

Registered number: 10690071
Charity number: 1173379



TRUSTEES REPORT AND FINANCIAL
STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

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

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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 2021

Registered Charity Number: 1173379

Registered Company Number: 10690071

Principal Office
Safeharbour
Coldharbour Road
NORTHFLEET
Kent
DA11 8AE

Trustees

Justin Bateman

Alan Spencer

Karen du Rocher

Chris Inwood

Samuel Barton Appointed 06/04/2020

Denise Osborn Appointed 06/04/2020

Katie Spence Appointed 06/04/2020, resigned 01/11/2020

David Mackenzie Appointed 11/05/2020

Parris Durant Appointed 11/01/2021

Martin Charlton Appointed 12/07/2021

Catherine Jones Appointed 06/09/2021

Chair of Trustees

Justin Bateman until 16/11/2020

Sam Barton from 16/11/2020

Treasurer

Alan Spencer

Chief Executive Officer

Katie Antill

Joint Chief Executive Officers

Sarah Taylor (resigned 01/06/21) and Katie Antill

Auditors

Lindeyer Francis Ferguson Limited

North House

198 High Street

TONBRIDGE

Kent

TN9 1BE

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISORS FOR
THE YEAR ENDED 31 MARCH 2021

Bankers

CAF Bank Ltd
Kings Hill
WEST MALLING
Kent
ME19 4JQ

Charity Bank
Fosse House
182 High St
TONBRIDGE
Kent
TN9 1BE

Shawbrook Bank Ltd

Lutea House
Warley Hill Business Park
The Drive
Great Warley
BRENTWOOD
Essex
CM13 3BE

Advisors

Peninsula Employment Consultants
Peninsula Health and Safety Consultants

The Directors are pleased to present their report with financial statements of the Charity for the year ending 31 March 2021. 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, Management and Governance

Method of appointment or election of Trustees

The management of the Charity 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. The Board reviews its strengths and weaknesses to ensure its effectiveness with achieving the Charity's mission, governing the organisation, and leading the strategy. This helps identify when new Trustees should be recruited. The Board has had a successful recruitment campaign and recruited five new Trustees; they commenced their role during 2020/2021. Unfortunately, Katie Spence had to resign due to personal circumstances, but the Board wishes her well and thanks her for her tremendous impact in the short time she was a Trustee. The Board of Trustees has due regard for the limited tenure best practice, however is prioritising having a regular inflow of new talent to the Board.

Policies adopted for the induction and training of Trustees

There is an agreed procedure for inducting and training Trustees, which ensures they are provided with the relevant information about the Charity for the effective governance and leadership of the organisation.

Organisational structure and decision making

The overall management of the Charity is in the hands of the Trustees who currently meet quarterly. The Board delegates the day-to-day running of the organisation to the Joint Chief Executive Officers, Sarah Taylor and Katie Antill. Unfortunately, in late 2020 Sarah Taylor became unwell, and Katie Antill led the Charity but, by June 2021, it became apparent that Sarah's health was not going to allow her to continue with the Joint CEO role. The Board has appointed Katie Antill as CEO from 1st June 2021, and Sarah Taylor has taken on the role of Service Development Manager. The Joint CEOs/CEO form the Senior Leadership Team with Matt Thurston, Operations Manager; Kelly Clark, Dementia Care Manager; and Denise Kilshaw, Dementia Support Manager.

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FOR THE YEAR ENDED 31 MARCH 2021

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 of Trustees has undertaken Risk Management Training. The risk register is reviewed by the full Board and the relevant risks are discussed in further detail at the Funding & Finance, and Quality, Risk & Compliance Committee meetings.

Constitution, Objectives and Policies

The organisation is governed by a constitution, which was adopted on 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 2020 the Charity was supported by another charity called Pilotlight to develop its five-year strategy and purpose, vision, and mission.

Purpose

Too many people affected by dementia do not get the vital social care, support, and guidance they need. We use our person-centred experience of dementia to define and implement social care services, from diagnosis to end of life, that reduce the devastating impact the disease can have.

Vision

Everyone living with dementia, in Kent and Medway, gets the support they need to live the life they want.

Mission

Our mission is to give people affected by dementia the knowledge, support and care they need to take back control of their lives, take part in family and community life, and manage their symptoms.

5-year strategy

- We will increase our reach by 10% each year so that everyone living with dementia in the community can benefit from our guidance, support and care.
- We will demonstrate excellence and specialism throughout every aspect of our work.
- We will coproduce a wellbeing service model that offers flexibility and choice and includes evidence-based activities.
- We will expand our Dementia Support and Wellbeing Services across Kent and Medway.
- We will increase our efficiency by 20% over five years.

To find out more information about our strategy please take a look at our website www.alz-dem.org

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

There must be very few organisations out there for which 2020-21 was not filled with enormous and unexpected challenges, and, in many cases, experiences that will change the way we do things forever. Alzheimer's & Dementia Support Services was no exception.

During the past 12 months – in addition to the huge adjustments needed to deal with Covid-19 – we have also seen changes at Board and Senior Management level, we have developed a new five-year strategy and, despite significant hurdles, the charity has continued its all-important work supporting people living with dementia in Kent, without missing a beat.

I would like to start by saying how honoured I am to be representing this wonderful organisation as Chair. I am aware that I have some big shoes to fill. Justin Bateman was a pivotal figure in the creation and formative years of ADSS and has led the Board of Trustees with enormous dedication since 2017. We have continued to benefit from his invaluable expertise as a Trustee during 2021, but I would like to say a huge thank you to him on behalf of the Board and the whole charity for his many years of service to date. Without him, ADSS would certainly not be the organisation it is today.

We were also delighted to welcome three new Trustees, Parris Durrant, Martin Charlton and Catherine Jones, to the Board during the past 12 months.

Perhaps one of the most important and exciting developments during the year was the development of ADSS's new strategy for the next five years. When you are running a charity or business day to day, it can be hard to step back, look at the bigger picture and properly assess the organisation's strategic vision.

