

# DEMENTIA CONCERN

England & Wales · Charity number 1014834

## Details

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**Other names** ALZHEIMERS' CONCERN EALING

**Status** Registered

**Legal form** Charitable company

**Company number** [02748840](#)

**Registered** 1992-10-21

**Register** [View on the Charity Commission register](#)

## Contact

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223 Windmill Road  
London  
W5 4DJ

**Phone** 02085684448

**Email** [enquiries@dementiaconcern.co.uk](mailto:enquiries@dementiaconcern.co.uk)

**Website** [www.dementiaconcern.co.uk](http://www.dementiaconcern.co.uk)

## Activities

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**Objects:** TO SUPPORT PEOPLE WITH DEMENTIA AND THEIR CARERS TO LIVE AS INDEPENDENTLY AS POSSIBLE BY IN PARTICULAR (WITHOUT LIMITATION) PROVIDING DEMENTIA CARE SERVICES AND PRACTICAL HELP

**Activities:** The charity provides weekend day care, care and respite in the home, support, advice and information, assessment and client representation for carers and people with dementia. It also provides services for younger people with dementia.

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities, Other Defined Groups

## Geography

- Ealing

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,034,863	£1,211,584	£108,996	46
2024-03-31	£1,103,031	£1,133,421	£285,713	47
2023-03-31	£1,269,512	£1,193,428	£316,103	57
2022-03-31	£977,243	£977,164	£240,020	55
2021-03-31	£1,076,172	£902,621	£239,941	54

## Trustees

Name	Role	Appointed
ASHEET VINODRAI PATEL		2023-06-26
Bridget Mary GOONA		2025-01-22
JOSHUA ANTHONY LARKIN		2024-11-13
Jayita Biswas		2024-11-13
Judith Anne Wilson		2023-07-26
KATHERINE REBECCA WRIGHT		2024-11-13
MARTIN JAMES TYLER		2024-11-13
PETER JOHN WILLIAM RYAN		2024-11-13

**DEMENTIA CONCERN**

England & Wales - Charity number 1014834

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# Accounts

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Dementia Club Members - say thank you for help provided by the National Lottery Communities Fund

# **Dementia Concern**

## **Annual Report and Accounts**

### **Year Ended 31 March 2025**

Company number: 02748840

Charity number: 1014834

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## Reference and Administrative Information

<b>Governance structure</b>	Dementia Concern is a charitable company limited by guarantee, incorporated on 18 September 1992. It was registered as a charity on 22 October 1992.
<b>Governing document</b>	The Company was established under a Memorandum of Association which sets out the objects and powers of the charitable company and it is governed under its Articles of Association.
<b>Company number</b>	02748840
<b>Country of incorporation</b>	United Kingdom
<b>Charity number</b>	1014834
<b>Country of registration</b>	England and Wales
<b>Registered office</b>	223 Windmill Road, Ealing, LONDON W5 4DJ (operational address)
<b>Honorary officers</b>	Peter Ryan – Chair Richard Blake – Vice Chair Judith Wilson – Treasurer
<b>Principal staff</b>	Martyn Oliver – Chief Executive (from April 2025) and Director of Finance and People Maggie Tierney – Chief Executive (until March 2025) Christine Giles – Director of Services (until February 2025)
<b>Bankers</b>	National Westminster Bank Plc 139 High Street London, W3 6LZ
<b>Auditor</b>	Goldwins Limited Chartered Accountants and Statutory Auditors 75 Maygrove Road London, NW6 2EG

# Trustees' Annual Report

The Trustees present their annual report and accounts for the year ended 31 March 2025.

## Chairman's Statement

It gives me great pleasure to introduce this year's Annual Report, a year of growth, progress, and impact for Dementia Concern. At the centre of all we do is a simple truth: every person living with dementia deserves expert care, dignity, joy, and connection. Our dedicated staff and volunteers bring that to life supporting individuals and families with compassion, skill, and understanding.



Our **Dementia Link** and **Dementia Advice** services have once again made a real difference to hundreds of families, offering practical help and emotional support where needed most. Our **Safe at Home** service continues to be a lifeline for those living alone, giving reassurance to families and helping people remain safe, independent, and confident in their own homes. **Dementia Clubs** remain a source of laughter, creativity, and belonging, friendships grow, and people rediscover the joy of being part of a community. Smiles, conversations, and shared moments, a reminder that connection is every bit as important as care.

We are deeply grateful to the **West London NHS Trust**, with whom we work in close partnership. We would also like to thank our donors, including the National Lottery Communities Fund, Zurich and many others for their invaluable support. Their generosity has enabled us to reach more people, offer more activities, and provide precious hours of respite for carers.

This year has also brought change within Dementia Concern. We said a warm farewell to Maggie Tierney, whose leadership and commitment guided the organisation, and we welcomed Martyn Oliver as our new Chief Executive from April 2025. Martyn brings energy, experience, and a strong vision for the future, one built on partnership, innovation, and community strength.

Our Board of Trustees has been renewed, bringing expertise in clinical care, finance, charities and governance, as well as personal experience of caring for loved ones with dementia. Their insight and enthusiasm ensure Dementia Concern continues evolving while staying true to our roots.

Looking ahead, priorities are clear, continuing growing our services, reach more people in need, and build long-term sustainability so that our support can continue for generations to come. With the commitment of our staff, the kindness of our volunteers, and the generosity of our funders and partners, I have every confidence that we can achieve this.

To everyone who has supported us this year thank you. You are part of something truly special. Together, we create a community where people are understood, valued, and never alone.

**Peter Ryan**

A handwritten signature in black ink, appearing to read 'Peter Ryan', written over a light blue horizontal line.

Chair 24/09/2025

## Achievements and Performance

### Dementia Link Service: Bridging Compassion with Clinical Excellence

Behind every diagnosis of dementia is a person, and behind every person, a story. Our Dementia Link Worker service exists to make sure that story is never lost in the system. In partnership with West London NHS Trust, our dedicated team of seven Dementia Link Workers serve as the vital bridge between GP networks and specialist mental health teams. They don't just deliver clinical reviews, they deliver hope, clarity, and continuity, for people living with dementia.



From the moment someone is referred by the Cognitive Impairment and Dementia Services (CIDS) team, our Link Workers step in with tailored support. Whether the person is on medication or not, we monitor changes, provide expert advice, and carry out assessments. We go far beyond clinical metrics. We talk about what's changing, what's worrying, and what's next. We help families understand legal rights, access benefits, and connect with social services or occupational therapists when needed. Every visit is an opportunity to empower not just the person living with dementia, but their carers too.

When health deteriorates, our Link Workers act swiftly, flagging concerns to GPs and ensuring infections or other underlying issues are addressed. And when more specialist intervention is needed, we refer back to CIDS, ensuring no one falls through the cracks. This is not just a service, it's a lifeline. Our team meets regularly with NHS and social care colleagues to tackle complex cases collaboratively. And through monthly academic sessions, our Link Workers stay at the forefront of dementia care, continuously learning and evolving. Every conversation, every referral, every home visit is a step toward dignity, understanding, and better outcomes.

**In 2024-25 financial year we have 950 customers under management, serving ~300 a month with:**



**260**

New Assessments



**1,400**

Medication Reviews



**3,300**

Telephone Contacts



**540**

Home Visits

## Dementia Advice Service: Personalised Support Beyond Diagnosis

A dementia diagnosis can feel overwhelming but it's also the beginning of a journey. Our Dementia Advice Service is here to walk that path with compassion, clarity, and unwavering support.

Once a diagnosis is confirmed by a consultant, our expert Dementia Advisors step in not just to assess, but to truly understand. Through in-depth, face-to-face home visits (or telephone assessments when needed), we explore each person's physical, emotional, and social needs. These aren't just clinical checklists; they are conversations that uncover what matters most to the individual and their family.

From that first meeting, we become a trusted guide. Our Advisors offer tailored information and advice, not just to the person living with dementia, but to carers and loved ones who often carry the emotional weight. We help families navigate the maze of support systems, connecting them with external organisations that offer everything from welfare benefits and housing advice to specialist care and emotional counselling.

But we don't stop there. Our team actively liaises with a wide network of professionals, GPs, occupational therapists, pharmacists, dietitians, care agencies, nurses, and hospitals to ensure every client receives holistic, joined-up care. We're not just advisors. We're connectors, advocates, and champions for better outcomes.



Every referral we make, every conversation we have, every door we open is about one thing: helping people live with dignity, confidence, to support them through every stage of their dementia journey.

**In the 2024-25 financial year the charity carried out 3,200 individual interventions, including:**



100

New Assessments



85

Complex Representation Cases



1,400

Telephone Contacts



210

Average Caseload Size

## Safe at Home Service: Protecting Independence, Preserving Dignity

For people living with dementia alone, the world can feel uncertain and unsafe. Our Safe at Home service exists to change that.



This vital safeguarding initiative is more than just a support programme, it's a lifeline. Through regular home visits and phone calls, our dedicated team ensures that individuals with dementia can continue living independently, safely, and with dignity in their own homes. By doing so, we help prevent unnecessary hospital admissions and long-term care placements, keeping people where they feel most comfortable. At home.

But independence isn't just about safety it's about connection. We help clients re-engage with their communities, access local resources, and maintain a higher quality of life. For carers and family members who may live far away or have limited contact, we offer reassurance, updates, and peace of mind. And for professionals involved in their care, we provide a trusted point of coordination.

Our team doesn't just respond, they anticipate. We monitor each situation closely, ensuring that the right services are in place and that key appointments aren't missed. When gaps appear in the system, we step in liaising with GPs, social workers, care agencies, and other professionals to advocate for the person at the centre of it all.

This service is free of charge and available Monday to Friday, 9:00 to 17:00. It's not just unique, it's essential. Because no one should face dementia alone. And with Safe at Home, they don't have to.

**In the 2024-25 financial year the charity carried out:**



60

Complex Representation Cases



1,300

Safeguard Calls and Visits



4

Safe at Home workers

## Social Activities

### Clubs: Where Joy, Belonging, and Laughter Lead the Way

A dementia diagnosis can feel like the world closing in. Our Social Clubs exist to open it back up—with warmth, purpose, and connection.

These vibrant spaces are more than just activity hubs; they are sanctuaries of joy. Designed to combat isolation and restore a sense of belonging, our Clubs offer therapeutic, strength-based experiences that celebrate what people can do, not what they have lost. Every session is a chance to rediscover confidence, creativity, and community.



Last year, we expanded our reach with a brand-new Friday Club at Sycamore and Elm Lodges welcoming 25 additional attendances since its launch in July 2024. Our outdoor activities club continued to thrive, with members enjoying nature walks, picnics, and sensory experiences in the borough's green spaces. One standout moment: a guided walk ending in a tranquil walled garden, where members picked herbs and sipped herbal tea together. It was more than an outing, it was a shared memory.

Inside our Clubs, the energy is infectious. From movement and exercise to quizzes, singing, and dancing competitions, we celebrate birthdays, festivals, and the everyday magic of being together. Humour is a cornerstone. Our members include a few natural comedians whose wit and warmth light up the room. Laughter isn't just encouraged, it's therapeutic.

These spaces are safe havens where people living with dementia can express themselves freely. Tears are met with compassion, laughter with applause, and every voice is heard. Honest conversations unfold, friendships blossom, and peer support becomes a powerful force for wellbeing.

Families and members tell us the Clubs are a lifeline - some members attend up to four days a week, and the feedback is overwhelmingly positive. For carers, it's a vital break. For members, it's a place to be seen, valued, and celebrated.

We're fiercely protective of our culture. Dementia is often misunderstood, and people can be unfairly labelled or patronised. Our Clubs challenge that narrative every day is designed to uplift, empower, and honour each person's uniqueness.

With plans well underway to open more Clubs and expand our social activities in the coming year, we're building something extraordinary. Because when people feel they belong, everything changes.

### Music Therapy: Where Memory, Emotion, and Connection Come Alive

Music reaches places that words cannot and for people living with dementia, it can be transformative. At Dementia Concern, music therapy has become a cornerstone of our Clubs, offering far more than entertainment. Led by our exceptional therapist, these sessions are designed

to reduce anxiety, spark autobiographical memory, and anchor individuals in the present moment where they thrive.

Each Friday afternoon, our building fills with rhythm, melody, and joy. Tables are laid with an array of instruments, drums, shakers, tambourines, and more inviting attendees to explore sound in their own way. Our therapist's saxophone sets the tone, the room is alive with singing, dancing, and musical expression. Requests are welcomed, laughter is shared, and the atmosphere is electric.

Even members with hearing impairments respond powerfully to the percussion feeling the vibrations, joining the rhythm, and experiencing a deep sense of inclusion. These sessions aren't just therapeutic, they're magical. They foster communication, emotional release, and peer connection in ways that words alone cannot.

**Music taps into emotional memory the part of the brain that dementia doesn't erase.** Our members may forget names or dates, but they remember how a song made them feel. And that feeling becomes a bridge to joy, to identity, to each other. For carers, these sessions are a rare and precious gift. Dementia can reshape relationships, especially between parents and children. Music therapy offers a moment of reconnection where roles dissolve, and families simply enjoy being together.

