had a successful recruitment campaign and recruited 4 new trustees, they commenced their role for the year 2020/2021.

#### **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. The Board delegates the day-to-day running of the organisation to the Joint Chief Executive Officers Sarah Taylor and Katie Antill. During the year in question the charity briefly had Malou Bengsten-Wheeler as its Chief Executive Officer but she left in June 2019. The Joint CEOs form the Senior Leadership Team with Matt Thurston, Operations Manager, Karen Gibbs, Dementia Care Manager, and Denise Kilshaw, Dementia Support Manager.

#### **Risk management**

The Trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity and are satisfied that systems and procedures are in place to mitigate exposure to the major risks. The board undertook a full review of the risks in October 2019 and the risks that are classified as 'red' are reviewed at each board meeting. The Trustees use an agreed model to analyse and evaluate potential risks attached to any major new development.

### **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 dementia, their Carers, other relatives and supporters, and to deliver such support in a respectful way which recognises individuality and safeguards dignity. During the calendar year 2019 a review was undertaken of the Mission, Vision and Values.

#### **Vision**

To work tirelessly to ensure everyone affected by dementia can live the life they want.

#### **Mission**

To provide a wealth of guidance, support and care to empower people affected by dementia. We champion the voices of people affected by dementia being heard by society.

# ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

## TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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### Values

We believe:

- in being caring and compassionate in all we do.
- in being person centred and focused on people's abilities.
- in working together to deliver excellence in the information, support and services we provide.
- in acting with integrity and honesty at all times.
- that everyone's rights and dignity should be promoted.
- in being inclusive and embracing everyone in our community.

### 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.

### 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.

### An Introduction from our Chair

By any reckoning, 2019-2020 was a crucial year in the life of Alzheimer's and Dementia Support Services: we lost a newly appointed CEO but gained two joint ones; we took possession of our own premises in a fulfillment of a dream that dates back at least a quarter of a century, and we rose to the challenges that were imposed by the arrival of the pandemic.

It is good to look back and acknowledge and, yes, celebrate, the fact that we are still here, and still continuing to provide the services that the further pages of this report record in more detail. Services that are only made possible by the skills, care and determination of our staff and volunteers, by the persistence of our joint CEOs, by the dedication of our Trustees, by the well-wishes and generosity of those who contribute to the funding of this organisation, and by the experiences of those who use our services.

And in recommending this annual report to you as "a good read", I also want to say how much I enjoyed the stories of those very people, nestled here and there amongst the more formal text of the report. For I too have my own story to tell of my relationship with this organisation. The year was 1990, the setting was the Social Work offices in what was the rather forbidding building of Stone House Hospital: before the time of computers a person's workstation was marked with a desk blotter. Naturally, the tendency was for such blotters to be used for doodles and notes, and there on mine, following a conversation with a colleague, I recorded: "How about a local voluntary organisation to develop services for people with dementia?"

A few months later, when the government introduced the Mental Illness Specific Grant in April 1991, I was given the task of making the application for local Social Services, and thus was born ADSS, via a small grant to the Council of Voluntary Service to employ a development worker to bring together the few small local dementia support groups that did exist into one organisation. Number of employees? One. Annual Turnover? Probably about £30K: figures worth comparing with those contained in this report!

In later years, I was asked to join the Board of Trustees and eventually took on the role of Chair. Now however, in full confidence that we have here an organisation with energetic and sustainable leadership in the form of our joint CEOs, a fresh influx of Trustees, and a balance sheet other voluntary organisations would envy, I can step back from the responsibility of being a Chair, and eventually, from being a Trustee. It has been an interesting and rewarding journey with you.

**Justin Bateman**

## **ALZHEIMER'S & DEMENTIA SUPPORT SERVICES**

### **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)**

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#### **A few words from our Joint CEOs**

This year the annual report looks a bit different to previous years, we of course want to share with you the achievements from this year, our first year of leading this wonderful charity. We also want to let you know where we could have done things better, we know we can't afford to pretend we are perfect. This year our annual report is also going to tell the story of the people who really matter, the people we exist for and the people who our amazing team of staff and volunteers work so tirelessly for. The achievements of 2020 are nothing without understanding the impact on people affected by dementia.

We were delighted to be asked by the Board of Trustees to act as Interim Joint CEOs back in July 2019 and even more delighted in January 2020 for the roles to be formalised. Alzheimer's & Dementia Support Services is on a journey and this year has been no exception. To start the journey, we reviewed the charity's mission and vision and our values. This charity has a heart and now our values capture that heart and the passion our dedicated team have for helping people living with dementia live their life, their way.

There is a newfound confidence in the organisation; helped by the introduction of a Salesforce based client record management system. This has enabled our team to collaborate to deliver our services in a truly person-centred way. It enables them to work together across internal and external teams to ensure people get the support they need to live with their dementia. Our work as part of the NHS local care system is enabling us to work together with other agencies, like never before, and our team are challenging professionals to ensure people are getting the diagnosis, treatment and help they need. Local professionals from the NHS, Social Services and other voluntary sector agencies know who we are now and what a difference we can make to the lives of people affected by dementia. The Salesforce system has also enabled us to keep a close eye on how many people we are supporting, it enables us to see how that fluctuates but we are determined to reach more people. We want everyone in Dartford, Gravesend and Swanley to know they can come to us if they are affected by dementia.

Using the Salesforce system has helped us to manage our approach to safeguarding in a much more joined up way. In late 2018 we introduced a new safeguarding policy and invested in training and coaching our team. In response to the number of safeguarding concerns we were dealing with, the Board of Trustees now review them at every board meeting. We are extremely proud of the confidence our team have with taking a proactive approach to safeguarding.

In early 2020 we adopted some bold new colours for our brand, colours that represent our fresh approach to leading the charity we love. This was followed through in our new website and on our social media, both of which have enabled us to share the stories of the people we support and to educate about what matters to people affected by dementia and what support they need. Above all our new website and social media platforms have given us a visibility that we have never enjoyed before.

Our appointment to Joint CEOs meant we created some senior manager vacancies and in September we recruited two new senior managers; Karen Gibbs and Matt Thurston. Along with Denise Kilshaw, Alzheimer's & Dementia Support Services now has a multi-talented senior leadership team. Since the recruitment of our new team we have embarked on a programme of improvement in our processes and procedures, lots has been achieved but we have not got as far as we hoped. We still need to finish the review in our policies and procedures and introduce the systems and processes in our 'back office' functions to enable us to be as efficient and professional as possible. We have also been working hard on reducing our costs and ensuring the people who we contract with work hard for us. During the course of 2019-20 this process was started with our new mobile phone contract and Matt Thurston has continued into 2020-21 looking at our suppliers and what we need from them.

In September 2019 we completed the purchase of Safeharbour, with huge thanks to the Albert Hunt Trust for their generous loan the charity has now realised its long-held ambition to own a property that can become a dementia hub at the heart of the community. Our building needs investment and upgrading and we are working through our priorities but one day we will have a premises that is not only functional but a welcoming, dementia friendly hub and centre of excellence.

## **ALZHEIMER'S & DEMENTIA SUPPORT SERVICES**

### **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)**

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Now we would like to introduce you to two people we have supported, they can really tell you what the help we give means to them and how our support has impacted on their lives.