We were fortunately to be accepted on to the Pilotlight programme early in 2020, and a team of highly experienced leaders from across the corporate world helped us to clarify and articulate what we want to achieve over the coming years. The new strategy does not radically change ADSS's direction but sets out clearly what we are here to do, who we want to help and how we plan to do that.

In less positive news, towards the end of the year we accepted Sarah Talyor's resignation as co-CEO for health reasons. Alongside Katie Antill, Sarah has been a wonderfully committed leader of the charity over the past couple of years and we are all very sad to see her step back from her role. We are, however, pleased that she is able to continue working at ADSS in a part-time capacity, and will do all we can to support her ongoing recovery. We were also pleased to announce that Katie would be stepping up to the role of CEO on a sole basis.

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Finally, on a personal note, I would like to say how inspiring it has been to witness the fantastic work that ADSS and every member of its team does. Katie has stewarded the charity with immense skill and dedication, alongside the fantastic senior leadership team, and the way all staff members have continued to do their jobs despite the enormous challenges of the past year has been truly inspirational.

Despite these challenges, however, I am pleased to report that 2020-21 has been a good year financially for ADSS, and we are in a strong position to continue to increase the number of people we support over the coming years.

I look forward to working with team to achieve even more in 2021-22.

Sam Barton

A few words from our CEO

I think it is fair to say that this year has been like no other; we have had to continually put our crisis management tools to the test and worked together like never before. The year started with the country in lockdown and deep fear for what the global pandemic was going to mean for us all. Our team quickly realised that Covid-19 had the potential to be catastrophic for people affected by dementia, many already precariously dependent on the broken social care system. Whilst our hands were tied with closing many of our group activities, our brave Support at Home team ensured they were there for the people who needed them, eagerly supported by our Operations Team who were tirelessly sourcing PPE to help keep everyone safe. We received support from Kent County Council and Gravesham Borough Council, and many other funders, so we have been able to weather the storm financially very well. However, the impact is going to affect our ongoing income and the increase in demand for our services for years to come.

The last year has shown us what we can do but we still have so much more to do; there are people living with dementia in Dartford, Gravesham and Swanley who are not getting our support and, worse still, they may not even know that we exist. This is what we need to change but we can't do it alone, we are working alongside colleagues in the NHS and Social Care to help ensure that people who are worried they may have dementia, or have just received a diagnosis, get the support they need for all of their experience of the disease, and that their families and carers are well supported too.

During the pandemic we took our strength and resilience from the people we support; like us they had to quickly adapt to new circumstances and new routines. Although the lockdowns did take their toll on people, the spirit that was shown was astounding.

I am really proud to say that, not only have we managed to deliver incredible support services to people who needed us during such a difficult time, we have also moved our Charity forward. We worked with Pilotlight, and an amazing team of Pilotlighters, on our next five-year strategy, and our governance. We undertook a major refurbishment of our Safeharbour building; this was to modernise, make dementia friendly and ensure the building was legally compliant. We now have a building we can all be proud of to welcome people affected by dementia and other guests. We also worked hard on updating and implementing our policies and procedures. All of this combined helps us get ready for the future and be a sustainable and adaptable organisation.

I am truly proud of what everyone involved with Alzheimer's & Dementia Support Services has managed to achieve under such difficult circumstances. I give thanks to our team, our community, our Board of Trustees, and our supporters for everything they have done to help people affected by dementia make the best of this horrible time. Whilst we do have some uncertainty and plenty of hard work ahead of us, I feel confident that we can continue to go from strength to strength to be there for everyone who needs us.

Stay well and safe,

Katie Antill

Review of our achievements

- Supported an average of 569 unique people each month, a 2% increase on last year.
- 821 referrals to the organisation, 633 people living with dementia and 188 carers. This is a 11% increase on last year.
- 1,561 service assignments opened, a 17% increase on last year.
- 62% people access two services, 22% access three services, the remainder access multiple services.

During the year of 2020-21 we were delighted to be nominated for some prestigious awards. In November 2020, it was a huge privilege to be finalists for the National Dementia Care Awards in the category of best Dementia Team and, in early 2021, we found out that we were double award winners for the Kent Care Awards; this was in the categories of Innovation in Care and Dementia Champions. These accolades are testament to the hard work and dedication of our team, and the exceptional skill and expertise they apply when supporting people affected by dementia.

This year we have also made real progress with understanding the impact of our services. We undertook a service-wide evaluation project, with the aim of being able to truly understand from the people who use our services what a difference they make, and how we could improve or enhance them. We found that 89% of the people we spoke to always feel listened to and understood; and 86% felt that with our support they could access the activities they enjoy; 65% of people we spoke to felt we always provided specialist information about dementia, and most of the rest felt we did this sometimes. We also received some very positive quotes:

"The sessions you offer, without we would feel abandoned and isolated. We've made friends within the groups."

It was very helpful to also receive constructive comments about how we can improve our services and improve our evaluation techniques. We will now conduct an evaluation every year and the next phase will be to introduce an individual impact monitoring tool. For more information you can find the full report on <https://www.alz-dem.org/service-evaluation-report/>.

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We also introduced a new Compliments and Complaints Policy that is helping us learn and develop on an ongoing basis. During 2020-21 we received:

- Number of Compliments 45
- Number of Complaints 5

We are pleased to say that, due to the skill, responsiveness, and care of our management team, we have been able to resolve all complaints at an informal level.

We have also improved our team's awareness of reporting health and safety incidents and, as a consequence, have increased the number of near misses being reported, which means they have greater awareness of what should be reported and the consequence of not reporting. We see this as an important way to learn, develop our practice, and hopefully prevent future incidents. We have worked hard on our other internal processes, and developed internal audits and new policies that support finance, fundraising and HR.