We now run two weekly music therapy sessions, and they have become a highlight for many regular attendees. Whether it's dancing, drumming, or simply soaking in the sound, these sessions offer something profound, a chance to feel alive, connected, and understood.

*'To see M sit in and enjoy the session was a remarkable shift. This is a lady who generally does not like noise. To see that smile come through was one of my favourite moments of the day. She came to join in because she now feels at home.'*

**In the 2024-25 financial year the charity provided:**



7

Weekly Clubs



5,000

Spaces for Club-Goers



30,000

Hours of Respite for Carers

### **Volunteers: The Heart Behind the Help**

At Dementia Concern, our volunteers are more than helpers; they're the heartbeat of our community.

Whether welcoming guests, serving lunch, leading activities, or simply offering a listening ear, our volunteers bring humanity, warmth, and joy into every corner of our work. Their presence transforms services into experiences and moments into memories.

Throughout the year, volunteers played a pivotal role in our weekly Exercise Class and Music Therapy Group, supporting individuals with dementia one-on-one for nearly three hours each session. Their encouragement and active involvement helped members feel seen, supported, and uplifted. Over shared lunches, conversations blossomed, friendships formed, and memories were exchanged turning each gathering into a celebration of connection.

Carers, too, found solace in these spaces. Many built lasting relationships with fellow carers, exchanged contact details, and shared concerns with trained staff often guided by volunteers to the right support within our organisation. Our music group could not go ahead without the dedication of volunteers who ensured it remained a welcoming and meaningful space. Our Friday Music Therapy Groups are attended by both carers and the people they care for, are lovingly supported by volunteers who greet attendees, serve refreshments, and create a warm, inclusive atmosphere. These sessions offer not just therapeutic value, but a rare chance for families to reconnect and enjoy time together beyond the roles of caregiving.



Volunteers also helped deliver our monthly Carers Support Group. With respite care provided by two volunteers and a dementia-trained staff member, carers could participate fully, share openly, and access expert advice from visiting professionals, including representatives from LBE Social Services, Elm Lodge's Clinical Psychologist, M2M Solicitors, and our own Dementia Link and Advisor Teams.

Beyond group settings, volunteers supported our Digital Inclusion Group, helped train staff, assisted with Thursday Club outings, and even tended our garden keeping it fresh, vibrant, and inviting. They pitched in with admin tasks and helped run one-off events, always ready to step up wherever needed.

Their impact is woven into everything we do. They bring laughter, stability, and compassion. They make our services more personal, more powerful, and more human. To every volunteer who gave their time and their energy, thank you.

## Board of Trustees

The directors of the charitable company are its Trustees for the purposes of charity law. The directors of the company who served during the year ended 31 March 2024 and to date were:

Peter Ryan	Chair, appointed 13 November 2024
Richard Blake	Vice-chair, and Chair from 18 April 2024 to 13 November 2024
James Lazarus	Chair, resigned 17 April 2024
Steve Barnes	Resigned 13 November 2024
Jayita Biswas	Appointed 13 November 2024
Gail Bridgeman	Resigned 31 December 2024
Pauline Davies	Resigned 30 July 2024
Simeon Downes	Resigned 5 September 2024
Bridget Goona	Appointed 22 January 2025
Raphael Kassin	Resigned 13 November 2024
Dr. Anita Kulatilake	Appointed 13 November 2024
Joshua Larkin	Appointed 13 November 2024
Dr. Olawale Olanrewaju	Appointed 13 November 2024
Asheet Patel	Appointed 26 June 2023
Martin Tyler	Appointed 13 November 2024
Judith Wilson	Appointed 26 July 2023, Treasurer, Chair of the Finance Committee
Katherine Wright	Appointed 13 November 2024, Chair of the Quality Committee

The Board of Trustees is collectively responsible for setting the organisation's strategic objectives, overseeing business planning, providing effective leadership, setting an effective framework of internal controls to enable risk within the business to be managed, and reviewing the performance of the organisation on an ongoing basis.

The Board meets six times a year and has established two advisory sub-committees which meet three or four times a year to focus on Finance and Quality. An appointments committee meets as needed. The Board is supported by its part-time Clerk, appointed from January 2024, to strengthen governance processes and compliance with the Charity Governance Code.

All Trustees give their time voluntarily and receive no benefits from the charity. Expenses for reasonable travel and subsistence expenses may be reclaimed.

Trustee appointments are made following the Board's careful consideration of the collective skills and attributes required for effective governance. New Trustees meet with the Chair and senior management as part of their initial induction, as a result of which further training and induction needs are individually identified. During Summer/Autumn 2024 the charity undertook a comprehensive recruitment drive, advertising widely for new trustees with relevant experience. The response was excellent, and the charity was able to recruit eight new trustees with wide-ranging experience, including clinical experience in dementia care. Many of our trustees also have personal experience of caring for a relative with dementia.

## Public Benefit Declaration

The charity is a Public Benefit Entity, and we have referred to Section 4 of the Charities Act 2011 which requires charities to have due regard to public benefit guidance published by the Charity Commission when reviewing our aims and objectives and in planning our future activities.

## Fundraising

We have developed a fundraising strategy for the next 3 years (2024-27) and is underpinned by the recruitment of a Head of Fundraising which is underway. This strategy builds on previous work and focuses on the growth and diversification of Dementia Concern's fundraising and community awareness. We continue to improve our social media presence as well as developing and standardising our marketing materials.

Fundraising practice: the charity is registered with the Fundraising Regulator and adheres to the Fundraising Code of Practice in all income generation activities. Dementia Concern raises funds to do our work from individuals, companies, grant-making trusts and statutory agencies.

We received no complaints about fundraising during the year. We did not undertake any fundraising appeals in the year and did not use any third parties. However, in the future once we start to ask for funds from the public, we will take steps to protect vulnerable people. If we receive donations from people with dementia, we always carry out checks to ensure that they have the capacity to do so. In line with Charity Commission guidance, Charity Fundraising: a guide to trustee duties (CC20), we have a framework in place to ensure there is effective governance around our fundraising activities. We set monetary fundraising targets each year within our budget and longer-term forecasts. Reports are made to our Finance Committee and our Board of Trustees on fundraising performance and our trustees understand and are fully sighted on our activities.

## Financial Review

### Financial performance 2024-25

The financial performance for the year is reported in the Statement of Financial Activity and shows total income of £1,035k and total expenditure of £1,211k giving an overall deficit of £176k comprising:

	<b>£000</b>
Result from activities funded by restricted reserves	40
Result from activities funded by unrestricted reserves	<u>(216)</u>
<b>Overall result</b>	<b><u>(176)</u></b>

The overall deficit of £176k is a result of a shortfall in the expected level of legacies.

Restricted-funded activities are covered, as planned, from relevant restricted reserves brought forward where projects run across more than one financial year.

The balance sheet as at 31 March 2025 reported net assets of £109k including cash of £33k, with closing reserves as follows:

	<b>£000</b>
Restricted reserves	48
Unrestricted reserves	<u>61</u>
<b>Total reserves</b>	<b><u>109</u></b>

General unrestricted reserves of £37k can only be realised by disposing of fixed assets. Unrestricted free reserves at 31 March 2024 stand at £24,000 after taking this into account.

Dementia Concern has a long-term debt at the balance sheet date, being in receipt of a loan due to the COVID-19 pandemic. Current cash-flow forecasts confirm that the planned repayments of this loan are achievable. The trustees are exploring options around medium-term financing and there is a bank credit facility of £100,000.

The reduction in the cash balance between March 2024 and March 2025 is primarily due to the operational deficit.

## Assessment of Going Concern

The Trustees and the Executive Team have reviewed the latest financial position together with forecasts and projections to beyond October 2026. The budget and forecasts continue to be actively monitored with updates reported based on actual performance and any new information.

It is notable that the charity has a significant source of funds in its contract with West London Health Trust and that the current commission extends to at least 31 March 2027 (i.e. well beyond the review period). This removes a key risk for the charity. For this reason, coupled with a growing income stream from our dementia clubs, several key supporters, and a renewed focus on fundraising, the trustees consider it appropriate to prepare the financial statements on a going concern basis.

Other issues and risks were considered in relation to the going concern assessment as follows:

### a. Outlook for major contracts and other funding

Dementia Concern's major contractual relationship is with the West London Health NHS Trust (WLHT), from whom it receives a substantial portion of its income. In 2024-25 the Trust's commission was about £620,000 of the total revenue of £1.1 m. The current commission ends on 31 March 2027, and the charity has realistic expectations of some inflationary uplift over the course of the contract.

The current contract has a provision to be rolled over for a further two years from 2027.

The charity received approximately £500,000 in other funding during 2024-25, including about £188,000 from social clubs (£120,000: 2024), and over £220,000 from donations and grants. The charity continues to invest in its fundraising, impact measurement and awareness capacity. The charity has commissioned an additional club, which opened in June 2025, and has reviewed its prices across the portfolio of clubs. The charity expects club income to strengthen considerably in 2025-26 with new openings planned for the autumn of 2025 and the spring of 2026. The trustees consider the income streams are sufficiently secure for the review period to support the preparation of the 2023-24 financial statements on a going concern basis.

### b. External environment

The external environment continues to be challenging for the third sector. Dementia Concern has not been able to secure a meaningful inflationary uplift in the value of its contract with West London Health Trust due to constricted public sector finances, and recent changes to NHS resources is, alas, not expected to find its way into dementia support services over the review period.

The charity is pleased that the WLHT contract is in place for a further two to four years and is working with partners to make this source of income work better for the charity. The charity will seek to develop a portfolio of workable statutory contracts as a strategic aim but is not confident that this will happen over the review period. The charity's other income sources are fees from attenders at our suite of clubs, and from a portfolio of fundraising sources.

The charity has successfully launched a new club which is expected to yield a modest bottom-line benefit and has increased prices and other measures to maximise income from this source.

Fundraising from individuals is expected to be difficult to improve markedly but the charity will

expand its fundraising presence to cover more events across London and locally, as well as exploring wider asset-creation to enlarge our corporate and individual donor base, including improving access to grants and similar funds. Income from bequests is expected to become more frequent after implementing a better search and find capability, and creating a will-writing service designed to increase awareness of the charity.

The external environment is also resulting in expenditure pressures, particularly on pay expectations for staff, along with central government tax changes. Looking further into the review period, the charity is aware that the government wish to end zero-hours contracts and generally change employment terms. We await concrete news of these policies but are considering how we may respond to these developments.

### *Strategy 2024-27*

The charity has agreed a service and financial strategy for the 2024-27 period. The strategy concentrates on investments in impact measurement and incremental service enhancements. The delivery of the strategy is dependent on the charity securing an increase in baseline funding. These growth assumptions have been stress-tested in the trading and cash flow forecasts on which the liquidity assessment is based. The charity will be assessing the suitability of this strategy over the review period. The Board is reviewing the current strategy in the light of the current external environment and funding landscape.

### **Financial Management Policies**

#### Reserves Policy

The definition of reserves used follows the guidance given by the Charity Commission. These are funds available to be used in furtherance of the charitable objects which have not yet been spent, committed or designated. They therefore exclude restricted funds (where donors impose criteria for their use), fixed assets (which are in current use to support the ongoing work of the charity) and any funds designated for specific purposes.

The Board of Trustees has reviewed the reserves policy and the reserves position. Reserves are held to cover unforeseen costs and to avoid cuts to services which may have lost funding while alternative finance is found. The policy is to hold a minimum of 10 weeks and a maximum of 17 weeks' expenditure in reserve. With a deficit of £176,000 charity had the equivalent of just 3 weeks at 31 March 2025 (2 weeks after taking account of reserves represented by fixed assets (unrestricted free reserves). Trustees consider this unsatisfactory, and the charity has reduced its cost base with the aim of restoring reserves to the policy level over the next three years or so.

#### Investment Policy

The investment policy is to invest cash balances, which are not immediately required, subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS). During the year, funds were invested in bank deposits in accordance with the policy.

The Trustees are aware of the statutory power for charities to make social investments (introduced in 2016) and keep the option under review.

### Financial Reporting

There is a comprehensive system of business planning which includes an annual budget that is reviewed and approved by the Board. This represents the resourcing envelope for delivery of the corporate delivery plan. The budget is comprehensively reviewed and reforecast from the mid-year onwards to reflect any changes and inform any action needed to ensure performance. Monthly results are reported against the budget. Financial planning for future years is an integral part of our strategic and business planning.

## Auditors

Goldwins Limited are appointed as auditors and have indicated their willingness to continue in office.

### Statement as to Disclosure of Information to Auditors

The Trustees have taken all the steps that they ought to have taken to make themselves aware of any information needed by the company's auditors for the purpose of their audit and to establish that the auditors are aware of that information. The directors are not aware of any relevant information of which the auditors are not aware.