#### **Katie Antill and Sarah Taylor**

##### **Meet Doreen**

(not her real name)

During early 2019, Doreen became a very frequent caller to the 24-hour Kent Dementia Helpline. Doreen was given the main office number and encouraged to phone in to see how we could support her. During Doreen's calls to us we could tell she was very anxious, and she told us she did not have any family nearby to support her. Emily from our Dementia Support Team built a rapport with Doreen and eventually managed to arrange a home visit.

During the home visit Emily discovered that Doreen is a very proud lady but was struggling to manage her cooking and her home. A few burnt pans were discovered in the back garden and, whilst tidy, Emily could tell Doreen wasn't able to keep the place clean. It also became evident that Doreen had had complex family relationships, and these were still causing her distress. Doreen gave Emily the contact details for her granddaughter, and Emily worked with her and Doreen on a plan to help Doreen feel happier and more in control of her life.

Emily worked with colleagues from the local multi-disciplinary team meetings to start getting Doreen the support she needed and to get her medications reviewed as Emily was aware Doreen was experiencing pain. She also referred her to our Support at Home team as both Doreen and her granddaughter agreed that regular support was required. Doreen was also referred to our Day Support Centre, 'The Beacon', as we realised that the loneliness and isolation Doreen was experiencing was increasing her anxiety. She loved coming to The Beacon and it also really helped her enjoy her meals again, as she enjoyed her lunch in the café with the rest of her new friends.

The weekly Support at Home visits were started, and, with support, Doreen was taking care of her home and building a great relationship with her regular carer. Doreen's calls to the helpline became fewer and fewer, and eventually the team realised that Doreen was not calling anymore.

When the Beacon had to close in March this year (due to Covid-19), we were particularly concerned about Doreen. We knew that her eating and wellbeing would suffer as a result of not being able to come to her beloved Beacon. The Support at Home team offered more visits, and these were accepted but unfortunately Doreen struggled and, after three weeks of lockdown, the calls to the helpline began. Doreen was not eating properly, as she did not like to eat alone, and the attention the Support at Home Care Workers gave to this matter started to agitate her. Our Dementia Support team arranged for a meal delivery service, and before long things settled down and Doreen went back to enjoying her daily visits from the Care Workers.

Doreen has continued to ask about when she can return to The Beacon and it was with great delight that the team has been able to let her know that this day will come very soon.

##### **Meet Elsie**

(not her real name)

Elsie has been known to our services for a few years as her husband had dementia, she was a regular attendee at our support groups and continued attending after he passed away. Elsie has no other family so the volunteers took her under their wing, her solicitor became her Power of Attorney.

Volunteers at the support groups started to notice that Elsie was having difficulties with her memory and along with this, her physical health conditions, and reduced mobility they became concerned therefore liaised with our Dementia Support team.

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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Our Dementia Support Coordinator, Emily, raised these concerns at the local Multi-Disciplinary Team meeting where it was agreed that Social Services would arrange for a package of care support to be provided and Emily asked for confirmation that District Nurses were visiting daily to monitor Elsie's insulin levels due to being diabetic. Emily also asked the GP to refer Elsie to the Memory Clinic so that she could be assessed, and then, if diagnosed with dementia, be offered the appropriate support. Emily was asked to be involved in the process; to ensure Elsie would not be discharged if she did not respond to appointment letters, and to provide the vital background information that Elsie herself may not be able to articulate.

Elsie was offered an appointment at the Memory Clinic, Emily made contact and requested that the assessment take place at Elsie's home due to her reduced mobility. The assessment took place and it was evident that Elsie has organic cognitive difficulties, with a formal diagnosis to be confirmed. Elsie expressed her gratitude to Emily for her support and for spending time with her, stating that she does not see anyone, only the carers that come in who are gone in a flash. Emily informed Elsie about our Support at Home service, explaining that she could have a 2 hour weekly visit where she could use the time to talk and take part in activities if she so wished. Elsie stated that this would be lovely. Emily liaised with the solicitor who agreed that Emily could go ahead and organise this in line with Elsie's wishes.

Emily and the team continue to keep in touch with Elsie so that they can monitor her wellbeing to ensure any further interventions are timely. Elsie is very much looking forward to her Support at Home service starting.

#### REVIEW OF OUR TEAMS' ACHIEVEMENTS

- Supported an average of 558 unique people each month.
- 737 referrals to the organisation, 568 people living with dementia and 169 carers.
- 1,335 service assignments opened.
- 66% people access one service, 22% access two services, the remainder access multiple services.

#### Dementia Care

Dementia Care consists of our Support at Home Service and our Beacon Day support centre.

During 2019-20 we provided 3,811 SAH hours per week and 17,129 Support at Home+ hours.

In early May 2019 our Support at Home Service was inspected by our regulator the Care Quality Commission. We are delighted to report that we were rated as 'good' in all areas. This is a big achievement for a home care provider, and we are extremely proud of the team and the great care they provide. Our inspector noted in the report 'People, relatives and staff described a well-run organisation who had people at the heart of what they did.' We have plans for the future to hopefully improve upon this rating but never losing sight of what matters to the people we support.

We are delighted to receive compliments and thanks from family members and the people we support. This is a lovely example.

*'After just a few months visiting my mum, who has Alzheimer's, Helen has become a trusted friend and companion to her - mum regularly comments on what fun she has with her. Myself and the rest of the family are also very appreciative of how dedicated Helen is to mum. She often texts me out of work hours with updates and is happy to talk to me whenever I call her. On one specific occasion when mum locked herself out of her house, and coincidentally bumped into Helen at the fish and chip shop, Helen took it upon herself to help mum (even though she was off duty) by taking her into her own home to look after her until help was at hand from the family. We are very grateful for her dedication and care.'*

*Minnie Copping – daughter*



## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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Maintaining our income for this service continues to be a challenge; it will come as no surprise given the wider problems with social care. People will quite frequently move on from using this service into permanent care and therefore it is a constant challenge to assess and start supporting new people.

As with all providers of home care, recruitment and retention continues to be difficult. However, during the year we introduced values-based recruitment and made our application process as easy as possible to ensure we were not putting off good Care Workers. We have embraced the fact we need to recruit people with no 'care' experience and are confident in the excellent training we provide to help these people equip themselves to do their difficult but extremely rewarding roles.

We need to embrace digital technology within our Support at Home service; this year we hope to bring in a Salesforce-based rostering system so we can use one system across the whole organisation. We would also like to digitise our care planning and record keeping which will help enormously with our compliance and monitoring.

The Beacon Day Care has continued to provide a warm and welcoming environment to people living with dementia. Many of the people we support need quite a lot of help to take part in the fun and activities at The Beacon, and our fun and friendly team create a wonderful atmosphere. The team has continued to review the activities that we provide and get the people who come along let them know what they want to do. They have worked hard to build an excellent reputation for this service, and this can be seen in the great attendances we enjoyed. Eighty-eight people living with dementia have benefitted from this service this year, on average ten people attending per day.

*"Martin attends The Beacon once a week which he calls Lunch Club because of the yummy food. He enjoys being with different people and the change of scenery and I enjoy a few hours to myself knowing he is in a caring and safe environment." Eileen, Carer*

Getting the people who use the service to and from The Beacon is critical to us being able to be as inclusive as possible. In January 2020 we placed an order to replace our oldest mini bus. This was after a successful funding campaign.