The year in question has also been a year in which we have worked hard at becoming an employer of choice; we have introduced and embedded several measures to support our staff team. We will continue to develop this and plan to introduce further benefits and development but, so far, we have:

- Re-written our employee handbook to help our team know what we expect from them but also what they can expect from the Charity.
- Set up an employee forum to be able to hear from the team ideas, suggestions, and comments to drive our services forward, and make our Charity a place at which people love to work.
- Introduced a sick pay scheme and robust absence management policy that is enabling us to support our team through any ill-health.
- Embedded our staff wellbeing team, who are all trained Mental Health First Aiders.
- Developed a learning culture, and given greater access to learning to all our team.
- Continue to create a culture around our values that is based on everyone playing their part in demonstrating the behaviours that we want.

Unfortunately, in April 2020 one of our minibuses was stolen from outside our building. This was a huge blow to us all, but we were amazed by the astounding response we received from the people we support, and our local community, to raise the funds to replace it. Although it was insured, the insurance was not sufficient to buy a new minibus. We now have this on order and look forward to receiving it soon.

The impact of Covid-19

We could not tell the story of 2020-21 without talking about the huge impact of Covid-19 on us as a charity, our staff, volunteers, and the people we support. It is fair to say that the impact has been profound. Initially, people were terrified, but we knew that this was going to be especially difficult for people living with dementia and their carers. We knew that all the routines and socialising we encourage people to do were suddenly taken away from them, and so we quickly thought about what we could do. We set about phoning everyone known to us to find out how we could support them and referred them to other sources of help that was available. These quickly turned into regular welfare calls for those who needed it.

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FOR THE YEAR ENDED 31 MARCH 2021

Sarah Taylor and the Dementia Support Team set up virtual support groups, memory cafés and our Singing Back the Memories group, whilst many from our Beacon Day Support Team set about creating activity videos and activity packs. Others in the team became telephone befrienders working on a project that Gravesham Borough Council had asked us to do with their most vulnerable residents who were shielding. There was a real eagerness to help amongst our team but, unfortunately, we did have to access the Government's Furlough Scheme for our Day Support Staff and Café team, as the Beacon Day Support Centre was closed.

What we did in the first lock down (23/3/20 – 14/08/20)

- Welfare calls 4,486 contacts totalling 2,640 hours
- Activity packs total of 2040 packs sent benefitting up to 122 people on each mail out
- Befriending calls for Gravesham Borough Council
- Virtual groups 32 sessions with total of 291 attendances
- Virtual singing groups 24 sessions with total of 435 attendances

"If it hadn't of been for ADSS doing the virtual singing back the memories we would have been quite lonely (during COVID pandemic). In very difficult times ADSS acted quickly in a very difficult time. We have support from other service users we have become friends and ADSS is the link."

Like many charities and social care organisations we had to implement crisis management. Thankfully we had started to get prepared in February when we could see what was happening in other countries, however it is probably fair to say we could have had a more robust emergency response policy; although probably nothing would have truly prepared us for what was to come. Our Senior Leadership Team pulled together very effectively and mastered virtual meetings to enable us to respond to the changing guidance, remodel our services, and attend to the safety and welfare of the people we support and our staff.

In the summer of 2020, we conducted an evaluation of the impact of Covid-19 and the services we provide. Fortunately, we were able to access help from Alzheimer's Society staff that were furloughed. Viniti Bhavnani and Laura Freeman helped us conduct research and compile data into a report. If you would like to see the full report it can be found here on our website <https://www.alz-dem.org/impact-of-covid19-report>. We already knew anecdotally what a huge impact the loneliness, isolation and loss of routine was having on people living with dementia, but we wanted to really hear from those with first-hand experience. 63% of the people we spoke to told us that the pandemic had had a negative impact on their wellbeing, but 94% reported that accessing our services had made life better, given the circumstances. The responses also made us even more determined to open up our face-to-face services where we could; it highlighted that people felt there was just simply no substitute. It was also quotes like this that showed just how important our support services are to the person who has dementia and their carers:

"I have had to take on more of the caring role because things like Day Centres everything stopped as soon as the COVID came into force, which involved me doing much more for my husband than I would normally have done and didn't give me a break. This has got more difficult for me, also my husband had a relapse during the COVID which meant he is now bedbound, and he wasn't at the beginning" (Wife and Carer)

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If there are some positives that have come out of the pandemic, it is definitely the way in which organisations in our locality have come together to share ideas and resources. We have been delighted to work with colleagues in the NHS and social care on the Local Care Board, Social Prescribing Network, and now the dementia pathway steering groups. We have been able to raise our profile and demonstrate the profound difference we make to people affected by dementia. However, diagnosis rates of dementia in Kent are woefully low and so we need to continue to pull together to ensure people living with dementia get the diagnosis and support they need.

Another positive is how quickly we have had to move our use of technology forward. Funding allowed us to invest in laptops for our team to enable most of our previously office-based team to work from home. We kept our office open throughout the pandemic, with minimal numbers and a covid secure environment. This was necessary at first to be able to answer the phone, assist our Support at Home team out in the field, and take receipt of the much-needed PPE supplies. We had been working on the installation of a new phone system which we implemented as quickly as possible to enable all laptop users to answer the phone, wherever they were working. It is testament to the excellent project management skills of our Operations Manager, Matt Thurston, and the resilience of our team, that we managed to work through such a rapid amount of change.

What makes our service special is that we have a broad range of support to offer people affected by dementia, and our teams work so well together to provide holistic support to those who need us. We have a weekly case management meeting to enable our teams to work together for the people who are having a difficult time. This case study sums up how we work together to get the right support and care to those who need us:

The story of some of the people we support

This is Margaret

Margaret is aged 71 with Dementia and Parkinson's, currently living alone in her bungalow. In January 2020 Margaret was in hospital at Gravesham Place, at which time our Support at Home team completed an assessment for her to return home with a care package. We started a bridging service for Margaret which included night sits and calls during the day which worked well for her.

As time progressed Margaret began to have falls and was in a lot of pain, as well as falling asleep due to the medication she was prescribed for her Parkinson's. After discussing this case at an MDT (multi-disciplinary team) meeting, referrals were then made to the GP to assess and update her medication. A referral was also made to the occupational therapist to establish whether there might be any specialist equipment Margaret could benefit from to make things easier for her at home.