## Plans for Future Periods

The charity has a strategy in place for the current and following financial year. This strategy is under review, and the board is reconsidering the best way to deliver greater reach for people living with dementia in Ealing and, perhaps, beyond. Moreover, we will seek to increase the extent of our social activities for our clients in the short-term. We are actively seeking partners to help us fund this work.

The charity will also invest in our ability to strengthen and deepen our fundraising capability.

The early part of 2025-26 has continued to be financially challenging. In response, we have towards the end of 2025:

- (1) Appointed a new CEO with substantial transformation experience;
- (2) Obtained a loan of up to £200,000 from the Charities Aid Foundation Venturesome Impact Fund to provide medium-term financial support; and
- (3) Initiated a major strategy and operations review to agree future priorities and services, reduce costs and improve fundraising.

## Statement of Trustees' responsibilities

The Trustees (who are also directors of Dementia Concern for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They're also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Approval

The Trustees' Report, which incorporates the Directors' Report, was approved by the Board on 24 September 2025 and signed on its behalf by



**Peter Ryan**  
Chair, Dementia Concern

# Independent Auditor's Report to the Members of Dementia Concern

## Opinion

We have audited the financial statements of Dementia Concern for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, 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, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

## Opinion on financial statements

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 2025 and of its income and expenditure 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 Charity 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

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

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

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

### Other information

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

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.

### Opinion 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 (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where 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.

## Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

## Our 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.

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

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance; Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud; The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [[www.frc.org.uk/auditorsresponsibilities](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 charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Signed by:

Date: 1 December 2025

*Anthony Epton*

**Anthony Epton (Senior Statutory Auditor)  
for and on behalf of Goldwins Limited**

Statutory Auditor  
Chartered Accountants  
75 Maygrove Road  
London NW6 2EG

## Statement of Financial Activities (incorporating an income and expenditure account)

	Note	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £
<b>Income from</b>							
Donations and legacies	2	75,243	-	<b>75,243</b>	279,399	-	279,399
Charitable activities							
Advice, support and advocacy	3	537,081	102,000	<b>639,081</b>	470,107	40,000	510,107
Social Clubs	3	274,168	44,800	<b>318,968</b>	260,665	2,500	263,165
Other services	3	-	-	-	-	47,153	47,153
Other income and interest	4	1,571	-	<b>1,571</b>	3,208	-	3,208
<b>Total Income</b>		<b>888,063</b>	<b>146,800</b>	<b>1,034,863</b>	<b>1,013,379</b>	<b>89,653</b>	<b>1,103,032</b>
<b>Expenditure on</b>							
Cost of generating voluntary income	5a, 5b	105,051	-	<b>105,051</b>	65,848	-	65,848
Charitable activities							
Advice, support and advocacy	5a, 5b	598,085	87,922	<b>686,007</b>	588,930	61,951	650,881
Social Clubs	5a, 5b	401,385	19,141	<b>420,526</b>	318,056	35,768	353,824
Other services	5a, 5b	-	-	-	(22)	62,890	62,868
<b>Total expenditure</b>		<b>1,104,521</b>	<b>107,063</b>	<b>1,211,584</b>	<b>972,812</b>	<b>160,609</b>	<b>1,133,421</b>
<b>Net (expenditure)/income and net movement in funds</b>		<b>(216,458)</b>	<b>39,737</b>	<b>(176,721)</b>	<b>40,567</b>	<b>(70,956)</b>	<b>(30,389)</b>
Transfer		-	-	-	(8,736)	8,736	-
<b>Reconciliation of funds</b>							
Total funds brought forward		277,145	8,570	<b>285,715</b>	245,314	70,790	316,104
Total funds carried forward		<b>60,687</b>	<b>48,308</b>	<b>108,995</b>	<b>277,145</b>	<b>8,570</b>	<b>285,715</b>

The notes on pages 25 to 32 form part of these financial statements.

All of the above results are derived from continuing operations.

## Balance Sheet as at 31 March 2025

	Note	2025 £	2025 £	2024 £	2024 £
<b>Fixed assets</b>					
Tangible assets	11		<b>36,836</b>		51,764
			<b>36,836</b>		51,764
<b>Current assets</b>					
Debtors	12	148,655		204,439	
Cash at bank and in hand		<u>32,751</u>		<u>112,302</u>	
		181,406		316,741	
<b>Creditors - amounts falling due within one year</b>	13	<u>(90,821)</u>		<u>(54,180)</u>	
<b>Net current assets</b>			<b>90,585</b>		262,561
<b>Total assets less current liabilities</b>			<b>127,421</b>		314,325
<b>Creditors - amounts falling due after more than one year</b>	14		(18,426)		(28,610)
<b>Total net assets</b>			<b>108,995</b>		285,715
<b>Funds</b>					
Restricted funds			<b>48,308</b>		8,570
Unrestricted funds			<b>60,687</b>		277,145
<b>Total funds</b>			<b>108,995</b>		285,715

Approved by the Board of Trustees on 24 September 2025 and signed on its behalf by:



**Peter Ryan**  
Chair, Dementia Concern

The notes on pages 25 to 32 form part of these financial statements.

## Statement of Cash Flows

	2025	2025	2024	2024
	£	£	£	£
<b>Cash flows from operating activities</b>				
<b>Net income (expenditure) from operating activities</b>	<b>(176,721)</b>		(30,389)	
Depreciation	14,928		15,893	
Interest received	(1,571)		(3,208)	
Decrease/(increase) in debtors	55,783		(171,130)	
Increase/(decrease) in creditors	36,640		(26,522)	
<b>Net cash from operating activities</b>	<b>(70,941)</b>			(215,356)
Interest received	1,571		3,208	
Loan repayment and other changes to long term liabilities	(10,180)		(9,935)	
<b>Net cash from other activities</b>	<b>(8,609)</b>			(6,727)
<b>Change in cash for the year</b>	<b>(79,550)</b>			(222,082)
Cash at the beginning of the year	112,301		334,383	
<b>Cash at the end of the year</b>	<b>32,751</b>		<b>112,301</b>	

<b>Analysis of cash and cash equivalents</b>	At 1 April 2024	Cash Flows	Other changes	At 31 March 2025
	£	£	£	£
Cash in hand at at bank	112,301	(79,550)	0	<b>32,751</b>
<b>Total Cash and cash equivalents</b>	<b>112,301</b>	<b>(79,550)</b>	0	<b>32,751</b>

The notes on pages 25 to 32 form part of these financial statements.

## Notes to the Financial Statements

### 1 Accounting policies

- a) *Statutory information:* Dementia Concern is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is 223 Windmill Road, Ealing, London, W5 4DJ.
- b) *Basis of preparation:* The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.
- c) *Assets and liabilities* are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.
- d) *Public benefit entity:* The charitable company meets the definition of a public benefit entity under FRS 102.
- e) *Going concern:* Dementia Concern has reported a modest deficit for the 23/24 financial year, as per the budget, and has budgeted for a small surplus in the 24/25 financial year. After thorough consideration, the Trustees believe the charity to be a going concern. A multi-year funding contract is in place with our major funder, West London Health Trust, and this extends to at least three years from April 2023. However, Trustees are keen to ease the charity's reliance on statutory funding. Whilst the financial reserves area satisfactory at the balance sheet date, we are moving forward cautiously to capture new opportunities for income and partnerships. We are implementing a measured increase in the fees we charge for some of our services to improve our overall performance.
- f) *Income:* Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably. Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.
- g) *Donations of gifts, services and facilities:* On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.
- h) *Interest receivable:* Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

- i) *Fund accounting*: Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. Designated funds are unrestricted funds earmarked by the trustees for particular purposes. Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.
- j) *Expenditure and irrecoverable VAT*: Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:
- k) *Costs of raising funds* relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- l) *Expenditure on charitable activities* includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs.
- m) *Irrecoverable VAT* is charged as a cost against the activity for which the expenditure was incurred.
- n) *Allocation of support costs*: Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned based on staff time. Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure. Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of staff time.
- o) *Operating leases*: Rental charges are charged on a straight-line basis over the term of the lease.
- p) *Tangible fixed assets*: Items of equipment are capitalised where the purchase price exceeds £1,200. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows: Computers & related equipment long-term assets 4 years; Buildings and leasehold improvements 10 years.
- q) *Trade and other debtors* are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.
- r) *Cash at bank and cash in hand* includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.
- s) *Creditors and provisions*: Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due. Pensions The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments.
- t) *Basic financial instruments* are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.
- u) *Pension costs*: Dementia Concern has a defined contribution pension scheme.

## 2 Income from Donations and Legacies

	<b>Unrestricted funds 2025 £</b>	<b>Restricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<b>Unrestricted funds 2024 £</b>	<b>Restricted funds 2024 £</b>	<b>Total funds 2024 £</b>
Gifts and legacies	75,243	-	<b>75,243</b>	279,399	-	279,399

## 3 Income from Charitable Activities

	<b>Unrestricted Funds 2025 £</b>	<b>Restricted Funds 2025 £</b>	<b>Total Funds 2025 £</b>	<b>Unrestricted Funds 2024 £</b>	<b>Restricted Funds 2024 £</b>	<b>Total Funds 2024 £</b>
<b>Advice, Support and Advocacy</b>						
West London Health Trust - dementia support	537,081	-	<b>537,081</b>	470,107	-	470,107
Garfield Weston	-	40,000	<b>40,000</b>	-	-	-
Zurich	-	62,000	<b>62,000</b>	-	40,000	40,000
Sub-total for Advice, Support and Advocacy	<b>537,081</b>	<b>102,000</b>	<b>639,081</b>	470,107	40,000	510,107
<b>Social Clubs</b>						
Client fees	188,010	-	<b>188,010</b>	96,015	-	96,015
West London Health Trust	86,158		<b>86,158</b>	117,712		117,712
Zurich		10,000	<b>10,000</b>			
McLay Dementia Trust		8,000	<b>8,000</b>			
National Lottery		20,000	<b>20,000</b>			
William Hobbayne	-	6,800	<b>6,800</b>	-	2,500	2,500
Sub-total for weekend day care	<b>274,168</b>	<b>44,800</b>	<b>318,968</b>	213,727	2,500	216,227
<b>Total income from charitable activities</b>	<b>811,249</b>	<b>146,800</b>	<b>958,049</b>	683,834	42,500	726,334

## 4 Other Income and Investments

	<b>Unrestricted funds 2025 £</b>	<b>Restricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<b>Unrestricted funds 2024 £</b>	<b>Restricted funds 2024 £</b>	<b>Total funds 2024 £</b>
Interest	1,571	-	<b>1,571</b>	3,208	-	3,208

## 5a Analysis of expenditure (current year)

	Charitable activities							Total costs 2025 £	Total costs 2024 £
	Costs of generating voluntary income £	Advice, support and advocacy £	Clubs £	Other Services £	Governance Costs £	Support Costs £			
Staff Costs	62,113	450,349	228,963	-	104,402	112,626	<b>958,453</b>	866,689	
Service Costs	-	3,715	73,641	-	-	-	<b>77,357</b>	43,974	
Premises	-	-	-	-	-	36,892	<b>36,892</b>	48,586	
Other Costs	10,949	-	-	-	-	113,006	<b>123,955</b>	158,279	
Depreciation	-	-	-	-	-	14,928	<b>14,928</b>	15,893	
	<b>73,062</b>	<b>454,065</b>	<b>302,604</b>	-	<b>104,402</b>	<b>277,452</b>	<b>1,211,585</b>	<b>1,133,421</b>	
Support Costs	20,375	147,725	75,105	-	34,246	(277,452)	<b>0</b>	-	
Governance Costs	11,615	84,217	42,817	-	(138,649)	-	-	-	
<b>Total expenditure 2025</b>	<b>105,051</b>	<b>686,007</b>	<b>420,526</b>	-	-	-	<b>1,211,584</b>	-	
Total expenditure 2024	65,848	650,882	353,824	62,868	-	-	-	1,133,421	

## 5b Analysis of expenditure (previous year)

	Charitable activities							Total costs 2024 £
	Costs of generating voluntary income £	Advice, support and advocacy £	Clubs £	Other Services £	Governance Costs £	Support Costs £		
Staff Costs	41,367	410,756	197,112	36,310	62,803	118,340	866,689	
Care Costs (Other Direct Costs)	86	858	42,069	582	131	247	43,974	
Premises	2,319	23,027	11,050	2,036	3,521	6,634	48,586	
Office Costs	-	-	-	-	-	-	0	
Other Costs	7,555	75,014	35,998	6,631	11,469	21,612	158,279	
Depreciation	-	-	-	-	-	15,893	15,893	
	<b>51,327</b>	<b>509,655</b>	<b>286,229</b>	<b>45,559</b>	<b>77,924</b>	<b>162,726</b>	<b>1,133,421</b>	
Support Costs	8,995	86,354	41,263	12,459	13,657	(162,726)	-	
Governance Costs	5,526	54,873	26,332	4,850	(91,581)	-	-	
<b>Total expenditure 2024</b>	<b>65,848</b>	<b>650,882</b>	<b>353,824</b>	<b>62,868</b>	-	-	<b>1,133,421</b>	

## 6 Net incoming resources for the year

	2025 £	2024 £
Net income is stated after charging:		
Depreciation	<b>14,928</b>	15,893
Rent	<b>34,501</b>	30,374
Audit fee	<b>8,400</b>	9,440

## 7 Staff costs and numbers

	2025	2024
	£	£
Salaries and wages	874,550	787,763
Social Security Costs	63,683	50,575
Pension costs	20,220	28,351
	<b>958,453</b>	<b>866,689</b>

The average number of employees during the year was:

	2025	2024
	Headcount	Headcount
Costs of generating voluntary income	2	2
Advice, support and advocacy	15	17
Clubs	21	19
Other Services	-	1
Support	6	9
Governance	2	1
	<b>46</b>	<b>49</b>

One employee earned more than £60,000 during the year (2024: 1). The total employee benefits, including employer National Insurance contributions, of the key management personnel were £175,362 (2024: £150,012).