This year The Beacon team also welcomed some nursing students from Canterbury Christ Church University, it was lovely to welcome them and their enthusiasm. One of our students particularly loved her experience with us, and this quote says it all;

*"As I spent my placement at ADSS, I have learnt so much from the organisation. As I reflect on my journey with you all, I feel that all the services will give a massive impact not only to the individuals living with dementia but also to their families. At ADSS, all staff are very compassionate, very attentive and very dedicated individuals."*  
*Student nurse*

The Dementia Care and Support service has developed from our Darent Valley Hospital Bridging service; we were asked by the local NHS Clinical Commissioning Group to be part of their 'Local Care' model for people affected by dementia. This is a collaborative piece of work across our Dementia Care and Dementia Support Team. We have supported people with some of the most complex needs who are affected by dementia in the Dartford, Gravesham and Swanley area. We received 388 referrals into this service. We have achieved some great multi-agency working to better support people affected by dementia in the local area by working within a Multi-Disciplinary Team (NHS, Social Services and other Voluntary Sector providers), conducting a person-centred assessment, and providing emergency care packages to help meet short terms needs. The hospital staff also tell us that we are well-recognised for the quality of support we can bring to their patients who are discharged from hospital. As well as providing information and guidance support to people accessing this service, we have provided 2,925 of 'bridging' care hours.

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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*"Linden (Ward) is a high user of the ADSS service, I feel as a ward the service is accessible and staff are always happy to come and assess even at short notice, this is a tremendous help.*

*I must admit the 3 night sits that ADSS can provide is so wonderful and a lifeline to our patients. It gives both patients and their relatives peace of mind that the transition from hospital to home is a little more gentle. This gives patients 3 nights to settle back into their normal home routine. I would like to thank everyone at ADSS for the support they offer us, patients and families on a regular basis."*

Laura, Senior Sister Darent Valley Hospital

*"A member from the ADSS team is always at every MDT meeting I hold and I truly appreciate their input and involvement. Each member of the team is very good at updating on all patients they are involved in and very forward in offering ADSS support and services to those they do not yet help. They are all happy to help and keen to get involved to ensure each patient they can offer support with is given the best service they can. Their input is very much appreciated and every one of the ADSS team I have had the pleasure of working with so far have been approachable, easy to contact and go above and beyond to help and support patients."*

Charriss Thorne, MDT Co-ordinator

#### **Dementia Support**

Dementia Support continues to provide a range of services for people living with dementia and their family, Carers and others involved throughout their experience of dementia. The services include a 24/7 helpline, during 2019/2020 we responded to 126 calls through the helpline, totalling 36 hours of support. It also includes dementia cafes, peer support for those diagnosed, special young onset support 'Kindred Spirits' and support and learning for Carers. We had a total of 3,820 attendances at these groups.

*"Kindred Spirits is an excellent platform to exchange ideas and tips and even let off steam. It is lovely as a carer to be able to hold a conversation with someone else who knows what you are going through." Eileen, Carer*

Our new Dartford Support group has not had the uptake that we expected, considering the need was identified by people we support in Dartford. We have identified this may be due to the venue therefore will be looking at finding an alternative location.

In addition, we provide a wealth of information and guidance. Our Dementia Support team are now providing much more complex support, guiding people throughout their experience of dementia and all the challenges that it can bring. The team are making sure people are aware of all the support available, within our own organisation and externally. The Dementia Support team opened 504 new cases throughout 2019/2020.

We were very pleased to further develop our relationship with the local memory service this year, enabling us to provide timely guidance and support. We have continued to co-facilitate a monthly information session, ensuring people have an opportunity to understand the diagnosis of dementia, to find out about ways to live with their symptoms and to be informed about things to consider in the future. We understand that a diagnosis of dementia can be devastating, and all the information provided overwhelming, both of which can off putting when looking at where to go after a diagnosis.

We decided the best way to introduce our services to people was by meeting one of our friendly, experienced Dementia Support Coordinators face to face. We are very grateful to the memory service for providing us with the opportunity to be available at the clinics so that we can meet people following their diagnosis, enabling us to make further contact at a time when people are ready to hear from us. We have also identified that once people are discharged from the memory service, following their diagnosis and any treatment plans have been put in place, they can feel lost when changes relating to dementia happen. In response to this, we have set up a monthly drop in where people can speak to a

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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member of our team, a memory service professional and/or a community navigator, providing them with a one-stop shop for information, support and guidance.

With the use of Salesforce in full flow, we planned to start a full evaluation of all services at the end of this year, so that we could really understand the impact our support has on people affected by dementia, as well as learning from them what we could do better. Unfortunately, we could not start this piece of work due to the COVID-19 pandemic forcing us to temporarily close our usual services and having to quickly introduce alternative support for people.

We have continually evaluated our Carers Learning programme, and have developed the programme in line with the feedback we have received. We are now offering two programmes, one being for family/Carers of those recently diagnosed and the second being for family/Carers of those whose dementia is progressing. 30 Carers have benefitted from attending the Carers Learning programme.

*"So glad I have come, felt it has helped me so much to have a better understanding and how to now speak to my mum and give her all the help and support I can." Jan, Carer*

We have identified that our Peer Support offer is something that we need to develop. Due to the progressive nature of dementia, provision of appropriate peer support is a challenge. Peer support is about people using their experiences to help each other, when people are no longer able to engage in this it is vital that we can guide them to move onto a more appropriate form of support. We look forward to reviewing and developing this service over the next year.

#### **Community Wellbeing Services**

Our Safeharbour Community Café has continued to offer a safe space for the local community and people affected by dementia. Whilst we have not achieved our income targets, we recognise that there are additional benefits to the charity in providing this service. It promotes awareness of our services in the local community and provides a non-dementia specific place to go for people that are perhaps not ready to accept they are living with dementia. The Café also provides tasty and healthy home cooked meals for people attending The Beacon and has catered for a number of private events, including the commemoration of a local war hero.

*"I would just like to place on record my thanks, and those of the event organiser, for the support you and your team provided – it was greatly appreciated."*

Kevin Burbidge MRTPI, Director (Planning and Development), Gravesham Borough Council

This year we reviewed our Eynsford lunch club, increasing to monthly meet ups to provide a more regular and consistent support. We have also started a monthly lunch club at our very own Safeharbour Café, each month has had a theme relating to the time of year, and has offered an opportunity for those that feel isolated to meet up with others. We have had 140 attendances at our lunch clubs this year.

The Singing for the Brain group came to a natural end when our long-term facilitator retired. This provided us with an opportunity to expand our own Singing Back the Memories programme, an already extremely popular group. Our Northfleet group has been at full capacity throughout the year, with a growing waiting list. We have had 979 attendances at singing groups this year. An unexpected outcome of this service was a desire for performances. The group performed at a community event in West Kingsdown, the Kent Dementia Friendly Awards and even held their own Christmas Concert as a fundraiser for the charity. This has provided group members with an enormous sense of pride and achievement as well as raising awareness of dementia and our services. We were fortunate to be awarded funding to recruit a facilitator and to set up more groups, recruitment was put on hold due to the COVID-19 pandemic, we look forward to resuming this as soon as possible.