Social Services were able to secure funding for Margaret to have a wet room installed and get a walking frame to keep her steady and avoid falls. Now Margaret is more than happy to have a shower and go for a walk when she wants to.

Recently, Margaret has also started to have fears about sleeping in her bed, as she is afraid that she wouldn't be able to get out. We are now in the process, alongside the occupational therapist, of having Margaret's bed moved into her lounge, where she has said she will feel more comfortable being closer to the lavatory.

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Margaret has said that she loves us visiting her, and without all of our help and interventions she feels that wouldn't have been able to stay in her own home.

This is Harley and Davina

Harley is a 59-year-old man married to Davina with whom he has two adult children. Whilst Davina is still working four days a week, Harley is waiting for his PIP application to be approved.

Harley has worked as stage crew both in theatres, and for well known TV companies. In his spare time, he belonged to a local motorcycle club and would regularly ride his motorcycle or meet in the pub with friends. Davina described him as active, outgoing and enjoyed the social aspect that his job and hobbies brought him.

Approximately two years ago, Harley endured four bereavements in a very short space of time where his father, brother, sister, and his father-in-law all unfortunately passed away.

It was shortly after this point that Davina started to notice a change in Harley's behaviour. Harley began having difficulties remembering his home address and his date of birth, as well as struggling with tasks he had once excelled at. Davina recalls coming home from work one day to find Harley attempting to cook a roast dinner but "he just did not have a clue and seemed completely bewildered" despite him once being quite a good cook.

Harley went to see his GP who conducted various tests and was then referred to Greenacres (North Kent Community Mental Health Service for Older People). Following an MRI scan in October 2020, Harley was diagnosed with dementia with Lewy bodies. He has little understanding of his diagnosis; however Davina describes receiving the diagnosis as a relief as it answered lots of questions and they could then move forward.

During their time at Greenacres, Harley and Davina were given lots of information and details of organisations that could support them. One of these organisations was Alzheimer's & Dementia Support Services and, following their daughter-in-law making a tentative enquiry in March 2021, we sent an information pack to them.

Harley and Davina then came along to our Post Diagnostic meeting held at Safeharbour which at first left them feeling slightly apprehensive. "It was really quite scary; we were easily the youngest there and were really not sure if it was for us at all. But luckily someone who was leading saw us and came across and spoke with us. They put us at ease and said that they would make a referral over to Kindred Spirits (young onset dementia support group) which would suit us better."

As they returned home from the Post Diagnostic meeting, they were contacted by our dementia support team and invited along to the next Kindred Spirits group meeting, which happened to be a meal at the Three Dawes Pub.

"We went along and were made to feel so welcome, we were even met in the car park and walked into the pub. And to talk with someone who gets it, now we know the support is there when we need it. We will come along to all the Kindred Spirits meetings."

Harley has now been referred to our Beacon Day Service for one day a week, which will help him to be able to continue to meet with people and hopefully form new friendships.

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Dementia Care

Dementia Care consists of our Support at Home Service (Support at Home is activity led and enabling and Support at Home+ is our home care service) and our Beacon Day Support Centre. It is our aim to offer life enhancing stimulating support and care through these services. They are predominantly aimed at people whose dementia is quite advanced, and with our specialist knowledge and experience we enable people affected by dementia to live the life they want to live and take part in activities they enjoy.

Support at Home

- On average 29 people supported per month
- 63 people benefitted from the service across the year
- 4,372 hours of support provided

Support at Home+

- On average 50 people supported per month
- 93 people benefitted from the service across the year
- 20,791 hours of support provided

The Beacon Day Care

- 50 unique individuals attended The Beacon

Our amazing Support at Home Team has done an incredible job in the face of adversity over the past year, it has had to adapt to the ever-changing infection control and PPE guidance. As an organisation, we did everything we could to source the relevant equipment and it was a huge relief in June when the Government's PPE portal came online. We did manage to get a stock of everything that was needed but this is really due to the tenacity of our Operations Manager, Matt Thurston.

Our team were, of course, scared but they put their own fears aside to ensure they could be there for people who needed them. In early summer, the Care Quality Commission (CQC) encouraged us to ask the people who use our services and our staff to provide feedback to them about the service and support. We received many highly complimentary emails from our CQC inspector as they received many, many comments like the ones below.

"I'm glad you come in to see me, it gives me more confidence".

"I also love having the carers come and give me company and support me in my home. Everyone is so kind and I don't have a bad word to say about anyone at ADSS. They all make me so happy. During the covid19 I haven't been able to go to the day centre which I love, so I sometimes call the company when I feel I need a chat with someone and they are always there for me."

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"I'm proud to be a part of this fantastic Charity. Not only do they support our service users they are always available at any time if one of us needs advice or someone to talk to about anything. During this pandemic they have tirelessly sourced all relevant PPE for us as well as thank you kits for us and showed us how much they appreciate the work we do with our lovely clients. Be it a sitting service, personal care shopping, house chores etc we are all willing to support. It's been very difficult for a lot of our clients during this time. Not being able to have contact with their loved ones has confused many and also for those who used to attend the day centre has been a struggle. For many we have changed our shifts to enable us to add extra calls for those who need it. We have a fantastic team and leadership, I call them my 2nd family."

Our plans for 2021 and beyond for the Support at Home service are to develop our leadership team, ensuring we have the right roles in place. We also hope to digitalise the service to help us truly deliver a 21st Century service for the people we support, this will help us find efficiencies but also continually improve quality and responsiveness with the vision and passion of our Dementia Care Manager, Kelly Clark.

The Beacon Day Support Centre was heavily impacted due to the pandemic and resulting restrictions. We had to close the service for half of the year but, by September 2020, we were in a position to be able to reopen, which was due to the hard work and commitment of the team. We were one of the first Day Centres for older adults in Kent to reopen but we could see how desperately needed it was. By this point Covid-19 was a risk but so was the deterioration in people's dementia due to the loneliness, lack of stimulation and isolation. With a lot of hard work, risk assessments, planning and PPE we reopened on 23 September for just six people a day. It is with thanks to KCC for the support they had given us that we could ensure we had enough staff to help The Beacon members socially distance and take part in safe activities. We managed to keep our centre open throughout the second and third lockdowns, and it was only the snow in February that temporarily stopped us. We have still managed to create the warm and friendly atmosphere with lots of exciting activities, albeit very different at times.