Staff costs include redundancy costs of £14,815 (2024: £nil).

Trustees claimed expenses of £nil (2024: £nil).

## 8 Related Party Transactions

Aggregate donations from related parties were £nil (2024: £nil).

## 9 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

## 10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## 11 Fixed assets

	Leasehold Improvements £	Office Equipment £	Furniture and fittings £	Total £
<b>Cost</b>				
At 1 April 2024	63,120	34,465	5,155	<b>102,740</b>
Additions	-	-	-	-
Disposals	-	-	-	-
<b>At 31 March 2025</b>	<b>63,120</b>	<b>34,465</b>	<b>5,155</b>	<b>102,740</b>
<b>Depreciation</b>				
At 1 April 2024	20,639	25,182	5,155	<b>50,976</b>
Charge for the year	6,312	8,616	-	<b>14,928</b>
<b>At 31 March 2025</b>	<b>26,951</b>	<b>33,798</b>	<b>5,155</b>	<b>65,904</b>
<b>Net Book Value</b>				
At 31 March 2024	42,481	9,283	-	51,764
<b>At 31 March 2025</b>	<b>36,169</b>	<b>667</b>	-	<b>36,836</b>

All the above assets are used for charitable purposes.

## 12 Debtors

	2025 £	2024 £
Other debtors	18,375	70,917
Prepayments	15,850	12,248
Accrued Income	114,430	121,274
	<b>148,655</b>	<b>204,439</b>

There were no contingent assets at 31 March 2025 (2024: £nil).

## 13 Creditors – amounts falling due within one year

	2025 £	2024 £
Taxation and social security	24,441	16,801
Other creditors	47,542	16,022
Accruals	18,838	21,357
	<b>90,821</b>	<b>54,180</b>

## 14 Creditors – amounts falling due after more than one year

	2025	2024
	£	£
Bank Loan: one to five years	18,426	28,610
	<b>18,426</b>	<b>28,610</b>

## 15 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
<b>At 31 March 2025</b>			
Tangible fixed assets	36,836	-	<b>36,836</b>
Net current assets	42,277	48,308	<b>90,585</b>
Long term liabilities	(18,426)	-	<b>(18,426)</b>
	<b>60,687</b>	<b>48,308</b>	<b>108,995</b>

### At 31 March 2024

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible fixed assets	51,764	-	51,764
Net current assets	253,991	8,570	262,561
Long term liabilities	(28,610)	-	(28,610)
	<b>277,145</b>	<b>8,570</b>	<b>285,715</b>

## 16 Movements in funds

	At 1 April 2024	Income & gains	Expenditure & Losses	Transfers	At 31 March 2025
	£	£	£	£	£
<b>Restricted funds:</b>					
Advice, Support & Advocacy	8,570	102,000	87,921	-	<b>22,649</b>
Clubs	-	44,800	19,141	-	<b>25,659</b>
Other Services	-	-	-	-	-
	<b>8,570</b>	<b>146,800</b>	<b>107,062</b>	<b>-</b>	<b>48,308</b>
<b>Unrestricted funds: General funds</b>	<b>277,145</b>	<b>888,063</b>	<b>1,104,521</b>	<b>-</b>	<b>60,687</b>
<b>Total funds</b>	<b>285,715</b>	<b>1,034,863</b>	<b>1,211,583</b>	<b>-</b>	<b>108,995</b>

	At 1 April 2023	Income & gains	Expenditure & Losses	Transfers	At 31 March 2024
	£	£	£	£	£
<b>Restricted funds:</b>					
Advice, Support & Advocacy	23,940	40,000	61,950	6,580	8,570
Clubs	31,113	2,500	35,768	2,155	-
Other Services	15,737	47,153	62,890	-	-
<b>Total restricted funds</b>	<b>70,790</b>	<b>89,653</b>	<b>160,608</b>	<b>8,735</b>	<b>8,570</b>
<b>Unrestricted funds: General funds</b>	<b>245,313</b>	<b>1,013,379</b>	<b>972,812</b>	<b>(8,735)</b>	<b>277,145</b>
<b>Total funds</b>	<b>316,103</b>	<b>1,103,032</b>	<b>1,133,420</b>	<b>-</b>	<b>285,715</b>

## 17 Operating lease commitments

	Property	
	2025	2024
	£	£
Less than one year	<b>34,500</b>	34,500
	<b><u>34,500</u></b>	<u>34,500</u>

## 18 Contingent liability

The charity discloses that there was one outstanding employment tribunal matter at the date on which the accounts were approved.

**DEMENTIA CONCERN**

England & Wales - Charity number 1014834

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# Accounts

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**Dementia  
Concern**

INFORMATION & SUPPORT SERVICES  
IN THE LONDON BOROUGH OF EALING

# Dementia Concern Annual Report

Report and Financial Statements

*For the year ended 31 March 2024*

Company number: 2748840

Charity number: 1014834

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## Reference and Administrative Information

**Governance structure** Dementia Concern is a charitable company limited by guarantee, incorporated on 18 September 1992. It was Registered as a charity on 22 October 1992.

**Governing document** The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association

**Company number** 2748840

**Country of incorporation** United Kingdom

**Charity number** 1014834

**Country of registration** England and Wales

**Registered office and operational address** 223 Windmill Road  
Ealing, LONDON W5 4DJ

**Honorary officers**

Peter Ryan	- Chair
Richard Anthony Blake	- Vice Chair
Judith Wilson	- Treasurer

**Principal Staff**

Maggie Tierney	-Chief Executive
Christine Giles	-Director of Services
Martyn Oliver	-Director of Finance and People

**Bankers** National Westminster Bank Plc  
139 High Street  
LONDON, W3 6LZ

**Auditor** Goldwins Limited Chartered Accountants and Statutory Auditors  
75 Maygrove Road  
London  
NW6 2EG

# Trustee's Annual Report

The Trustees present their annual report and accounts for the year ended 31 March 2024.

# THIS YEAR...

ON AVERAGE, WE MADE  
**134.25** MONTHLY VISITS

**6343** CALLS AND VISITS  
WERE MADE BY OUR  
DEMENTIA LINK WORKERS

**1385** CALLS AND VISITS  
WERE MADE BY OUR  
DEMENTIA ADVISORS

**548** CARERS RECEIVED  
MONITORING CALLS

**1392** CALLS AND VISITS  
MADE BY OUR SAFE  
AT HOME TEAM

**360** NEW CLIENT ASSESSMENTS  
MADE BY DEMENTIA ADVISORS AND  
LINK WORKERS

IN TOTAL,  
2446 INSTANCES OF SUPPORT WERE  
PROVIDED THIS YEAR

**50**  
**STAFF**  
**IN TOTAL**

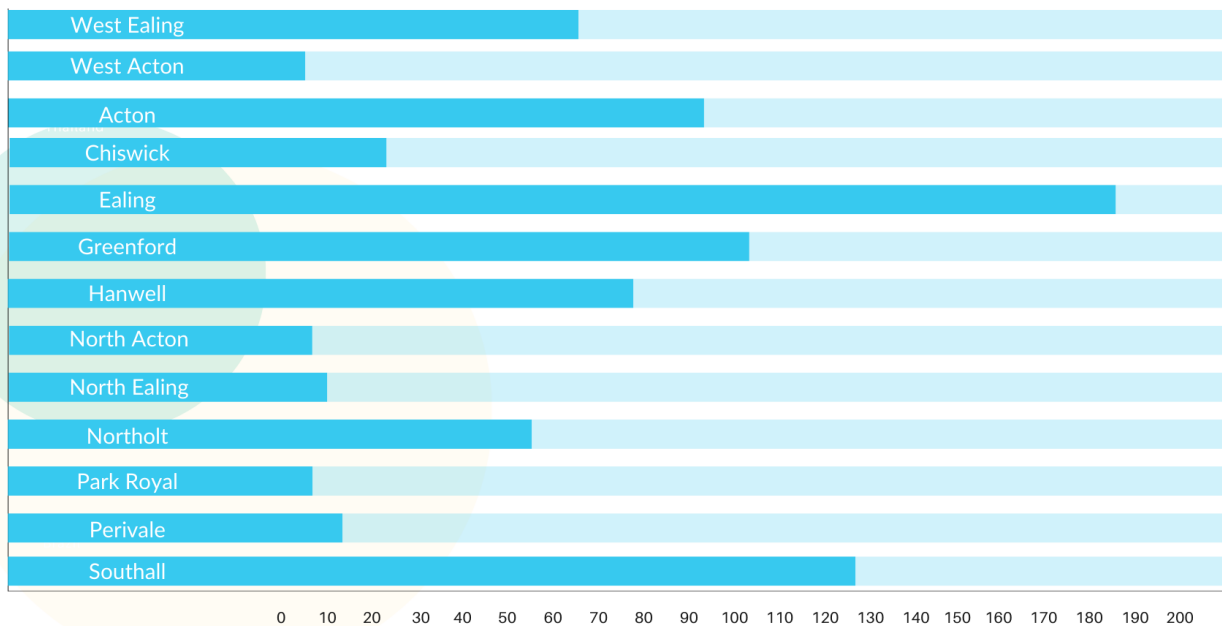
**37**  
**FRONTLINE**  
**STAFF**

**OUR**  
**STAFF...**

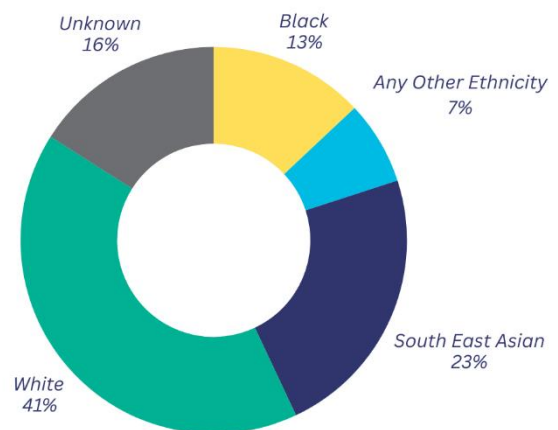
**18**  
**MEMBERS OF STAFF**  
**WITH OVER**  
**10 YEARS OF**  
**SERVICE**

**13**  
**OFFICE**  
**BASED STAFF**

## Review of the charity's activities



Over the year, we have been pleased to have worked with 1,498 people with dementia: and a further 1,021 carers. This totals to 2,446 service users. At 31 March 2024, most of our clients (43%) were from Black, Asian or other minority ethnic communities, reflecting the borough's diversity (currently 50% of Ealing Borough population are from black, Asian and minority ethnic communities). Ealing (district of the borough), can be seen above as the place in the Borough where the largest group of our clients live. We directly supported 976 people and gave Advice & Information to 759 clients. This Advice and Information includes Advice & Information about dementia, support around the problems of caring and signposting or referring about the holistic services available internally or within the area.



## Charitable activities

The charity's community health and social care activities in the year 2022/23 were as follows:

# Dementia Advisors (DA)

Assessments carried out by the Dementia Advisors team once the client has a diagnosis which is done by a consultant.

Our assessments enable us to identify their needs physically, socially and psychologically, once this has been completed it enables us to support them through their illness. Our assessments are carried out face to face in their homes, and if at any point it's not convenient for a home visit the Dementia Advisors will arrange a telephone assessment instead.

The Dementia Advisors team provides advice and information to our clients, carers and other family members in regards to external organizations that we signpost them to who are also able to support them.

Dementia advisors offer support to carers and other family members to work through emotional stress and guide them through different stages of their illness. We also make referrals to specialists that work in different organisations that will be able to support and guide them in regards to welfare benefits, housing and other issues that they might have.

We liaise with different professionals e.g. GP, Occupational Therapies, Pharmacy, Care Agencies, Careers, Dietitians, Nurses, Hospitals. These are only few out of many that assisted us with our clients to enable us to provide support for our clients that are living with dementia.

## Dementia Advisor - Case study 1

DA was allocated a referral via CIDS (Cognitive Impairment Dementia Service) based on the individual living with one of the rarer mixed type dementias where the individual was experiencing both cognitive decline and impairment. The aim of the scheduled home appointment was to discuss living with dementia and plan support after diagnosis.