*"We both enjoy the singing and look forward to it every week. Martin has always got great joy from music which I hope he never loses and this is something we can do together." Eileen, Carer*

# ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

## TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

*"Singing back the memories brightens up our day - good for our souls." Keith and Gill, PLwD and Carer*

*"It's a wonderful social event, it's a relaxing experience that we look forward to every week, we make new friends through this group, good to see happy smiling faces because it transfers to us. Your lovely singing voice and cheerfulness are greatly appreciated. Thank you so much for everything you do." John, PLwD*

Our Kindred Spirits (young onset) activity group continued, members enjoyed a variety of activities each month, including Walking Football, Bowls, Dancing, a boat trip and 10-pin bowling. Further funding was awarded to continue this service, which started with another game of 10-pin bowling.

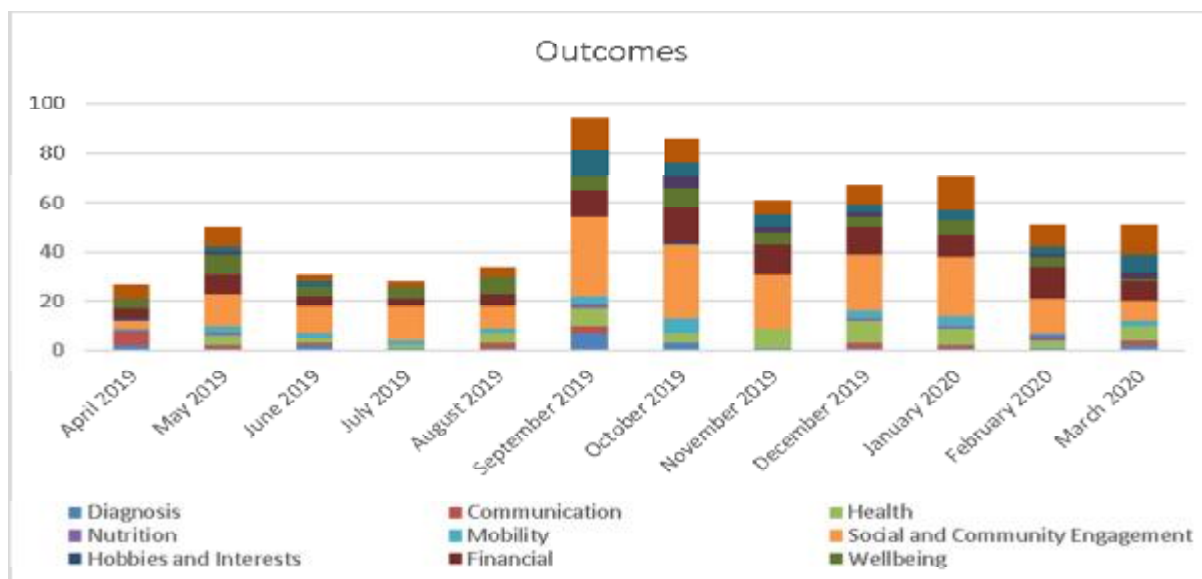
Active Bodies, Active Minds is a new group, which started in July following consultation with people we support. With so many activities available and so many previous hobbies and interests it quickly became apparent that we would need to offer a variety of activities. The programme started with 6-weekly sessions of Box-fit which was followed by 6-weekly sessions of Chair Yoga, then dancing, table tennis and volleyball and finally indoor bowls. Members paid a contribution which enabled us to utilise skilled facilitators and to use a variety of locations.

This year our Medway Hospital Dementia Buddies worked hard at increasing our volunteer numbers, working with a total of 47 volunteers over the year with an average of 30 volunteers at one time. This has greatly increased our capacity, enabling us to support more wards by spending time with the patients who have dementia. Whilst the buddies can do activities, support with eating and drinking and provide comfort and reassurance, the majority of their time, 45%, is spent talking to the patients. This demonstrates the importance of social interaction for people living with dementia whilst staying in hospital.

### Outcomes

Following a review of our assessment process we have been able to work with people to identify the outcomes they would like to achieve with our support. The team started working on this at the beginning of the year, their increase in confidence with this shows as the year went on.

The key in the chart below shows the variety of topics that we look at with people. Unsurprisingly Social and Community Engagement is one of most frequent topics that we support people with, however there is also plenty of support with communication, wellbeing, finances, health and, of course, diagnosis.



## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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Here are some examples of individual outcomes:

*"I would like a better understanding of my diagnosis."*

*"I would like to be sent some information about day clocks that I could purchase to help with my orientation of day and time."*

*"I need help to get a diagnosis and I will need help to understand my diagnosis."*

*"I would like to attend a Memory Café to help keep my communication skills for as long as possible."*

*"I want to be able to access toilets whenever I am out and about."*

#### **Recognition, Fundraising and Thank You's**

We were successful in being shortlisted for two Kent Dementia Awards, Most Inspiring Care Provider and Community and Partnership Project. We also nominated Karen West, a huge ambassador of our services, for the Kent Volunteering Awards in recognition of her contribution in bravely and regularly talking about her experience of living with dementia at our staff induction and other events. Not only did she win the award for top Health and Caring Volunteer in Dartford and Gravesham, she also won the overall Health and Caring Volunteer Award in Kent.

We would like to thank our regular supporters of our two annual events, the Cabaret Night and Ladies that Lunch. Your attendance and generosity at these events provides a great fundraising income for our charity. We would also like to thank the family and friends of our Singing Back the Memories group for supporting their first Christmas Concert, whilst this was a smaller event it was a lovely opportunity to showcase our work.

Grants have been awarded to us this year from Edward Gosling Foundation, National Lottery Awards for All and Bernard Sunley Foundation to enable us to order a new minibus, replacing our long-term and increasingly costly existing minibus. We were also awarded a grant from The Childwick Trust to support the growth of our Singing Back the Memories programme. West Kingsdown Parish Council provided us with a grant to support the development of the local Memory Café. Seed Fund and Kent Sports both provided grants to subsidise our Safeharbour lunch club. Kent Community Fund has supported us to continue Active Bodies, Active Minds. Thank you to all of you for your support.

We would also like to thank Northfleet & Ebbsfleet Lions Club, Gravesend Lions Club, Ebbsfleet Riverside Rotary Club, John Lewis, The Oddfellows, Sandy Barden, Dartara, Hatten Wyatt, Caxtons, Marks & Spencer Dartford, Darent Valley Lions Club, Morlings and Cobham Choir for their support and generous donations this year.

In particular, we would like to thank Rotary Club of Gravesend for selecting us as their charity partner for their annual On Your Bike event. Unfortunately, the event has not been able to take place as planned due to Covid-19 but the club has continued to support us in other ways during this time.

We are extremely grateful to the Albert Hunt Trust for supporting us to purchase Safeharbour. Without their support we would not have been able to take this.