"I like to be listened to and the staff do listen. Meeting different people and talking about their problems and my problems. I always feel safe here."

"Everything! from the bus ride to my whole day at The Beacon. Val's quizzes and the banter. Can I do more days? Just being with us all makes me feel very safe."

"Mum always enjoys it as you can tell from her face and she wouldn't go in so happily if she didn't want to. She doesn't remember it but is happy in that moment."

"Thursday is the only day of the week I really get peace of mind. I know he is safe and enjoying company. He is also keeping his brain active. I feel I can breathe easy on Thursday."

It will take time to re-build this service, and that will start with steadily increasing the number of members we can accommodate each day, in line with restrictions and guidance. We will also take receipt of our second new minibus, to replace the one that was stolen. We also have exciting plans for the small outside space; an interactive garden space is being planned and we are currently in the process of raising funds for it.

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Dementia Support and Care

Our Dementia Care and Support Service is commissioned by the local NHS Clinical Commissioning group, and it is designed for us to offer support and care to people living in the area with the most complex needs. Many of them have dementia and other long term health conditions. Our Dementia Support Coordinators work very effectively as part of the multi-disciplinary team (MDT) to identify and support the people who need it most. We also offer emergency packages of care to support people coming out of hospital, prevent them going into hospital or to help prevent a crisis.

- We provided 2,203 hours of emergency care packages.
- 93 people were offered an emergency care package and 84 went on to use the service.
- A total of 400 people were supported through this service
- Over the year our team attended 297 MDT meetings.

Although the MDT meetings were suspended initially due to the pandemic, we carried on working hard to support the people who needed us most. We worked tirelessly to try and prevent hospital admissions and responded to many emergency situations where people affected by dementia were really struggling. This service shows our team's ability to work in partnership with other agencies to help the people they support get the best outcomes.

Dementia Support

Our Dementia Support services are our information, community, and wellbeing focused services. In usual times the Dementia Support Team would offer: one to one information and guidance; dementia cafés; peer support groups; support groups; Kindred Spirits (our young onset peer support group); Carers Learning Groups; and other activities.

- 845 people supported
- Virtual group attendances 90 sessions with total of 873 attendances
- Outcomes opened 709
- Carers learning group attendances 24 people took part in the programmes which were held across 37 individual sessions

This year the team have had to respond to the restrictions of the pandemic, and the fact that many of the people we support have had lots to cope with and, all too often, a big decline in their dementia. Throughout the pandemic we have offered our support groups virtually, and even after Covid-19 ceases to affect our life so much we hope to be able to offer virtual support groups to enable choice and flexibility.

We managed to transfer our Carers Learning Group online; we received great support from another Alzheimer's Society furloughed member of staff, Emily Plant. This group has been a vital lifeline to carers of people with dementia. It continues to be our ethos that, to support people living with dementia their carers and family, members must feel well supported and educated about dementia.

"The course has really helped me deal with the emotional aspects of being a carer and how better to avoid confrontation and improve communication. The result has been much easier interaction with mum."

(Daughter, Carer)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2021

We are working hard on the way we support people within the Dementia Support Team as the complexity of people's needs is ever increasing. We have also worked really hard on our partnerships with the local Memory Assessment Clinic, and now have a referral mechanism in place for them to refer those who receive a diagnosis of dementia. We have also continued to work with local neurologist, Dr Ross Paterson, although there have been challenges getting access to the hospital his clinic is based in. When things settle, we hope to get our Honorary Contracts sorted so we can fully support the clinic again.

Medway Dementia Buddies

Unfortunately, we have been unable to provide our volunteer buddy service in Medway Maritime Hospital due to the huge restrictions that were in place. However, our coordinators have worked very hard to ensure we keep as many of our volunteers as possible engaged and ready to return. They also supported the Dementia and Delirium Team with completing 'This is Me' documents with family members. This was critical at a time when family members were unable to visit loved ones, and our team embraced this piece of work sensitively and compassionately.

Fundraising and Thank Yous

We have so many thank yous to make this year since it is fair to say that we have enjoyed an unprecedented response from supporters, local councils, funders and individuals. Whilst we cannot individually mention everyone here we would like to give mention to: Neighbourly, Kent Community Fund, Kent County Council, Kent and Medway CCG, Medway Maritime Hospital, The Edward Gosling Foundation, AdEPT, The Clothworkers Foundation, Kent Sports, Gravesham Borough Council, Screwfix, Fresh Services Ltd, Co-op, Kent Reliance, BDO LLP, The Rotary Club of Gravesham, The Rotary Club of Northdowns, Ebbsfleet United Supporters Club, Northfleet & Ebbsfleet Lions Club, Masonic Charities, Hergest & Cavell, DHL Supply Chain/Sainsburys Distribution, Trefoil Guild, Dartford Oddfellows, Leigh Hoban and all who have supported us through this difficult time.

We would also like to give special thanks to the wonderful team at Pilotlight: Charlie Medcalf, who project managed so brilliantly, Gareth Simpson, Robbie Hearne, Maria Daniels, and Victoria Lewis who were our brilliant Pilotlighters. Each month they met with the Joint CEOs and some of our Trustees. The journey they took us on was one of confidence raising, self-analysis and focus. They acted as critical friends and allowed us to develop our five-year strategy, work on our leadership and governance, and generally help get our Charity ready for the future.

Our continued thanks also go to the Albert Hunt Trust who, in 2019, generously loaned us the funds to purchase our building, Safeharbour, which was not only a long-held ambition but also helps ensure our future sustainability.