Family preferred face to face home visit as the person living with diagnosis' English was a second language. The client is housebound and dependent on support and care from her son who had some flexibility to work from home in respect of his unique caring role for his mother.

Son was determined that his mother's diagnosis did not define their relationship. Family were guided on benefits they were entitled to. The DLW made a referral for the son to carers service, annual carers grant and respite opportunities. DA contacted social services regarding a care package mainly for night care as the son needed to rest in the night to prevent burnout in relation to his caring role for mother during the day.

Food bank assistance was offered but the family decided not needed at this time. The DA provides ongoing support and advice as changes occur to support both the person living with dementia and the carer

## Dementia Advisor - Case study 2

RW is an 82-year-old lady that lives on her own and her husband had passed away many years ago. RW has never had any children. I have been supporting RW for over eight years and on one occasion when I spoke with her she informed me that she had problems with her roof on her house. She also said that she contacted a company and made an appointment for an assessment to be carried out.

When the assessment was completed she was given an estimate for the sum of ten thousand pounds. She paid the company the sum of five thousand pounds but they did not give her a date as to when the work would start. She said that she was feeling very stressed because she tried to contact the company and left messages and no one had returned her call. After having a discussion with her I asked her if she would like me to contact the company on her behalf which she agreed to. RW provided me with the contact details for the company. I contacted the company and they assured me that they will contact RW immediately which they did. A starting date was given to RW on the work was carried out as planned.

RW emphasised on how happy she was that I was able to chase the company up for her. With my input and my support, I was able to get the job done for her. RW was very happy and said that she knows that she can always rely on me if she finds herself in any other situation. She thanked me for my support and all my input into this matter.

## Dementia Advisor - Case study 3

The client was a self-referral due to them being forgetful and distracted. The Dementia Adviser persuaded the client to have home visit for an initial assessment. The Dementia Adviser explained that others who support him such as a friend, GP, and Memory service were keen for me to discuss with him what is going on for him concerning his dementia diagnosis and his symptoms of the condition. The client described himself as an independent person who has managed his daily life and finances all by himself.

The client had the capacity and could make decisions about accessing Dementia Concern services. He declined adult day care opportunities and stated he had quite a lot of things to do in the week like planning trips to different local areas for walks and shopping. He spoke about his artworks all over the walls in his house. The client declined to be referred to the Department of Works and Pension Service for a home visit by the department to complete the Attendance

Allowance. But he agreed to a referral to the Dementia Concern CSW at home service. Who support individuals living alone with dementia to maximise their independence, assist with correspondence and paying bills, establish a process for medication reminders and identify other localised support groups. He was happy to engage with this service as saw it as a safety net for when in the future there will be changes in his condition and will have the support of someone he knows and trusts. We continue to give weekly support appropriate to the level of need and support he requires.

### ***Advice***

If someone needs advice about how to get a diagnosis. How to get respite. how to contact other agencies, etc. Social Services. General advice.

### ***Signposting***

We signpost people to other agencies, whether Voluntary or Statutory, depending on needs.

### ***Emotional Support***

We offer emotional support to carers, family and person living with dementia

### ***Liaising with other professionals***

We give information when needed to GP's, Social Workers, CPN's, etc. when needed, regarding the person living with dementia.

## **Our**

# **Duty Call**

## **Service breakdown**

### ***Referrals***

Referrals are taken over the phone from various people, including self referrals, providing that the person has a diagnosis of dementia.

### ***Information***

Information is given about Dementia Concerns Services and Services within the Ealing Borough Council. Additional Information is given if needed i.e. benefits and contact numbers of services.

# Dementia Link Workers

## (DLWs)

The Dementia Link Worker service has a long-standing partnership with West London Health Trust. The team of 7 dementia link workers link between the GP networks and the mental health team to provide specialist dementia advice, support, advice, information, monitoring and to carry out clinical reviews for people with dementia receiving medication and some not on medication.

Dementia Link Teams take direct referrals from West London Health Trust CIDs team (Cognitive Impairment and dementia services). After diagnosis and initial assessment, they are discharged to Dementia Link Teams who will monitor any changes after medication is prescribed. Assessments are mainly carried out in the persons own home. Part of the assessment/ review, is to carry out a clinical cognition test known as RUDAS as well as discussing changes and management of situations. Legal matters such as Power of Attorney and benefits available are also discussed. If during the visit other intervention is needed such as social services or an occupational therapist the patient and carer are signposted and supported to make a referral to get further support. Patients and carers are empowered by the dementia link worker as much as possible. If there have been major changes in a patient and this is down to their health further checks have to be done by the GP to ensure there are no underlying issues such as infections that may be impacting on the patient. If there are infections, it is down to the GP to monitor and medicate where necessary. A dementia link worker will also look at all other factors that may cause changes in someone's dementia and if they feel more intervention is needed from CIDS, they are able to refer back to CIDS.

The Dementia Link Team have regular joint team meetings with CIDS and Social Services to discuss complex cases where our parties work together to get the best outcome. The link workers also take part in monthly academic sessions where they can gain further information and ongoing training through the NHS.

## Dementia Link Worker - Case study 1

AD lives on her own, she has no family living close, she has a neighbour and friend who hold Lasting Power of Attorney (LPA) but she has challenges herself and finds it difficult to support her. AD had a fall in October and was hospitalised, after this her friend had concerns that she was not able to live on her own anymore, she was not herself, her mobility was affected, her mood was low, she was more confused. DLW started to monitor closely, referral was done to OT, to GP for blood and urine tests, which then prompt an OPRAC referral, and for CSW service. AD continued to have a lot of pain, in a visit by DLW, it was noticed that she had a wound in her buttock, GP was informed and she was hospitalised a 2nd time. Once AD was home, CSW started visiting, DLW was monitoring closely, supporting her friend with information, signposting, liaising with OT and other issues raised by CSW. She is now settled, her mobility has gone back to what it was before, and her mood has improved noticeably, she is happy to be at home and her friend is very thankful, our support, from DLW and CSW has help her support AD to stay at home as it's her wish.

## Dementia Link Worker - Case study 2

*(A patient with Lewy Body Dementia)*

Mr X lives with his wife in Ealing and they have no carers coming in to support with anything - diagnosed with Lewy Body Dementia in May 22. Mr X was reviewed at home as stable but the following few months were very challenging for them both. Mrs X contacted the DLW and reported her husband to be more and more agitated, dizzy and experiencing acute confusion. He had lost his footing and stumbled in the kitchen but was able to get up but wife was concerned that his Dementia was becoming unmanageable. I explained that it seems something physical could be going on that is aggravating his Dementia and that we need to get him assessed. A few weeks prior to this, the DLW team had a meeting with the Manager of Rapid Response, an NHS service who can do clinical assessments at home to help ensure patients get the appropriate treatment fast – DLW's were now able to refer directly to this service. Given the acute symptoms of Mr X and his level of increased confusion I contacted Rapid Response to ask that he be assessed by them. The case was taken on and they visited the patient within 3 hours. They felt that he needed to be taken in for further assessment in hospital. It was discovered that he had broken a few bones in his foot and had a stomach bug. He was kept in until well enough for discharge.

Patient was discharged home and the wife was given details for the Lewy Body Dementia support group as she wanted to connect with people who have a similar experience.

## Dementia Link Worker - Case study 3

ME is an 84-year-old lady who lives alone. Has a daughter and a son that live locally, both work full-time.

She was diagnosed with Alzheimer's Disease mixed type early stages by the CIDS Team at Sycamore Lodge and was prescribed Donepezil 10mg. She was referred to Dementia Link Worker Service in December 2023 and an initial call was made to both M E and her daughter. No concerns were raised at this time.

In January 2024 M E had a hospital admission with the doctor from Ealing Hospital referring her to the CIDS Team. Liaison took place between the CIDS Team, Maureen, her daughter and myself again at this time no concerns were raised. This was followed by another two hospital admissions and another referral to the CIDS Team and a telephone call and email received from the SPA with regards to M E low mood and being suicidal.

I therefore spoke with both M E and her daughter and arranged to follow up with a review visit in February 2024. I ascertained from this visit that ME was in pain due to poor health and her low mood was due to feeling lonely and isolated due to her poor mobility but she was not suicidal. Her hospital admissions were due to her poor health and there was some anxiety around this when she is in pain. M E was managing well with no carers and did not wish for carers. Also, she did not want to attend a daycentre due to a health concern.

Following review, I liaised back to the CIDS Team to inform them that there was no need for a referral back to the them. I also liaised with Social Prescriber to discuss ways to improve M E quality of life. A referral was made to our Safe at Home Service and an introduction with a Safe at Home Worker was carried out.

### Example of Interventions:

- Advice and support given to M E and her daughter.
- M E referred to Dementia Concern's Safe at Home Service for monitoring due to her low mood and feeling lonely and isolated.
- Liaising with between with CIDS to provide the best possible care.
- Referral made to the Wheelchair Service due to her poor mobility and for daughter to be able to take her out in a wheelchair.
- Liaising with Social Prescriber to address any concerns – following discussion Social Prescriber made a referral made for a stair lift and OT assessment.
- Outcome has been good to help M E get the right services and adaptations needed in her home for her to continue to live independently but work is ongoing as she does have health concerns resulting in a number of hospital admission.

# Community Support Workers

The Community Support Worker (CSW) team provide vital safeguarding support to people with dementia who live alone, including home visits. This support better enables people to live independently in their own homes and helps prevent admissions to long-stay care and hospital. This new name does not denote a change in service delivery, but aims to better reflect the safeguarding role of this team.

People with dementia who live alone are supported to have a higher quality of life, including taking part in their local communities. The service provides information, support and reassurance to carers and family members who are not in regular contact, as well as key professionals.

CSWs provide on-going emotional and practical support via phone calls and home visits. This better enables a person with dementia to remain living at home. We will regularly monitor the situation to ensure relevant and effective services are in place, as well as helping to ensure the person with dementia attends key appointments.

This service is unique in offering a range of support and interventions which address complex problems and plugs gaps in services. CSWs liaise with other services, carers, and health care professionals to advocate and support the person with dementia. This service is free of charge.

This service is available Monday to Friday from 09:00 to 17:00, with no service on bank holidays.

## In the last year

Across 2023 Dementia Concern supported over 1,300 people living with dementia and 800 carers in 13,662 interactions which is an average of 6.5 interactions per person in the London Borough of Ealing. This included 159 people living alone with dementia who received our support from the Safe at Home team. We also hosted 2 dinner dances which was attended by nearly 200 people in total with the support of Zurich Community Trust and their staff.

## Community Support Worker -Case study 1

Mr. X is 66 years old and lives alone with numerous health conditions, including a diagnosis of Dementia with Lewy Bodies. He has also spent most of his life coping with depression following an early childhood trauma. Last year, Mr. X. suffered a stroke during a friend's visit which has left him with extreme tiredness but fortunately few other deficits.

I was introduced to Mr. X. approximately 9 years ago and have been visiting him regularly ever since. He is an intensely private man and we have built a warm and trusting relationship over this time. With no family contact, Mr. X. relies on one friend who tries to visit weekly and the occasional help from

neighbours. During our time together, I have provided practical and emotional support, and helped with medication queries, hospital appointments and paperwork.

Occasionally, Mr. X. suffers from hallucinations and takes on a momentarily frozen appearance. When this has happened during my visits, he tells me my quiet reassurance has been of great comfort to him. Mr. X. manages to get out when he feels well and particularly enjoys gardening. He has some balance issues and sleep is problematic but when he feels okay, we are able to take advantage of local parks and his garden which bring him immense joy.

## Community Support Worker- Case study 2

Ms JM was referred to us in December 2022, after CSW initial 2-week call became apparent her memory was quite impaired, she lives on her own with no family around and she is very keen to stay at home, she would need all the support we could offer.

The CSW visited her a couple of times to make sure OT advice was followed, flat cleared and signs to advise her to stay home were in place, to avoid falls and wandering. The community support worker who is visiting every week is essential in supporting to remain at home safely. CSW informs the Dementia Adviser of any situation that need addressing. The Dementia Adviser gets in touch with her friend who supports to sort out different things for her, like the battery in her smoke alarm and her phone line.

We are supporting her to stay at home, where she wishes to stay. CSW ensures there is in date food in the home and Ms JM is taking her medication and all her needs are met.

## Community Support Worker- Case study 3

Person living with dementia VM, who lives alone. Community Support Worker originally asked to visit as very isolated. Over the months of weekly visits, they have built trust and encouraged to go out and engage in the local community. Since CSW has been going into PLWD he has perked up and now looking forward to CSW visits.

After a referral to the physiotherapist PLWD has a new wheelchair and looking forward to be going out to the local café and to enjoy the warm sun in the summer. CSW is also supporting them to access dental care.

## Community Support Worker- Case study 4

CR is a 77-year-old lady living in Ealing, whom I have been supporting for the past year.

At first CR was very reluctant about the visit and needed a lot of persuading from her daughter to give it a go. The initial visits were challenging, Mrs C would get so anxious, especially as she has difficulty getting her words out. (She says it makes her seem less capable than she is).