#### **REVIEW OF THE FINANCES**

The charitable company's incoming resources for the year ended 31 March 2020 totalled £1,370,476 (2019: £1,333,420). This increase is due to the increase in funding from the NHS for our Dementia Care and Support Service on the previous year and grants for our minibus replacement. Resources expended totalled £1,348,224 (2019: £1,276,699), resulting in total net incoming resources of £22,252 (2019: £56,721). We have worked hard on our debt management over the past few years; we have developed our internal procedures and team working to ensure our Day Support and Support at Home accounts are settled in a timely way and ensuring people do not let their debt become unmanageable. It has had to be handled sensitively but it is credit to our team that use their care and compassion in the conversations they have with the people who use our services and their families.

## **ALZHEIMER'S & DEMENTIA SUPPORT SERVICES**

### **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)**

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#### **Future Financial Planning**

We continue to monitor all income streams; the Kent County Council grant we currently receive was due to be changed in October 2020 but this has been put on hold due to the Coronavirus outbreak. We are also monitoring costs, to ensure we continue to be financially sustainable for the future.

#### **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 charitable expenditure.

As at the year ended 31 March 2020, the figure in unrestricted reserves was £496,978 (2019: £514,555) this represents approximately 4 months of charitable expenditure at the year end. A figure of £54,846 (2019: £15,017) is in restricted reserves and therefore is not available for general purposes of the charity at the year end. £25,000 has been reserved for our planned replacement of our older minibus which is on order due to be delivered in September 2020. We have planned for the new boiler to be installed during the summer months, using the £11,346 from Morlings. £15,000 from Childwick Trust has been reserved for our Singing Back the Memories Coordinator due to having to delay recruitment since COVID. We plan to resume this once guidance states that singing groups can recommence.

#### **Principal Funding**

Alzheimer's & Dementia Support Services income derives from Contracts 18%; KCC Grants 19%; Client Contributions 50% and Fundraising 9%.

#### **Fundraising Policy**

Amounts received from our fundraising activities are presented in our accounts as donations and legacies. In relation to the above, we confirm that all solicitations are managed internally, without involvement of commercial participators or professional fundraisers or third parties. The day-to-day management of all income generation is delegated to the executive team, which is accountable to the Trustees. The charity is not required by any undertaking to be bound by any regulatory scheme and the charity does not consider it necessary to comply with any voluntary code of practice. We have received no complaints in relation to fundraising activities. Our terms of employment require staff to behave reasonably at all times.

#### **POST BALANCE SHEET EVENTS**

The start of 2020 has already been eventful for Alzheimer's and Dementia Support Services, apart from a global pandemic there are a few other events that you should know about.

Firstly, we are delighted to welcome four new trustees to our board, they will be recommended by the existing Board of Trustees at the annual general meeting, to the membership. Sam Barton, Denise Osborn, Katie Spence and David MacKenzie are very welcome additions to our board.

Unfortunately, in early April our minibus was stolen from outside Safeharbour and later found burnt out. This was a huge blow to us all as the minibus is a vital part of us getting the people who need us to The Beacon Day Support. Whilst it was not in use during lockdown it means we will need to raise the funds to buy a new one. The bus was insured but the insurance pay-out will not cover the replacement for a new vehicle with the adaptations it needs. We have been overwhelmed with the

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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media attention and support from the community. Within days of launching our fundraising appeal it had raised £5,000, our most successful online campaign ever.

Karen Gibbs our Dementia Care Manager is now successfully registered with our regulator the Care Quality Commission. To have a registered manager is a legal requirement under the Health and Social Care Act 2008.

We have been successful in our application to work with Pilotlight (a charity that helps other charities with Strategy, Leadership and Governance). It is an exciting opportunity for us to work with 4 'Pilotlighters' (professionals from other industries) on a 10 month project. This was started in April and we are excited about the possibilities it will bring. The programme is going to support the charity with strategy development, and leadership and governance.

#### Coronavirus

The global coronavirus pandemic has affected Alzheimer's & Dementia Support Services, as it has every charity. On 23 March as the country went into lockdown, we had to close all of our group services, including The Beacon Day Support. This was not a decision taken lightly but one we knew we had no choice in making to protect the people we support, our staff and volunteers. The day service remained closed for six months, which meant a significant drop in our income and we had to use the Government's Job Retention Scheme. We have also received additional funding from Kent County Council as part of their Covid-19 emergency response.

As an organisation we had to quickly adapt to working remotely and brought forward our plans for development of our IT, which included the purchase of new laptops for all office based staff. We quickly realised that our business continuity planning and scenario planning had not got us in a strong enough position and had it not been for the tireless efforts of our management team the organisation would not have been able to carry on meeting the needs of people affected by dementia as it did.

Our Support at Home team bravely continued to support people in their own homes during the epidemic. We are enormously proud of how they put the people they support first and continued to provide the same level of care and compassion as they always do. A concerted team effort was required to ensure we kept constantly up to date with the ever-changing government guidance and PPE supplies. During this time, we kept in close contact with the Care Quality Commission, they were extremely supportive and asked the team and the people who use the service to give their feedback. We had a really big response with lots of compliments and thanks to our care workers and leadership team.

*"This is an absolutely fantastic week for you and your service. More compliments, from staff this time, have been received by us at CQC and I'm passing them onto you. I've not had any staff compliments during the pandemic so far for a service, so to me this is something special."*

CQC Inspector

*"I can honestly say I love my job! With the current situation, all of our Team and Office staff have gone above and beyond for our lovely Clients. We have Clients who have been completely Lonely in the lockdown, the office have added extra 2 hour calls for example to keep them company, active and made assured we are there for them. We have learned and taken in the new guidelines given to us for example PPE and being offered it without fail. Coronavirus or not we haven't changed we still continue to give the best support we can to our Clients from Personal care, Medication, a chat, a cup of tea! The Office have been extremely helpful with me and my shifts as my Husband is an important Key Worker too which leaves me and my, to work with ADSS as much as I could to help when my Husband was off. Thank You"*

Care Worker

Gravesham Borough Council approached us to ask if we could support with the welfare calls taking place for Gravesham residents that were shielding. We were confident we had the skillsets within our team to take this project on and were pleased to be able to keep the relevant team members involved rather than having to furlough them. Our team of 4 people made a total of 1,319 calls and supported

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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196 people. The people we called had a variety of complex health issues, the team showed great care and compassion in making sure these people were not left vulnerable or isolated, and on many occasions went above and beyond.

We quickly realised that it would be beneficial in the future, for learning and development, to be able to reflect on the impact of Covid-19 on people affected by dementia. We recruited two experienced impact evaluation volunteers who worked with us to design a questionnaire that was available online for people to complete, we also offered a paper version and telephone assistance to ensure accessibility. Our Dementia Support Team then carried out follow up interviews with selected individuals to enable us to probe a little further into the impact on their lives. The data will be analysed and a report will be available on our website.

We remodelled our group services by the beginning of April. There is no better way to demonstrate what a difference this made to the lives of people affected by dementia than to leave it to the words of Kay, who wrote about the impact it had on her and her husband, David.