Review of the Finances

To look at the finances of the Charity it may seem that we have had a good year. However, the income only tells part of the story. We were well supported by KCC in the early stages of the pandemic, but it is fair to say that the impact that Covid-19 is going to have on the Day Service income and the resources we will need is going to last for all of 2021, and possibly further into the future. For that reason, we will carry forward some of the funding to enable us to re-build but still maintain safety and the quality that people expect of us. We also have a minibus to pay for in 2021-22, and some potentially large renovations to maintain the upkeep of our building, Safeharbour.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2021

The charitable company's incoming resources for the year ended 31 March 2021 totalled £1,649,026 (previous year: £1,370,476). This increase is due to the increase in funding from KCC, and grants and donations from various sources to assist the Charity through the Coronavirus pandemic. Resources expended totalled £1,344,172 (previous year: £1,348,224), resulting in total net incoming resources of £304,854 (previous year: £22,252).

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 and will now commence in April 2022, with the tendering process starting in July 2021. This will also include some of our NHS funding and so, at the time of writing, there is quite a lot of uncertainty about our income for 2022-23. We now have a Fundraising Strategy and will work hard on diversifying further our income and resourcing our fundraising team appropriately. We are also monitoring costs and improving our efficiency 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, the Charity would need to be supported with a sufficient amount of free reserves, due to the complexity of the work we do, and the reliance that some people who use the service have on us.

The Trustees have a policy of regularly reviewing the levels of reserves each year. This was most recently done in September 2020, 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 four months of charitable expenditure.

As at the year ended 31 March 2021, the figure in free unrestricted reserves was £675,130 (2020: £496,978) this represents approximately five months of charitable expenditure at the year end. In the year £116,328 (2020: Nil) was transferred to designated reserves to cover expected expenditure on major repairs at Safeharbour and 2 years repayments of the loan from the Albert Hunt Trust which is due for repayment in 23 years. A figure of £146,548 (2020: £54,846) is in restricted reserves and therefore is not available for general purposes of the Charity at the year end. £29,998 has been reserved for the planned replacement of our stolen minibus which is on order and due to be delivered in 2021.

Principal Funding

Alzheimer's & Dementia Support Services income derives from NHS Contracts 15%; KCC Grants 30%; Other Statutory Grants 4%; Client Contributions 42%; and Fundraising 9%.

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

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. During 2020-21 we updated our fundraising policies which have been approved by the Board of Trustees. The Charity complies with all voluntary best practice. We have received no complaints in relation to fundraising activities. Our terms of employment require staff to behave reasonably at all times.

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 Charity's 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.

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.

The Future...

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 2021-22 we are working hard on our business plan and strategy. We are also rebuilding after the pandemic.

During the next year we will:

- Lay the foundations for our ambitious strategy, we know what we want to achieve but there is work to do to ensure we can meet our bold targets.
- Resource our team with capable and caring people to ensure we can meet the growing demand for our services.
- Develop our fundraising and marketing strategies so we are well resourced and well known.
- Get ourselves ready for the tendering process and ensure we have the capability and partnerships in place to successfully win the tender.
- Continue to improve our process and systems to make us as efficient as possible.
- Tidy up some of the parts of Safeharbour that were not renovated in 2020 and start work on our dementia friendly garden.
- Re-open and re-model some of our group services so they can respond to demand and the post covid world.
- Find new ways of working that give us greater flexibility but also enable us to still work as a team and come together to best support people affected by dementia.

Approval

This report was approved by the Trustees on 11th October 2021 and signed on their behalf.

Alan Spencer
Treasurer

Samuel Barton
Chair

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Opinion

We have audited the financial statements of Alzheimer's & Dementia Support Services for the year ended 31 March 2021 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 2021 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.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

We have nothing to report in this regard.

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 page 17, 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.

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined below, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

- We obtained an understanding of the legal and regulatory framework applying to the Charity, and the procedures that management adopt to ensure compliance, including those relating to the Charities SORP FRS 102;
- We assessed the susceptibility of the Charity's financial statement to material misstatement, including considering how fraud might occur;
- We obtained the Board of Trustees' assessment of fraud risk and enquired as to any known or suspected instances of fraud; and
- We designed and performed audit procedures to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations, including enquiry of the Board of Trustees, review of minutes and correspondence, and review of the completeness and accuracy of disclosures made in the 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.

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: 22 October 2021

North House
198 High Street
Tonbridge
Kent TN9 1BE

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

		<i>2021</i> <i>Unrestricted</i> £	<i>2021</i> <i>Restricted</i> £	<i>2021</i> <i>Total</i> £	<i>2020</i> <i>Total</i> £
	Notes				
Income from:					
Donations and legacies	3	127,054	109,838	236,892	121,064
Charitable activities	4	905,951	492,655	1,398,606	1,209,996
Investments		1,615	-	1,615	721
Other		11,913	-	11,913	38,695
Total income		1,046,533	602,493	1,649,026	1,370,476
Expenditure on:					
Raising funds	5	13,813	-	13,813	24,988
Charitable activities	6	854,568	475,791	1,330,359	1,323,236
Total expenditure		868,381	475,791	1,344,172	1,348,224
Net income		178,152	126,702	304,854	22,252
Transfers between funds		35,000	(35,000)	-	-
Net movement in funds		213,152	91,702	304,854	22,252
Reconciliation of funds:					
Total funds brought forward		496,978	54,846	551,824	529,572
Total funds carried forward	12	710,130	146,548	856,678	551,824

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 2021**

	Notes	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	8		454,173		339,934
Current assets					
Debtors	9	92,266		74,724	
Cash at bank and in hand		695,747		499,424	
		<u>788,013</u>		<u>574,148</u>	
Creditors: amounts falling due within one year	10	(70,508)		(47,258)	
Net current assets			717,505		526,890
Creditors: amounts falling due after one year	11		<u>(315,000)</u>		<u>(315,000)</u>
Total net assets			<u><u>856,678</u></u>		<u><u>551,824</u></u>
The funds of the charity					
Unrestricted funds			710,130		496,978
Restricted funds			146,548		54,846
Total funds	12		<u><u>856,678</u></u>		<u><u>551,824</u></u>