With reassurance and time Mrs C gained confidence and became comfortable about her speech and we now enjoy the visits, going on long leisurely walks around Ealing, being part of the community. She now speaks freely and no longer becomes embarrassed about getting her words out. Mrs C loves sports, and is especially fond of tennis. I am expecting her to say I don't want to go out today during Wimbledon.

## Community Support Worker- Case Study 5

Mr. X is an 88-year-old ex-soldier, living alone with a diagnosis of Alzheimer's disease. His wife and family live abroad and visit occasionally. My first interaction with this gentleman was during lockdown and involved regular monitoring calls as his only support during this time was from a private cleaner. She has subsequently taken on the role as his main carer in the UK.

Mr. X was in relatively good health at this time but suffered from anxiety and impatience around his diagnosis. Our calls were often focused on new treatments and drug trials about which he was very keen. Once lockdown lifted, I was able to visit and offer reassurance in person, including encouraging him to concentrate on enjoying his life now, keeping active and socialising. Working in collaboration with his carer and allocated DLW, we were able to keep him relatively calm and stable as well as monitoring his alcohol consumption.

One of the main challenges faced by the DLW and myself has been managing the expectations of Mr. X's family. With a vastly differing healthcare system in their country, the family are in contact regularly to express their dismay and sometime dissatisfaction with the health service and its perceived lack of action. This has often included us championing the right for Mr. X to remain living independently and to not be moved to a care home prematurely.

Recently, Mr. X had a fall resulting in a broken hip. In consultation with the family, we have advocated for Mr. X to return to his own home with an appropriate package of care. As a self-funder, Mr. X is able to finance a solution which enables him to stay in his comfortable and familiar surroundings which, at this time, we believe to be in his best interests and more likely to encourage his recovery.

(Toward the end of the financial year, the Community Support Worker service was renamed to Safe at Home, to better reflect the work of the service)

# Weekly Clubs

Receiving a diagnosis of dementia can be devastating and isolating – the Clubs service aims to alleviate some of this by creating a stimulating yet comfortable environment with the emphasis on creating a real sense of belonging for our members. We provide enjoyable therapeutic activities with a strength-based approach always focusing on the positive and on what people *can do* still and not on what they can't, whilst providing a vital break for the family/carer.

Last year the clubs have grown steadily – with an extra 88 attendances to our popular Thursday club. We continued to explore and enjoy the varied green spaces in the borough at our outdoor activities club and enjoyed some great picnics and nature walks. We have a particular tree we favour and were lucky enough to celebrate in its 300<sup>th</sup> birthday activity... At our other clubs we always include exercise/movement and entertained our members with fun quizzes, singing and dancing competitions and celebrated birthdays and festivals. The clubs provide a welcoming space for people living with dementia to come and express themselves freely with supportive staff, they are able to laugh and at times cry without judgement or consequence and some very honest and sometimes humorous discussions take place and real friendships blossom – peer support is important at the Clubs.

Humour is a huge component of what we do at the clubs and can have such a positive impact on wellbeing – a great deal of laughter goes on and we have a couple of truly talented comedians amongst our members who love to make the other members laugh.

Some wonderful trips were experienced including a guided sensory walk in a local park rounded off with our members picking herbs and sipping herbal tea in the pretty walled garden – being outdoors has such a positive and calming effect and adds to the sense of community for our members.

Music therapy is an important activity in dementia - we now have regular sessions at the clubs. We have a very experienced music therapist leading these - these sessions have become an important part of the activities as music therapy can reduce anxiety, prompt autobiographical memory and really connect the person to the present moment which is where a person with dementia thrives. Some of our members with hearing impairments respond so well to the drumming and percussion sections as they can experience the rhythms and feel connected and included in the group. There have been some magical moments during these sessions – it can encourage communication amongst members and is a very powerful connector made more special as they know each other well so feel comfortable and supported. Music in general is a very strong feature at the clubs and also prompts emotional memory which is what someone with dementia doesn't lose – they remember feelings. These sessions can be very powerful and very moving – members love the musical activities.

The Clubs have become a real source of support for families and members – some of whom attend 4 days a week and we receive some wonderful feedback - it is a big part of their life and we hope to continue to provide more enjoyable spaces for those with dementia and we receive some wonderful feedback ....

Dementia can be very misunderstood and at times people can get labelled, left out or patronised, the Clubs are very protective about preventing this and we focus on making the Clubs' days a really enjoyable experience whilst celebrating every member's uniqueness.

We hope to provide more enjoyable spaces by opening another club soon...

**16,683 HOURS** of  
respite provided  
for carers

Outreach across  
**11** districts of  
Ealing

**13902 HOURS** of  
respite provided  
for people with  
dementia

**60** Attendees

Attendees from **9**  
different ethnic  
backgrounds

**422 TRANSPORT  
PLACES** provided  
for those who  
would otherwise be  
unable to attend  
the weekend clubs

**WEEKLY\*  
SOCIAL CLUBS**

# KEY ACHIEVEMENTS

**\*(THURSDAYS + WEEKENDS)**

## Elm Lodge Club – Case Study

Mrs S is 84 years old lady has been known to Community Mental Health Team since 2017 after been referred by her GP and was given the diagnosis of Alzheimer's disease mixed type and treatment was initiated with Cholinesterase Inhibitor Therapy (CIT) Donepezil 5mg pod and was titrated to its maximum therapeutic dose to 10 mg. she was also referred to an Occupational therapist for assessment of her care needs in relation to safety aspects.

While Mrs S was on CIT medication she was regularly reviewed by medics and CPNs at Cognitive Impairment and dementia Service till 29<sup>th</sup> May 2019 and then she was transferred to Dementia Link Worker.

She has additional physical health problems that includes Mild Chronic Obstructive Pulmonary disease, Para-umbilical Hernia, Type 2 diabetes mellitus, Hyperlipidaemia, Essential Hypertension.

Mrs S was referred to Dementia Concern Weekend centre group and she started attending in 2023. Since Mrs S started attending the clubs she established good rapport with the staff and clients at Elm Lodge, she participated in group activities and discussions groups organised by Weekend staff at Elm Lodge. Her interaction with client and staff was appropriate and realistic. Her level of understanding conversation is always being fairly good, she is also helping other clients and she was very supportive towards them especially when it comes to practical help. She is alert and responsive and able to comprehend. She has never experienced any behavioural issues and her cognition seems to fluctuate. There are lapses in her short-term memory. Mrs S was able to follow the conversation, frequently returned to reminiscing about times and things that she is doing that keep her busy.

Mrs S is fully aware about her cognitive deficit and has full insight into her memory impairment. While at centre, she was observed to have good appetite. She enjoys and loves her food, and enjoys the lunches at the club.

Mrs S takes on board what is happening at the centre and her other interest is in music group. In the music group she maintains positive sense of engagement with other clients and facilitator, keeps positive focus and engagement throughout the session, participate actively and connect with others. Sometimes she was observed to be less focused.

Mrs S shows her keen interest in the interactive group where she comes up with answers. She thoroughly enjoys and participates well within the groups. She also encourages other clients and helps them to participate and interact. She likes to look after other members and the staff encourage this role.

Since she started at the club, there is no further decline in her cognitive and functional activities as she is actively involved in the activities and shows good interaction and participation. She is particularly good at quizzes and staff encourage her to take the lead in these.

Attending the day centre has definitely helped Mrs S to maintain independence and increase social skills. Also, her interaction and participation have great impact on other clients and her own well-being. She states she enjoys herself and her family say she looks forward to meeting up with her friends each week

## Sycamore Lodge Case Study - Weekend Club.

Mrs T is a 68-year-old lady who was diagnosed with Alzheimer's Mixed Type in 2022. One of her more complex symptoms is Aphasia, a word finding disorder which affects language expression and comprehension. Mrs S also suffers from sundowning symptoms which can cause unsettling changes in mood and sleeping patterns.

She formally had a very successful career working in Administration for the BBC. She loves family life, travelling, gardening and a beloved cat. She also has a passion for music and dancing. Mrs S joined our Weekend Club in 2023 initially starting on Saturdays and then shortly after joining our Sunday Club too. Presently attending both days.

The referral to our Weekend Club was fast tracked by our advisor's team who had responded immediately to Mr S when he had openly discussed his struggles caring for his wife and the changes the illness was presenting on the home front.

How glad we were this took place as Mrs S has brought something quite special to our club. Her outgoing, friendly, enthusiastic, uplifting, energetic personality has been warmly received by everyone at the club. The passion for music and dancing help to ease the symptoms of dementia and allows her personality to thrive in the group setting. Our regular feedback to the family on how well Mrs S has been doing at the club has brought much comfort and with attending both days this allows the family to have more freedom with the respite - which is greatly needed. Also valuable to us at Dementia Concern is Mrs S positive, happy, uplifting energy which has a wonderful impact on the ambience and atmosphere at the club - sometimes this happy energy encourages others to get up and dance in the music therapy sessions.

Mrs T continues to show and prove that the benefits of social club interaction and engagement with others in the community, can and does make a difference in the way we support those people living with dementia. We are fortunate to have services that can also support loved ones with our Advisors and Dementia Link Teams. Mr T has often said that our flexible and wrap around support is so very much appreciated by all the family.

Mrs T is a joy to care for and well-liked by everyone and certainly keeps us all on our toes with some fantastic dancing every week.

This weekend when Mrs T arrived her first words spoken were "It's so nice to be here" at our Sycamore Lodge Club

# OUR CLUBS OUTREACH

# MAPPED

12 attendees from  
**GREENFORD**

8 attendees from  
**NORTHOLT**

3 attendees  
from  
**PERIVALE**

7 attendees from  
**NORTH ACTON &  
ACTON**

3 attendees from  
**PARK ROYAL**

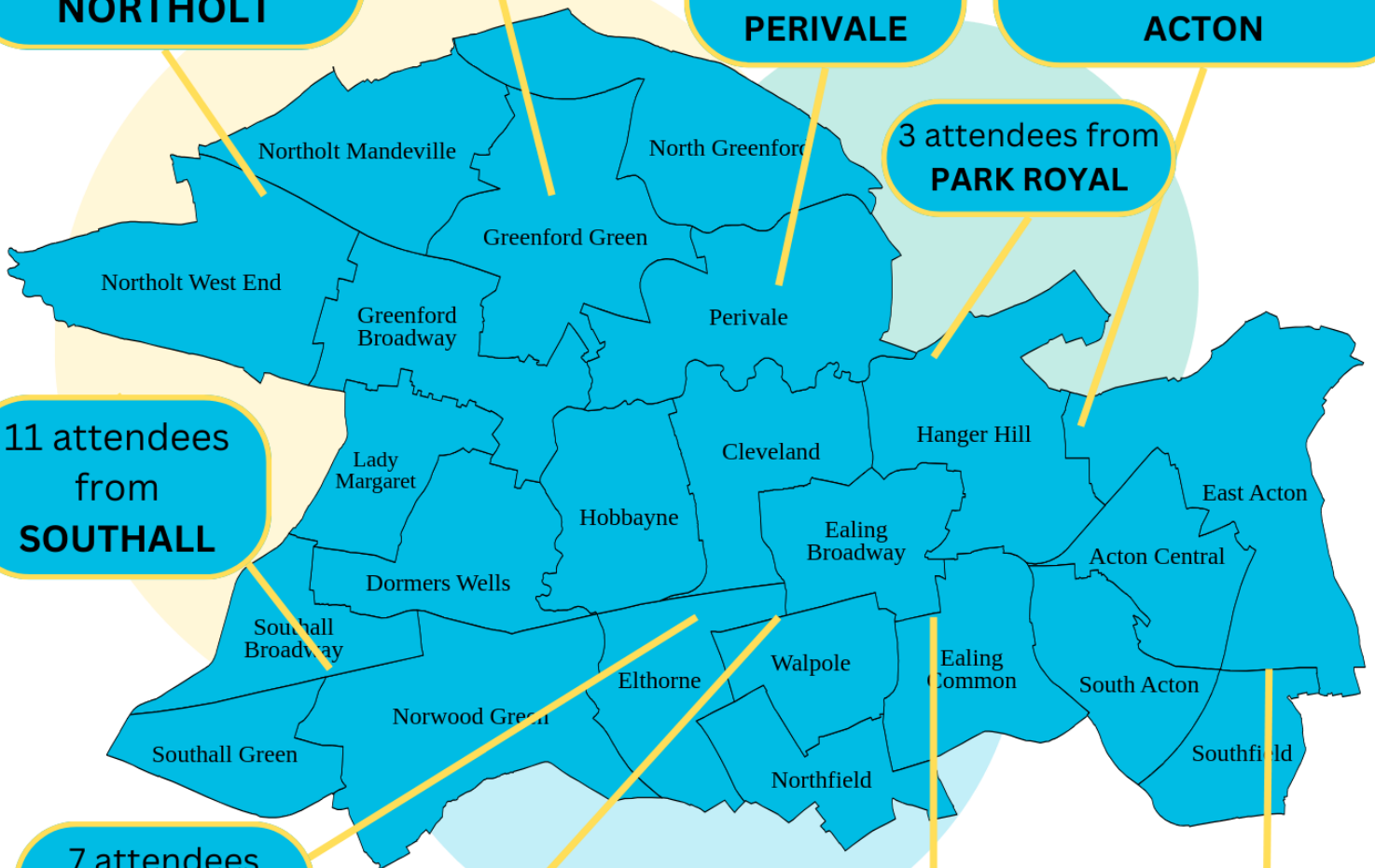
11 attendees  
from  
**SOUTHALL**

11 attendees from  
**EALING**

7 attendees  
from **HANWELL**

9 attendees from  
**WEST EALING**

2 attendees  
from  
**CHISWICK**



# Music Therapy

Music therapy on a Friday is a weekly feature at the Dementia Concern building. The sessions are open to both people with dementia and their carers, who use this opportunity as a chance to connect with their loved one.