*"These are crazy times. Nothing makes sense. Advice changes by the day, even if you can remember what it was the politicians said yesterday and people you love seem a world away. For those of us living in a household with Dementia and maybe other medical conditions too it is extremely crazy.*

*We started personal isolation a week before most people as David had a cough. We knew it was his seasonal asthma triggered by the rise in the pollen count but others at social gatherings and shops might not appreciate that so we hunkered down as the responsible thing to do. Identified as a vulnerable person and advised to stay indoors for 3 months the lockdown process has not felt easy for either of us. Our children are scattered around the UK and even over the Atlantic so their support (valued as it is,) was not going to include a bag of Waitrose treats and a friendly wave from another human being at the end of the drive. Our neighbours are of a similar age group and some of them were staying firmly put with their own issues. Even online delivery services were not playing the game as I waited up after midnight on several nights to be held in a queue for a slot that was either not available after all or my card details were rejected. (Why?????). This was my low point. Used to going out every day to keep the mind active and give me some respite from the limited conversation at home, trapped indoors with no way of accessing our needs felt challenging to say the least. Local help groups and priority delivery slots were still a thing of the future.*

*Unbelievably, ADSS swung into immediate action. I say unbelievably, but not really. They were being their efficient, compassionate and helpful self.*

*There were phone calls to see if we wanted to continue with our home care each week. We had a choice in a time where we felt we had no choices and that made a big difference.*

*Somehow, the staff all embraced technology like never before and we really benefit from singing together, to peer groups and cafe meetings. Hands up- David does not find looking at a screen easy and may not last a whole session patiently (just as he doesn't do FaceTime with the grandchildren for more than a minute) but just being able to point out faces that might feel familiar and for me, to chat to old friends and receive advice and encouragement, this has been wonderful. ADSS literally ZOOMED into action and gave us a strong feeling of belonging to something safe on a bad day. I particularly have to thank Sarah, the joint CEO, who must have so many pulls on her time in this crisis, for hosting our singing group with such good humour and patience, even when technology or the participants are causing a few problems!!!! Thank you so much.*

*Weekly phone calls come from Wilma, our normal carer, to chat in an endless day and to offer help with shopping, medicines etc. We have not needed this but just to know it was there and so genuinely offered was terrific. Other staff from the office have rung too just to say "Hello, how are things? Need anything?". This is a real support service!!*



## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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*A weekly pack of activities arrives full of puzzles, word searches, colouring, seeds to plant, bunting to hang, rainbows and a letter from Lynne's grand-daughter (really touching) in addition to the cheery personal letter. It gives that sense of belonging back and was quite an inspired gesture to us all from day one.*

*And all of this is going on in addition to the "normal" caring slots to be filled, the blogs on the website to follow, and a voice at the end of a helpline. When, at the start of all this, the minibus was stolen and torched, there could have been a moment of "poor us". I know I would have felt angry and devastated, but as we have come to expect. the positive side of ADSS swung into action. Quiz nights to raise money have been organised online and fundraising has begun, with regular updates to make us all feel part of things.*

*We cannot praise enough the support and genuine friendship that ADSS has provided in these troubled times for those of us that either live with or care for dementia. More than almost anyone else they have given us a feeling of belonging and genuine friendship to help us through some incredibly long and trying days.*

*We just needed to say Thank You and send a virtual hug to you all.*

*Kay and David May 2020"*

#### **Future Developments**

As mentioned, Alzheimer's & Dementia Support Services is on a journey, we know we need to keep improving and adapting so we can do our best to support people affected by dementia, we won't stop until dementia stops. So, in 2020-21 we need to;

- Develop our 5-year strategy so we all know where we are heading and what we are aiming to do for people affected by dementia.
- Fully understand the impact of coronavirus on people affected by dementia and re-build our services (safely and socially distanced) to give maximum support to the people who need us.
- Expand our reach, we know there are people out there in Dartford, Gravesend and Swanley who need us. We want to be there right from the start of someone's experience of dementia.

Now we own Safeharbour, our hub in Northfleet, we want it to be a centre of excellence. If you have been there you will know it looks a bit shabby in parts, we want it to showcase a welcoming dementia smart environment. We also need to invest in our team, our wonderful dedicated team.

Getting ourselves in a better shape for the future so we can respond to the demand in other parts of Kent for our services. It makes sense to the people affected by dementia that wherever they live in Kent that should get the same support, this is currently not the case. We are in a position to do something about this but it needs to be done in a way that is manageable and does not compromise the quality and excellence we are known for.

Evaluating our services, so that we can further develop our understanding of the impact our support has, the difference it makes to people affected by dementia and where we can make improvements.

Developing our range of services we know we have long waiting lists for Singing Back the Memories and our Carers Learning programme. We want to make sure these are accessible to everyone living with dementia in Dartford, Gravesham and Swanley.

#### **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

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

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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.

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 4 November 2020 and signed on their behalf.

Alan Spencer  
Treasurer

Justin Bateman  
Chair

## **ALZHEIMER'S & DEMENTIA SUPPORT SERVICES**

### **INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2020**

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#### **Opinion**

We have audited the financial statements of Alzheimer's & Dementia Support Services for the year ended 31 March 2020 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 2020 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 2020

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#### 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 15-16, 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 2020

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#### **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: 6 November 2020

North House  
198 High Street  
Tonbridge  
Kent TN9 1BE

**STATEMENT OF FINANCIAL ACTIVITIES  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2020**

	<i>2020</i>	<i>2020</i>	<i>2020</i>	<i>2019</i>
	<i>Unrestricted</i>	<i>Restricted</i>	<i>Total</i>	<i>Total</i>
	£	£	£	£
Notes				
<b>Income from:</b>				
Donations and legacies	<b>3</b>	64,268	56,796	121,064
Charitable activities	<b>4</b>	946,496	263,500	1,209,996
Investments		721	-	721
Other trading activities		38,695	-	38,695
Total income		<u>1,050,180</u>	<u>320,296</u>	<u>1,370,476</u>
<b>Expenditure on:</b>				
Raising funds	<b>5</b>	24,988	-	24,988
Charitable activities	<b>6</b>	1,042,769	280,467	1,323,236
Total expenditure		<u>1,067,757</u>	<u>280,467</u>	<u>1,348,224</u>
<b>Net movement in funds</b>		<b>( 17,577)</b>	<b>39,829</b>	<b>22,252</b>
<b>Reconciliation of funds:</b>				
Total funds brought forward		514,555	15,017	529,572
<b>Total funds carried forward</b>	<b>12</b>	<b><u>496,978</u></b>	<b><u>54,846</u></b>	<b><u>551,824</u></b>
		<b><u>529,572</u></b>		

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

All income and expenditure derives from continuing activities.