The accounts were approved by the Board of Trustees on 11 October 2021 and signed on their behalf by:

Alan Spencer
Treasurer

Samuel Barton
Trustee

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities:			
Net cash provided by operating activities	A	336,338	154,211
Cash flows from investing activities:			
Purchase of tangible assets		(150,014)	(303,930)
Disposal of tangible fixed assets		9,999	
Cash flows from financing activities:			
Cash flows from mortgage		-	315,000
Net cash used in investing activities		(140,015)	11,070
Change in cash and cash equivalents for the year		196,323	165,281
Cash and cash equivalents at the beginning of the year		499,424	334,143
Cash and cash equivalents at the end of the year		695,747	499,424
A Reconciliation of net income to net cash flow from operating activities			
Net income for the year		304,854	22,252
<i>As per statement of financial activities</i>			
Adjustments for:			
Depreciation charges		27,982	16,029
(Profit)/ Loss on disposal of assets		(2,206)	1,519
Loss on early cessation of lease		-	104,683
(Increase) / decrease in debtors		(17,542)	24,860
Increase / (decrease) in creditors		23,250	(15,132)
Net cash provided by operating activities		336,338	154,211

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

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.

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.

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received. A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

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 2021**

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

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

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.

Designated funds are unrestricted funds earmarked by the Trustees for particular 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 2021**

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

	<i>2021</i>	<i>2020</i>
	£	£
Donations	183,773	121,064
Government grants	53,120	-
	<u>236,893</u>	<u>121,064</u>

The comparative figure includes £56,796 of restricted income.

Alzheimer's & Dementia
S U P P O R T S E R V I C E S

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

4 Income from charitable activities

	Kent County Council	Gravesham Borough Council	Service user income	NHS	Clinical Commissioning Group	Department for Education and Skills	Department for Transport	2021	2020
	£	£	£	£	£	£	£	£	£
Carers Assessment & Support	121,870	-	-	-	-	-	-	121,870	108,076
Day Care/Transport	182,872	-	38,439	-	-	-	1,321	222,632	201,769
Support at Home/Support at Home+	-	-	609,680	-	-	-	-	609,680	543,522
Dementia Support	169,350	-	-	-	-	-	-	169,350	102,552
Dementia Buddy	-	-	-	45,912	-	-	-	45,912	45,000
DGCG Dementia Care & Support	-	-	-	-	208,200	-	-	208,200	208,200
Other	-	18,562	-	-	-	2,400	-	20,962	877
	<u>474,092</u>	<u>18,562</u>	<u>648,119</u>	<u>45,912</u>	<u>208,200</u>	<u>2,400</u>	<u>1,321</u>	<u>1,398,606</u>	<u>1,209,996</u>

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

Alzheimer's & Dementia
S U P P O R T S E R V I C E S

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

5 Expenditure on raising funds			2021	2020
			£	£
Wages and Salaries			13,215	13,723
Other fundraising costs			598	11,265
			<u>13,813</u>	<u>24,988</u>
6 Costs of Charitable Activities	2021	2021	2021	2020
	Direct	Support	Total	Total
	activities	costs	Total	Total
	£	£	£	£
Summary by fund type				
Carers Assessment & Support	-	38,228	38,228	45,937
Day Care/Transport	123,708	69,833	193,541	241,046
Support at Home/Support at Home Plus	496,965	195,924	692,889	669,867
Dementia Support	113,501	53,120	166,621	130,331
Dementia Buddy	32,795	14,401	47,196	53,980
DVH Bridging Service	119,185	65,306	184,491	179,068
Other activities	818	6,575	7,393	3,007
	<u>886,972</u>	<u>443,387</u>	<u>1,330,359</u>	<u>1,323,236</u>

The comparative figure includes £280,467 of expenditure from restricted funds.

Direct costs	2021	2020
	£	£
Wages and Salaries	789,041	706,518
Staff Training	3,078	2,427
Recruitment	38	-
Volunteers	-	622
Travel costs	30,392	31,019
Transport costs	6,533	12,879
Client activities	7,672	26,456
Printing, postage and stationary	882	1,499
Telephone	8,766	6,668
Equipment	25,030	5,282
Professional fees	4,324	3,677
Bank charges	166	182
Licences and subscriptions	10,830	11,702
Sundry	220	-
	<u>886,972</u>	<u>808,931</u>

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

6 Costs of Charitable Activities (continued)	2021	2020
	£	£
Carers Assessment & Support costs		
Wages and Salaries	226,673	224,821
Staff Cover	-	343
Staff Training	1,999	3,671
Recruitment	-	221
Volunteers	-	131
Client activities	670	2,774
Community Café Consumables	3,418	16,481
Rent and Rates	-	5,719
Repairs and renewals	21,606	15,796
Utilities	10,227	10,431
Insurance	7,638	5,474
Cleaning	16,367	5,324
Travel costs	45	1,438
Printing, marketing, postage and stationary	14,893	13,105
Telephone	14,667	16,687
Equipment	15,593	6,199
Professional fees	11,875	11,235
IT costs	46,515	24,177
Bank charges	111	120
Bad debts	-	2,030
Licences and subscriptions	1,580	2,723
Sundry	8,542	10,475
Depreciation	27,982	16,029
Loss on early cessation of lease	-	104,683
(Profit)/Loss on disposal of fixed assets	(2,206)	1,519
Auditor's remuneration -audit fees	4,850	4,850
Auditor's remuneration -other accountancy services	7,972	7,412
Trustee meeting and training expenses	2,370	437
	443,387	514,305
	443,387	514,305

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

7 Staff costs	2021	2020
	£	£
Gross salaries	954,405	878,794
Social security costs	58,297	52,293
Pension costs	16,227	14,952
	1,028,929	946,039
The average number of employees (including part time workers) was:		
Direct charitable workers	68	67
Administrative staff	6	6
	74	73

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

No Trustee, nor any person connected with a Trustee, received any remuneration.