Our fantastic music therapist from West London NHS brings his saxophone, and lays out tables sprawling with percussive and melodic instruments for our attendees to pick from. After a welcome chat and a cup of tea, our attendees are immediately excited to get stuck in. Throughout the session he plays a number of tunes our attendees love, often pitching in with their own requests, playing along and joining in with the music therapist's joyful singing. Music for a person with dementia can act as a prompt for reminiscing, help them express their emotions and encourage important social interaction, (And when our attendees are up dancing, it's good for exercise also!).

The music therapy sessions are a chance for carers and people with dementia to enjoy themselves together. Dementia can turn the relationships of people with dementia and their loved ones upside-down, with many carers being sons and daughters, they find that the one who once cared for them is now the one they are caring for, and that their relationship is almost redefined. Music therapy allows carers and the person with dementia to have fun together, and take valuable time to connect with each other as family away from their caring responsibilities.

But equally for those who attend our sessions it's simply about having fun. They find enjoyment in immersing themselves in music.

*'To see M sit in and enjoy the session was a remarkable shift - this is a lady who generally does not like noise. To see that smile come through was one of my favorite moments of the day. She came to join in because she now feels at home.'*

We're pleased to be running two music therapy sessions, weekly on Friday afternoons with a number of regular attendees.



# Volunteers

Our wonderful regular volunteers (10) have once again supported the organisation in many different ways. From March to September 2023 they were involved in various projects delivered through the Carers Short Break (CBS) funding received from LBE.

These projects included a weekly Exercise Class and a weekly Music Therapy Group. Both these groups were followed by a light lunch and activities. During the time the person with dementia attended (3hrs approx.) our volunteers supported people individually with encouragement and their own involvement. During lunch conversation was encouraged and many people made new friends and shared their memories together. Both groups often ended their stay with us that day with a song and a smile

The time attending the groups was much appreciated by Carers and often Carers would form a friendship with other Carers and exchange contact details etc. It was also a time when Carers had the opportunity to share their concerns with trained staff and be directed to the appropriate person within the organisation for advice etc.

Unfortunately, CSB funding came to an end in Sept 2023 and only the music group continued into 2024 in a shorter format without lunch.

Another Music Therapy Group meet on a Friday morning and afternoon, this group is attended by Carers and the person they care for. A volunteer provides a welcome and refreshments before each group.

We also were able to provide a Carers Support Group every 2wks for 2hrs from March to Sept 2023. This group was reduced to monthly from October 23 and is well attended by Carers. Carers are able to bring along with them the person they care for and there is a respite facility available for the person with dementia. This is provided by 2 volunteers and a member of our dementia trained staff. This enables Carers to participate in the group and share information freely.

We also arrange for professionals to attend to provide information and advice on varying subjects of interest to the group. During the year we had representation from LBE Social Services Team, a Clinical Psychologist attached to the Dementia Team at Elm Lodge, a solicitor from M2M community solicitors, a social provider for GPs in Ealing plus our own Dementia Link Team and Dementia Advisor Team.

A volunteer provided support with our Digital Inclusion Group which was held weekly up until Sept 23 and continued to support other digital training to staff. We have a regular volunteer supporting our Thursday Club in their adventures and a regular volunteer who looks after our garden, keeping it looking refreshed and tidy.

Volunteers also continue to support administration tasks if required and one-off events held at the office to support team events.

# Dementia Action Week (May 2023)

**Monday 15<sup>th</sup> May 2023** - Coffee and cake morning. 11.30am - 2pm. Around 40 attendees. Suzan – Donna DLW, other DLW dropped in, held throughout all of the rooms downstairs including the use of the garden. Answered question about what services are available, advice on dementia.

New gentleman and son stayed and chatted for more than 2 hours, son thought he would not engage and would want to leave straight away. Well timed to see 3 chinook helicopters fly over, which was a good talking point. Below a husband and wife enjoying the event in our garden room.

**Tuesday 16<sup>th</sup> May**- Victor a Dementia Adviser, Maggie, CEO, with a Dementia Lead Nurse at Ealing hospital manned a stall at the entrance to Ealing Hospital. This was part of dementia awareness event at Ealing hospital focusing on the theme which was timely diagnosis and talking about what dementia concern does to improve the lives of people living with dementia and their carers we probably spoke to about hundred people or so.

**Tuesday 16<sup>th</sup> May**– Theatre Night with Playwright, Linda B and Maggie - Carers Support Evening Dementia Concern offices 5pm– 8pm. A chance to relax with other local people who care for someone living with dementia. Screening a beautiful play 'Mum Thumb' with Q and A afterwards, in person with the playwright Judith Silver. Light buffet and a time for carers to talk and support each other.

**Wednesday 17<sup>th</sup> May** – Julie k Julie D Dementia Link Workers did a talk with Southall Alliance group.

**Wednesday 17<sup>th</sup> May**- Dementia good practice celebration event arranged by WLHT Dementia and Older Adults Mental Health group, that we are part of. Taking Positive Action for dementia care Join professionals across health and social care to share innovative approaches and good practice, via Microsoft Teams; Register to join: [dementia-action-week.eventbrite.co.uk](https://dementia-action-week.eventbrite.co.uk) This event is free and open to all health and social care professionals across all sectors. The conference brought together those involved in dementia care from across West London and beyond, to share innovative approaches and best practices. Maggie and Christine presented our wrap around approach to services. We also had David who is living with Dementia and his wife and carer Tina, who spoke about their Journey, the support from DC, and where more support is needed.

A total of 164 people attended including the organisers and speakers. There was a maximum of 74 attendees at any one time.

**Thursday 18<sup>th</sup> May**- for Dementia Action week we were lucky to team up with the Nature Parks Manager from the Boston Manor Park team whom we had met during a

previous walk on one of our outings. We joined her for a sensory walk experience in the walled garden area of the newly refurbished park.

Sensory activities work so well with dementia as they bring us immediately into the present moment which is calming and stabilising. Vanessa, who was our guide, began by doing a short relaxation breathing exercise with the group.

We then explored the senses – looking at all the lovely shades of green and the varied colours of the flowers - smelling and touching different herbs – which some of the group really enjoyed whilst others preferred to sit and observe. There was a particular plant called lambs' ears which was a firm favourite as so soft to touch. Some of the members recognised the different herbs – one person remembered cooking with them in the family restaurant so it was a chance for some therapeutic reminiscing.

The group then got to choose the herbs they preferred and make some herbal tea, there were flasks of hot water on hand so they then got to taste the herbs they had picked in the tea. We then had some fun exploring sound through using garden tools to make some music – an old garden bucket as a drum and a trowel as the drumsticks plus a seed tray used as a shaker. It was quite a noisy session! The group always enjoys being outside and it was a beneficial addition to team up with Vanessa for the sensory session – we look forward to working with the park staff again. It was an enjoyable way for the club to celebrate Dementia Action week.

**Friday 19<sup>th</sup> May** - Hanwell day centre. Donna Dementia Link Worker arranged a stall at Hanwell Health Centre, it was an all-day slot and 3 staff attended to cover the day. Maggie, CEO did pop in as well. We had a stall set up by the main entrance and took along lots of resources for people to take away with them. We had good interest from patients and we were able to reach out to approximately 15 -20 people over the course of the day and also took a referral to the DAs. Staff at the Surgery were happy to have us there and were accommodating.

We had one patient who spoke for a long time about her cognitive difficulty following a diagnosis of small vessel disease and her worries over the future. This lady was an OT and working with a local council at present. She clearly had anxiety over what may be next if she gets a full Dementia diagnosis and told us that she found it so helpful to have people who understand to talk to about it. The event went very well and the people we spoke with were so grateful to have us as an outlet/source of info. The demographic of people we spoke to was also varied. The most common question was what people can do to avoid getting dementia. Another question was about the higher number of people getting diagnosed now in comparison with the past.

## Feedback from the week

**Coffee Morning** - Everyone enjoyed it and said there should be more of them as they found it quite relaxed and got them out of the house.

Another lady said that she was not going to come as it takes her mother a long time to get ready but is so glad she put the effort in.

A carer said that she has made a new friend and they have exchanged numbers and felt it was nice to have another person who is in the same boat. Most requested more regular coffee mornings.

Spread the events out over more than 1-week, next year we will do events throughout the month.

WLHT event cover H&F, Hounslow Ealing etc. will be held the week before at Dementia Concerns request, this will to launch Dementia Week the next week.

More events across the borough. Plan earlier to be able to advertise for enough time for people to plan to attend join in.

As well as all of the events, with some moving around we still ran the 5 social clubs, 2 digital skills workshops, an exercise and activities group, with hot lunch and 1 music therapy group with people living with dementia and 2 music therapy groups for people with dementia/carers or family.

# Fundraising

## Fundraising 2023-24

In total fundraising brought in £279,399 of non-statutory funds across the financial year.

Dementia Concern had 8 runners for the 2024 TCS London Marathon who collectively raised £28,000. In the 2025 TCS London Marathon Dementia Concern has been allocated 5 places who will all have a target of £3,000 each. Ealing was the chosen charity from donations in the 2023 Ealing Beer Festival which raised £1,500 for Dementia Concern. Website donations totalled £4,500 which came from some in-memory pages and one-off donations. Dementia Concern is developing a new website which will hopefully attract more people and have better fundraising information so that we can increase income across fundraising. In March 2024 we received £12,000 from Pierre Thomas who has supported Dementia Concern with some high-level donations in recent years as well as being the former Chair of the board.



## Zurich Community Trust partnership

September 2023 Dementia Concern received the second part of a 2-year partnership with Zurich Community Trust. We received £40,000 as part of this as well as access to support and advice from their partnerships team. In March 2024 Zurich Community Trust announced Dementia Concern will receive a 2-year extension to the partnership with a slight reduction in payment amount (£36,000 per year). As part of the partnership Dementia Concern hosted 2 dinner dances across the year in September and January. These were paid for as part of the partnership and supported by volunteers from Zurich's Legal teams. They were a great success with over 150 people attending across the 2 events. The dances are a great opportunity to have an evening which is not about the person's dementia and is just an evening of music, food and fun for all involved. In 2024/25 Dementia Concern will be hosting another 2 dances in May and November to continue this popular partnership and event.

Our Fundraising Manager also joined the Zurich Community Trust Partnership Forum which meet to discuss, adapt and improve their work with charity partners especially with their 'More Than Money' initiative. The Fundraising Manager has also signed up to the Chartered Institute of Fundraising for the upcoming year to get support and advice from other fundraisers as well as attending the Institutes Fundraising convention to learn more about the industry standards.

## Achievements and Performance

The charity's achievements and performance for 2023-24 are set out above.

## Board of Trustees

The directors of the charitable company are its Trustees for the purpose of charity law. The directors of the company who served during the year ended 31 March 2024 and to date were:

Trustee	Appointed	Resigned	Position
Richard Blake			Vice Chair. Interim Chair from 17 April 2024 to 13 November 2024
James Lazarus		17 April 2024	Chair – to 17 April 2024
Peter Ryan	13 November 2024		Chair – from 13 November 2024
Steve Barnes		13 November 2024	Chair of Quality Committee
Gail Bridgeman			
Pauline Davies		30 July 2024	
Sim Downes		5 September 2024	
Raphael Kassin		13 November 2024	
Asheet Vinodrai Patel	26 July 2023		Treasurer and Chair of Finance Committee
Judith Wilson	26 July 2023		
Jayita Biswas	13 November 2024		
Dr. Anita Kulatilake	13 November 2024		
Joshua Larkin	13 November 2024		
Dr. Olawale Olanrewaju	13 November 2024		
Kate Wright	13 November 2024		
Martin Tyler	13 November 2024		

The Board of Trustees is collectively responsible for setting the organisation's strategic objectives, overseeing business planning, providing effective leadership, setting an effective framework of internal controls to enable risk within the business to be managed, and reviewing the performance of the organisation on an ongoing basis.

The Board meets six times a year and has established two advisory sub-committees which meet three or four times a year to focus on Finance and Quality. An appointments committee meets as needed. The Board is supported by its part-time Clerk, appointed from January 2024 to strengthen governance processes and compliance with the Charity Governance Code.