**BALANCE SHEET  
AS AT 31 MARCH 2020**

	Notes	2020 £	2020 £	2019 £	2019 £
<b>Fixed assets</b>					
Tangible assets	8		339,934		158,235
<b>Current assets</b>					
Debtors	9	74,724		99,584	
Cash at bank and in hand		499,424		334,143	
		<u>574,148</u>		<u>433,727</u>	
<b>Creditors: amounts falling due within one year</b>	10	<u>( 47,258)</u>		<u>( 62,390)</u>	
<b>Net current assets</b>			526,890		371,337
<b>Creditors: amounts falling due after one year</b>	11		<u>( 315,000)</u>		<u>-</u>
<b>Total net assets</b>			<u><u>551,824</u></u>		<u><u>529,572</u></u>
<b>The funds of the charity</b>					
Unrestricted funds			496,978		514,555
Restricted funds			54,846		15,017
<b>Total funds</b>	12		<u><u>551,824</u></u>		<u><u>529,572</u></u>

The accounts were approved by the Board of Trustees on 4 November 2020 and signed on their behalf by:

Alan Spencer  
Treasurer

Justin Bateman  
Trustee

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2020**

	Notes	2020 £	2019 £
<b>Cash flows from operating activities:</b>			
Net cash provided by operating activities	A	154,211	123,082
<b>Cash flows from investing activities:</b>			
Purchase of tangible assets		( 303,930)	( 63,253)
<b>Cash flows from mortgage</b>		315,000	-
Net cash used in investing activities		<u>11,070</u>	<u>( 63,253)</u>
Change in cash and cash equivalents for the year		165,281	59,829
Cash and cash equivalents at the beginning of the year		334,143	274,314
<b>Cash and cash equivalents at the end of the year</b>		<u><u>499,424</u></u>	<u><u>334,143</u></u>
<b>A Reconciliation of net income to net cash flow from operating activities</b>			
Net income for the year <i>As per statement of financial activities</i>		22,252	56,721
<b>Adjustments for:</b>			
Depreciation charges		16,029	20,019
Loss on disposal of assets		106,202	-
Decrease in debtors		24,860	19,362
(Decrease) / increase in creditors		( 15,132)	26,980
<b>Net cash provided by operating activities</b>		<u><u>154,211</u></u>	<u><u>123,082</u></u>



**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2020**

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**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 2019 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.

Since the end of the financial year, the global pandemic Covid-19 has inevitably impacted the operation of the charity. However, ADSS have maintained funding from local authorities and received additional funding from these to help the charity through this period. In addition to the local authority funding, ADSS have also been awarded grants from other funders to help them through this pandemic. ADSS are reviewing guidelines regularly to be able to offer the best services they can. Therefore, the trustees believe that the charity has not been affected by Covid-19 that would impact the charity's going concern; as there still a need for the services ADSS provide to the public. So, the going concern basis of accounting therefore continues to be 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.

**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2020**

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**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.

Freehold land and buildings can be measured reliably based on market value. These properties are therefore measured at fair value at each reporting date with changes in fair value recognised in the statement of financial activities.

**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.

**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2020**

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**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**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Donations	<u>121,064</u>	<u>104,178</u>

The comparative figure includes £30,272 of restricted income.

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**NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2020**

**4 Income from charitable activities**

	Kent County Council £	Service user income £	NHS £	Clinical Commissioning Group £	Department for Education and Skills £	Department for Transport £	2020 £	2019 £
Carers Assessment & Support	108,076	-	-	-	-	-	108,076	145,276
Day Care/Transport	52,872	147,403	-	-	-	1,494	201,769	189,184
Support at Home/Support at Home+	-	543,522	-	-	-	-	543,522	602,396
Dementia Support	102,552	-	-	-	-	-	102,552	65,352
Dementia Buddy	-	-	45,000	-	-	-	45,000	45,000
DGCG Dementia Care & Support	-	-	-	208,200	-	-	208,200	156,750
Other	510	-	-	-	367	-	877	6,885
	<u>264,010</u>	<u>690,925</u>	<u>45,000</u>	<u>208,200</u>	<u>367</u>	<u>1,494</u>	<u>1,209,996</u>	<u>1,210,843</u>

The comparative figure includes £263,500 of restricted income.

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**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

5 Expenditure on raising funds			2020	2019
			£	£
Wages and Salaries			13,723	23,403
Other fundraising costs			11,265	14,990
			24,988	38,393
			24,988	38,393
6 Costs of Charitable Activities	2020	2020	2020	2019
	Direct	Support	Total	Total
	activities	costs	£	£
	£	£	£	£
<b>Summary by fund type</b>				
Carers Assessment & Support	-	45,937	45,937	47,224
Day Care/Transport	155,285	85,761	241,046	230,929
Support at Home/Support at Home Plus	438,845	231,022	669,867	680,398
Dementia Support	86,741	43,590	130,331	65,419
Dementia Buddy	34,853	19,127	53,980	44,537
DVH Bridging Service	90,573	88,495	179,068	130,461
Other activities	2,634	373	3,007	39,337
	808,931	514,305	1,323,236	1,238,305
	808,931	514,305	1,323,236	1,238,305

The comparative figure includes £344,581 of expenditure from restricted funds.

Direct costs	2020	2019
	£	£
Wages and salaries	706,518	714,666
Staff training	2,427	6,832
Recruitment	-	292
Volunteers	622	1,037
Rent and rates	-	5,428
Travel costs	31,019	33,135
Transport costs	12,879	20,529
Client activities	26,456	17,500
Printing, postage and stationary	1,499	1,476
Telephone	6,668	12,405
Equipment	5,282	7,193
Professional fees	3,677	4,659
Bank charges	182	211
Licences and subscriptions	11,702	10,710
Sundry	-	5,393
	808,931	841,466
	808,931	841,466

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<b>6</b>	<b>Costs of Charitable Activities (continued)</b>	<b>2020</b>	<b>2019</b>
		<b>£</b>	<b>£</b>
	<b>Carers Assessment &amp; Support costs</b>		
	Wages and salaries	224,821	199,121
	Staff cover	343	4,377
	Staff training	3,671	640
	Recruitment	221	2,855
	Volunteers	131	-
	Client activities	2,774	778
	Community café consumables	16,481	6,319
	Rent and rates	5,719	28,813
	Repairs and renewals	15,796	5,475
	Utilities	10,431	8,733
	Insurance	5,474	6,262
	Cleaning	5,324	5,677
	Travel costs	1,438	1,470
	Printing, marketing, postage and stationary	13,105	9,188
	Telephone	16,687	17,707
	Equipment	6,199	2,490
	Professional fees	11,235	9,133
	Bookkeeping	-	708
	IT costs	24,177	34,778
	Bank charges	120	157
	Bad debts	2,030	3,419
	Licences and subscriptions	2,723	2,047
	Sundry	10,475	10,988
	Depreciation	16,029	20,019
	Loss on early cessation of lease	104,683	-
	Loss on disposal of fixed assets	1,519	-
	Auditors' remuneration - audit fees	4,850	4,700
	Auditors' remuneration - other accountancy services	7,412	7,420
	Trustee meeting and training expenses	437	3,565
		<u>514,305</u>	<u>396,840</u>
		<u><u>514,305</u></u>	<u><u>396,840</u></u>
<b>7</b>	<b>Staff costs</b>	<b>2020</b>	<b>2019</b>
		<b>£</b>	<b>£</b>
	Gross salaries	878,794	872,322
	Social security costs	52,293	53,946
	Pension costs	14,952	10,922
		<u>946,039</u>	<u>937,190</u>
		<u><u>946,039</u></u>	<u><u>937,190</u></u>
	The average number of employees (including part time workers) was:		
	Direct charitable workers	67	70
	Administrative staff	6	4
		<u>73</u>	<u>74</u>
		<u><u>73</u></u>	<u><u>74</u></u>

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

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 resigned Trustee Clare Pye, received remuneration of £38,086 (2019: £26,425).