8 Tangible fixed assets	<i>Freehold land and buildings</i>	<i>Fixture & Fittings</i>	<i>Motor vehicles</i>	<i>Equipment</i>	<i>Total</i>
	£	£	£	£	£
Cost					
At 1 April 2020	300,000	47,620	76,728	31,818	456,166
Additions	-	75,583	52,486	21,945	150,014
Disposals	-	-	(38,857)	(26,301)	(65,158)
At 31 March 2021	300,000	123,203	90,357	27,462	541,022
Depreciation					
At 1 April 2020	-	21,859	72,687	21,686	116,232
Disposals	-	-	(37,660)	(19,705)	(57,365)
Charge for the year	-	14,469	6,178	7,335	27,982
At 31 March 2021	-	36,328	41,205	9,316	86,849
Net book value					
At 31 March 2021	300,000	86,875	49,152	18,146	454,173
At 31 March 2020	300,000	25,761	4,041	10,132	339,934

9 Debtors	2021	2020
	£	£
Fees for services	82,708	67,936
Prepayments	9,558	6,788
	92,266	74,724

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

10 Creditors: amounts falling due within one year	2021	2020
	£	£
Amounts due to suppliers	9,019	6,731
PAYE/NI	18,586	16,009
Accruals	16,029	13,552
Other creditors	26,874	10,966
	<u>70,508</u>	<u>47,258</u>

Included in other creditors is deferred income, of which the movement is as follows:

	2021	2020
	£	£
Balance at 1 April 2020	-	-
Released to income	-	-
Received in the year and deferred	13,320	-
	<u>13,320</u>	<u>-</u>
Balance at 31 March 2021	<u>13,320</u>	<u>-</u>

11 Creditors: amounts falling due in greater than one year	2021	2020
	£	£
Mortgage	315,000	315,000
	<u>315,000</u>	<u>315,000</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.

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

12 Movement in funds

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

	<i>1 April 2020</i>	<i>Incoming resources</i>	<i>Resources expended</i>	<i>Transfers</i>	<i>31 March 2021</i>
	£	£	£	£	£
Unrestricted funds					
ADSS unrestricted	494,292	1,046,398	(867,563)	(81,328)	591,799
Gravesend Support Group	661	1	(83)	-	579
Meopham Support Group	2,025	134	(735)	-	1,424
Designated Funds	-	-	-	116,328	116,328
Total unrestricted funds	496,978	1,046,533	(868,381)	35,000	710,130
Restricted funds					
KCC Service Agreement	-	474,092	(381,415)	-	92,677
Government Furlough/Job Retention Scheme	-	38,180	(38,180)	-	-
Gravesham Borough Council Befriending Service	-	18,562	(18,562)	-	-
KCC Infection Control Grant	-	14,940	(14,940)	-	-
Kent Community Foundation - Young Onset Group	3,500	-	(275)	-	3,225
Morlings for Boiler Replacement	11,346	-	(7,474)	-	3,872
Childwick Trust for Singing back	15,000	-	(5,145)	-	9,855
New Minibus					
National Lottery	10,000	-	-	(10,000)	-
Bernard Sunley	5,000	-	-	(5,000)	-
The Edward Gosling Foundation	10,000	-	-	(10,000)	-
Graveham Borough Council	-	10,000	-	(10,000)	-
Clothworkers re laptops	-	4,800	(4,800)	-	-
Screwfix re Toilet Block	-	5,000	(5,000)	-	-
Meopham Parish Council	-	400	-	-	400
Co-op for Garden	-	1,622	-	-	1,622
H Burrow for Meopham	-	400	-	-	400
Kent Community Foundation - Carers Relief	-	4,000	-	-	4,000
Kent Sport - Activity Video	-	500	-	-	500
Stolen Minibus					
Appeal	-	19,285	-	-	19,285
BDO LLP	-	10,712	-	-	10,712
Total restricted funds	54,846	602,493	(475,791)	(35,000)	146,548
Total funds	551,824	1,649,026	(1,344,172)	-	856,678

Alzheimer's & Dementia
S U P P O R T S E R V I C E S

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

12 Movement in funds (continued)

	<i>1 April 2019</i>	<i>Incoming resources</i>	<i>Resources expended</i>	<i>Transfers</i>	<i>31 March 2020</i>
	£	£	£	£	£
Unrestricted funds					
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
Total unrestricted funds	514,555	1,050,180	(1,067,757)	-	496,978
Restricted funds					
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
New Minibus					
National Lottery	-	10,000	-	-	10,000
Bernard Sunley	-	5,000	-	-	5,000
The Edward Gosling Foundation	-	10,000	-	-	10,000
Total restricted funds	15,017	320,296	(280,467)	-	54,846
Total funds	529,572	1,370,476	(1,348,224)	-	551,824

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

12 Movement in funds (continued)

Designated funds

Transfers to designated funds represent funds set aside to be used in payment of the mortgage, which is due to be paid in full in 2044.

New Minibus

During the year a minibus was purchased using restricted funds, therefore a transfer of £35,000 was made from restricted funds to unrestricted funds.

KCC Service Agreement

ADSS continue to receive funding from KCC for services provided to the local community.

Government Furlough/Job Retention Scheme

Government support has been received via the Coronavirus Job Retention scheme to support employees furloughed during the pandemic.

Stolen Minibus

During the year a minibus was stolen, and these funds have been received to assist with its replacement. The purchase had not been made at the year-end.

13 Analysis of net assets between funds

	<i>Unrestricted funds 2021 £</i>	<i>Restricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Fixed assets	454,173	-	454,173
Current assets	641,465	146,548	788,013
Current Liabilities	(385,508)	-	(385,508)
Total net assets	710,130	146,548	856,678
	<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)
Total net assets	496,978	54,846	551,824

14 Capital commitments

Amounts contracted for but not in the financial statements

	<i>2021 £</i>	<i>2020 £</i>
Purchase of Minibus	49,100	46,419

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

15 Related party transactions

The charity's key management personnel are the trustees, the Joint Chief Executive Officers (one CEO has since resigned post year end), 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 £178,579 (2020: £137,972).

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