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8 Tangible fixed assets	<i>Freehold land and buildings</i>	<i>Leasehold Improve- ments</i>	<i>Fixture &amp; Fittings</i>	<i>Motor vehicles</i>	<i>Equipment</i>	<i>Total</i>
	£	£	£	£	£	£
<b>Cost</b>						
At 1 April 2019	-	118,507	43,690	76,728	58,320	297,245
Additions	300,000	-	3,930	-	-	303,930
Disposals	-	(118,507)	-	-	( 26,502)	( 145,009)
At 31 March 2020	300,000	-	47,620	76,728	31,818	456,166
<b>Depreciation</b>						
At 1 April 2019	-	10,709	13,754	71,341	43,206	139,010
Charge for the year	-	3,115	8,105	1,346	3,463	16,029
Elimination on disposals	-	(13,824)	-	-	( 24,983)	( 38,807)
At 31 March 2020	-	-	21,859	72,687	21,686	116,232
<b>Net book value</b>						
At 31 March 2020	300,000	-	25,761	4,041	10,132	339,934
At 31 March 2019	-	107,798	29,936	5,387	15,114	158,235

The freehold property was valued at 2 January 2019 by Caxtons Chartered Surveyors, which was the subsequent purchase price as at 2 September 2019. The trustees have reviewed the valuation as at 31 March 2020 and confirm there have been no significant variances during year.

<b>9 Debtors</b>	<b>2020</b>	<b>2019</b>
	£	£
Fees for services	67,936	94,114
Prepayments	6,788	5,470
	<u>74,724</u>	<u>99,584</u>
<b>10 Creditors: amounts falling due within one year</b>	<b>2020</b>	<b>2019</b>
	£	£
Amounts due to suppliers	6,731	30,888
PAYE/NI	16,009	13,449
Accruals	13,552	12,915
Other creditors	10,966	5,138
	<u>47,258</u>	<u>62,390</u>
<b>11 Creditors: amounts falling due within one year</b>	<b>2020</b>	<b>2019</b>
	£	£
Mortgage	<u>315,000</u>	<u>-</u>

The Albert Hunt Trust hold a fixed and floating charge created on 17 September 2019, by way of a first legal mortgage over the property known as Safeharbour, Coldharbour Road, Northfleet, Gravesend, Kent DA11 8AE. The loan is repayable by 19 September 2044, and has interest of 0.9% attached.

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**12 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.

	<b>1 April 2019</b>	<b>Incoming resources</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>31 March 2020</b>
	£	£	£	£	£
<b>Unrestricted funds</b>					
ADSS unrestricted	512,285	1,047,130	( 1,065,123)	-	494,292
Gravesend Support Group	630	951	( 920)	-	661
Meopham Support Group	1,640	2,099	( 1,714)	-	2,025
<b>Total unrestricted funds</b>	<b>514,555</b>	<b>1,050,180</b>	<b>( 1,067,757)</b>	<b>-</b>	<b>496,978</b>
<b>Restricted funds</b>					
KCC Service Agreement	-	263,500	( 263,500)	-	-
Hartley Café	2,037	-	( 2,037)	-	-
Kent Community Foundation - Activity Groups	5,000	-	(5,000)	-	-
Deep Grant for Innovations in Dementia	1,564	-	(1,564)	-	-
Dartford BC for Dartford Support Group	2,000	-	(2,000)	-	-
The Light Fund - Carers Learning Groups	4,416	-	(4,416)	-	-
KCC Seed Fund for Lunch Club	-	600	(600)	-	-
Donation for staff	-	500	(500)	-	-
Cobham Community Choir	-	300	(300)	-	-
KCC for ABAM	-	250	(250)	-	-
Lions for Lunch Club	-	300	(300)	-	-
Kent Community Foundation - Young Onset Group	-	3,500	-	-	3,500
Morlings for Boiler Replacement	-	11,346	-	-	11,346
Childwick Trust for Singing back the Memories Coordinator	-	15,000	-	-	15,000
<b>New Minibus</b>					
National Lottery	-	10,000	-	-	10,000
Bernard Sunley	-	5,000	-	-	5,000
The Edward Gosling Foundation	-	10,000	-	-	10,000
<b>Total restricted funds</b>	<b>15,017</b>	<b>320,296</b>	<b>( 280,467)</b>	<b>-</b>	<b>54,846</b>
<b>Total funds</b>	<b>529,572</b>	<b>1,370,476</b>	<b>( 1,348,224)</b>	<b>-</b>	<b>551,824</b>



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**12 Movement in funds (continued)**

	<i>1 April 2018</i>	<i>Incoming resources</i>	<i>Expenditure</i>	<i>Transfers</i>	<i>31 March 2019</i>
	£	£	£	£	£
<b>Unrestricted funds</b>					
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
<b>Total unrestricted funds</b>	<b>407,025</b>	<b>1,039,648</b>	<b>( 932,118)</b>	<b>-</b>	<b>514,555</b>
<b>Restricted funds</b>					
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)	-	-
<b>Sensory Room and Garden Area</b>					
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)	-	-
<b>Total restricted funds</b>	<b>65,826</b>	<b>293,772</b>	<b>( 344,581)</b>	<b>-</b>	<b>15,017</b>
<b>Total funds</b>	<b>472,851</b>	<b>1,333,420</b>	<b>( 1,276,699)</b>	<b>-</b>	<b>529,572</b>

The charity received £25,000 during the year to fund a new minibus, with £10,000 being received from The National Lottery, £5,000 from Bernard Sunley and £10,000 from The Edward Gosling Foundation. The minibus is on order and these funds will be spent in September 2020.

The Childwick Trust award ADSS £15,000 to recruit a Singing Back the Memories coordinator. This came late in the year and due to Covid-19 the recruitment has been delayed. The funding from Kent Community Foundation will also be spent in 2020 when the Kindred Spirits Activity group can be resumed.

Morlings donated £11,346 towards a new boiler for Safeharbour. This work will be carried out during the summer of 2020.

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**13 Analysis of net assets between funds**

	<i>Unrestricted funds 2020</i>	<i>Restricted funds 2020</i>	<i>Total funds 2020</i>
Fixed assets	339,934	-	339,934
Current assets	519,302	54,846	574,148
Current liabilities	(362,258)	-	( 362,258)
<b>Total net assets</b>	<b>496,978</b>	<b>54,846</b>	<b>551,824</b>
	<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)
<b>Total net assets</b>	<b>514,555</b>	<b>15,017</b>	<b>529,572</b>

**14 Operating lease commitments**

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

	<i>2020 £</i>	<i>2019 £</i>
Land and buildings:		
Due within 1 year	-	14,500
Due within 1 - 5 years	-	72,500
Due more than 5 years	-	159,500
	<u>-</u>	<u>246,500</u>

Lease payments recognised as an expense during the year total £3,625 (2019: £14,500).

**15 Capital commitments**

Amounts contracted for but not in the financial statements

	<i>2020 £</i>	<i>2019 £</i>
Purchase of Safeharbour freehold	-	300,000
Purchase of new mini bus	46,419	-
	<u>46,419</u>	<u>300,000</u>

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**16 Related party transactions**

The charity's key management personnel are the trustees, the Joint Chief Executive Officers, the Dementia Care Manager, the Dementia Support Manager and the Operations Manager. Total emoluments, including employer's pension contributions, paid to key management personnel were £150,332 (2019: £100,657).

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