All Trustees give their time voluntarily and received no benefits from the charity. Expenses for reasonable travel and subsistence expenses may be reclaimed.

Trustee appointments are made following the Board's careful consideration of the collective skills and attributes required for effective governance. New Trustees meet with the Chair and senior management as part of their initial induction, as a result of which further training and induction needs are individually identified.

## Public Benefit Declaration

The charity is a Public Benefit Entity and we have referred to Section 4 of the Charities Act 2011 which requires charities to have due regard to public benefit guidance published by the Charity Commission when reviewing our aims and objectives and in planning our future activities.

## Fundraising

We have developed a fundraising strategy for the next 3 years (2024-27). This strategy builds on previous work and focuses on the growth and diversification of Dementia Concern's fundraising and community awareness. We have started to improve our social media presence as well as developing and standardising our marketing materials.

**Fundraising practice:** the charity is registered with the Fundraising Regulator and adheres to the Fundraising Code of Practice in all income generation activities. Dementia Concern raises funds to do our work from individuals, companies, grant-making trusts and statutory agencies. We received no complaints about fundraising during the year. We did not undertake any fundraising appeals in the year and did not use any third parties. However, in the future if we start to ask for funds from the public we will take steps to protect vulnerable people. If we receive donations from people with dementia, we always carry out checks to ensure that they have the capacity to do so.

In line with Charity Commission guidance, *Charity Fundraising: a guide to trustee duties (CC20)*, we have a framework in place to ensure there is effective governance around our fundraising activities. We set monetary fundraising targets each year within our budget and longer-term forecasts. Reports are made to our Finance Committee and our Board of Trustees on fundraising performance and our trustees understand and are fully sighted on our activities.

## Financial review

### Financial performance 2023-24

The financial performance for the year is reported in the Statement of Financial Activity and shows total income of £1,103k and total expenditure of £1,133k giving an overall deficit of £30k comprising:

	£000
Result from activities funded by unrestricted reserves	41
Result from activities funded by restricted reserves	(71)
Overall result	<u>(30)</u>

The overall deficit of £30k reflected a slightly better performance than the budgeted deficit of c.£38k.

Restricted-funded activities are covered, as planned, from relevant restricted reserves brought forward where projects run across more than one financial year. The surplus on unrestricted activities has strengthened the charity's financial position.

The balance sheet as at 31 March 2024 reported net assets of £286k including cash of £112k, with closing reserves as follows:

	£000
Restricted reserves	8.6
General unrestricted reserves	<u>277.1</u>
Total reserves	<u>285.7</u>

General unrestricted reserves of £52k can only be realised by disposing of fixed assets. Unrestricted free reserves at 31 March 2024 stand at £234,000 after taking this into account.

Dementia Concern has a long-term debt at the balance sheet date, being in receipt of a loan due to the COVID-19 pandemic. Current cash-flow forecasts confirm that the planned repayments of this loan are achievable. The trustees do not intend to take on any additional long-term debt in any form at the time of writing.

The reduction in the cash balance between March 2023 and March 2024 is primarily due to an increase in debtors relating to legacies receivable.

### Assessment of Going Concern

The Trustees and the Executive Team have reviewed the latest financial position together with forecasts and projections to beyond October 2025. The budget and forecasts continue to be actively monitored with updates reported based on actual performance and any new information.

It is notable that the charity has a significant source of funds in its contract with West London Health Trust and that the current commission extends to at least 31 March 2027 (i.e. well beyond the review period). This removes a key risk for the charity. For this reason, coupled with a growing income stream from our dementia clubs, a number of key supporters, and a renewed focus on fundraising, the trustees consider it appropriate to prepare the financial statements on a going concern basis.

Other issues and risks were considered in relation to the going concern assessment as follows:

#### a. Outlook for major contracts and other funding

Dementia Concern's major contractual relationship is with the West London Health NHS Trust (WLHT), from whom it receives a substantial portion of its income. In 2023-24 the Trust's commission was about £612,000 of the total revenue of £1.1 m. The current commission ends on 31 March 2027 and the charity has realistic expectations of some inflationary uplift over the course of the contract. The current contract has a provision to be rolled over for a further two years from 2027.

The charity received approximately £600,000 in other funding during 2023-24, including £225,000 in bequests and about £120,000 from social clubs. The charity continues to invest in its fundraising, impact measurement and awareness capacity. The charity has commissioned an additional club, which opened in July 2024, and has reviewed its prices across the portfolio of clubs. The charity expects club income to strengthen considerably in 2024-25 as a result of these measures.

The trustees consider the income streams are sufficiently secure for the review period to support the preparation of the 2023-24 financial statements on a going concern basis.

The management accounts to September 2024 record a deficit although the charity is expecting a significant strengthening of fundraising income as the year progresses. Liquidity is satisfactory at the balance

**b. External environment**

The post-pandemic environment continues to be challenging for the third sector. Dementia Concern has not been able to secure a meaningful inflationary uplift in the value of its contract with West London Health Trust due to constricted public sector finances, and the change in government in July 2024 is not expected to change this outlook in the review period. The charity is pleased that the WLHT contract is in place for a further three to five years and is working with partners to make this source of income work better for the charity. The charity will seek to develop a portfolio of workable statutory contracts as a strategic aim but is not confident that this will happen over the review period. The charity's other income sources are fees from attenders at our suite of clubs, and from a portfolio of fundraising sources. The charity has successfully launched a new club which is expected to yield a modest surplus, and has increased prices and other measures to maximise income from this source. Fundraising from individuals is expected to be difficult to improve markedly (although work has been completed in our donation platforms to make this easier for donors). However, we will expand our fundraising presence to cover more events across London and locally, as well as exploring wider asset-creation to enlarge our corporate and individual donor base, including improving access to grants and similar funds. Income from bequests is expected to become more frequent after implementing a better search and find capability, and creating a will-writing service designed to increase awareness of the charity.

The external environment is also resulting in expenditure pressures, particularly on pay expectations for staff. The charity will try to resource its front line appropriately by prioritising this over strategic resource deployment. The management team are therefore working on more efficient ways to deliver the charity's strategy by re-considering the scope of some of the projects that underpin strategic delivery. Looking further into the review period, the charity is aware that the government wish to end zero-hours contracts and generally change employment terms. We await concrete news of these policies but are starting work on how we may respond to these developments.

**c. Strategy 2024-27**

The charity has agreed a service and financial strategy for the 2024-27 period. The strategy concentrates on investments in impact measurement and incremental service enhancements. The delivery of the strategy is dependent on the charity securing an increase in baseline funding. These growth assumptions have been stress-tested in the trading and cash flow forecasts on which the liquidity assessment is based.

## Financial Management Policies

**Reserves Policy**

The definition of reserves used follows the guidance given by the Charity Commission. These are funds available to be used in furtherance of the charitable objects which have not yet been spent, committed or designated. They therefore exclude restricted funds (where donors impose criteria for their use), fixed assets (which are in current use to support the ongoing work of the charity) and any funds designated for specific purposes.

The Board of Trustees has reviewed the reserves policy and the reserves position. Reserves are held to cover unforeseen costs and to avoid cuts to services which may have lost funding while alternative finance is found. The policy is to hold a minimum of 10 weeks and a maximum of 17 weeks' expenditure in reserve. With Income of £1,103,031 and Expenditure of £1,133,421 and total unrestricted reserves of £285,713 the charity had achieved the equivalent of just over 12 weeks at 31 March 2024 (11 weeks after taking account of reserves represented by fixed assets (unrestricted free reserves).

### Investment Policy

The investment policy is to invest cash balances, which are not immediately required, subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS).

During the year, funds were invested in bank deposits in accordance with the policy.

The Trustees are aware of the statutory power for charities to make social investments (introduced in 2016) and keep the option under review.

### Financial Reporting

There is a comprehensive system of business planning which includes an annual budget that is reviewed and approved by the Board. This represents the resourcing envelope for delivery of the corporate delivery plan. The budget is comprehensively reviewed and reforecast from the mid-year onwards to reflect any changes and inform any action needed to ensure performance. Monthly results are reported against the budget. Financial planning for future years is an integral part of our strategic and business planning.

## Auditors

Goldwins Limited are appointed as auditors and have indicated their willingness to continue in office.

### Statement as to Disclosure of Information to Auditors

The Trustees have taken all the steps that they ought to have taken to make themselves aware of any information needed by the company's auditors for the purpose of their audit and to establish that the auditors are aware of that information. The directors are not aware of any relevant information of which the auditors are not aware.

## Plans for Future Periods

The charity has a strategy in place for the current and following two financial years. This will deliver greater reach for people living with dementia in Ealing, and more support for their carers. Moreover, we will seek to increase the extent of our social activities for our clients in the short-term. We are actively seeking partners to help us fund this work.

In the current financial year, the charity will make changes to our governance with the appointment of a new chair and trustees, and the strengthening of our committee structure to bring a better focus on our key asset, our staff. The charity will also invest in our ability to strengthen and deepen our fundraising capability

## Statement of Trustees' responsibilities

The Trustees (who are also directors of Dementia Concern for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They're also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Approval

The Trustees' Report, which incorporates the Directors' Report, was approved by the Board on 13 November 2024 and signed on its behalf by:



Richard Blake  
Trustee and Interim Chair

Date: 13 November 2024

## Independent Auditor's Report To the trustees of Dementia Concern

### Opinion

We have audited the financial statements of Dementia Concern for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, 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, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

### Opinion on financial statements

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 2024 and of its income and expenditure 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 Charity 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

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

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

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

### Other information

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

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.

### Opinion on other matter 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 (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where 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.

### Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

### Our 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.

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

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or noncompliance with laws and regulations.
  
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Councils website at: [www.frc.org.uk/auditorsresponsibilities](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 charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

.....  
Anthony Epton (Senior Statutory Auditor)  
for and on behalf of  
Independent Auditor's Report  
To the trustees of Dementia Concern

Goldwins Limited  
Statutory Auditor  
Chartered Accountants  
75 Maygrove Road  
West Hampstead  
London NW6 2EG

28 January 2025

## Financial Statements

## Dementia Concern

## Statement of Financial Activities (incorporating an income and expenditure account)

## For the year ended 31 March 2024

	Note	2024			2023		
		Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 £
<b>Income from</b>							
Donations and legacies	2	279,399	0	<b>279,399</b>	377,376	0	377,376
Charitable activities							
Advice, support and advocacy	3	470,107	40,000	<b>510,107</b>	459,271	45,500	504,771
Weekend day care	3	213,727	2,500	<b>216,227</b>	206,522	3,700	210,222
Other services	3	0	47,153	<b>47,153</b>	31,433	100,290	131,723
Weekday Centre Service	3	46,938	0	<b>46,938</b>	43,973	0	43,973
Other income and interest	4	3,207	0	<b>3,207</b>	1,447	0	1,447
<b>Total Income</b>		<u>1,013,378</u>	<u>89,653</u>	<u><b>1,103,031</b></u>	<u>1,120,022</u>	<u>149,490</u>	<u>1,269,512</u>
<b>Expenditure on</b>							
Cost of generating voluntary income	5a, 5b	65,848	0	<b>65,848</b>	39,210	0	39,210
Charitable activities							
Advice, support and advocacy	5a, 5b	588,930	61,951	<b>650,882</b>	498,861	21,559	520,420
Weekend day care	5a, 5b	255,312	24,463	<b>279,775</b>	281,604	3,648	285,252
Other services	5a, 5b	(22)	62,890	<b>62,867</b>	204,290	100,290	304,580
Weekday Centre Service	5a, 5b	62,744	11,305	<b>74,049</b>	43,966	0	43,966
<b>Total expenditure</b>		<u>972,812</u>	<u>160,609</u>	<u><b>1,133,421</b></u>	<u>1,067,931</u>	<u>125,497</u>	<u>1,193,428</u>
<b>Net (expenditure)/Income and net movement in funds</b>		40,566	(70,956)	<b>(30,390)</b>	52,091	23,993	76,084
Transfer		(8,736)	8,736	<b>0</b>	0	0	0
<b>Reconciliation of funds</b>							
Total funds brought forward		245,312	70,791	<b>316,103</b>	193,223	46,798	240,020
Total funds carried forward		<u>277,142</u>	<u>8,571</u>	<u><b>285,713</b></u>	<u>245,312</u>	<u>70,791</u>	<u>316,103</u>

## Balance Sheet

Company No: 2748840

## Dementia Concern

## Balance Sheet as at 31 March 2024

	Note	2024		2023	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets			<b>51,764</b>		67,657
			<b>51,764</b>		67,657
<b>Current assets</b>					
Accounts receivable and prepayments		<b>204,439</b>		33,309	
Cash in hand and at bank		<b>112,300</b>		334,383	
		<b>316,739</b>		367,692	
<b>Liabilities</b>					
Accounts payable and accruals		<b>54,180</b>		80,701	
		<b>54,180</b>		80,701	
<b>Net current assets</b>			<b>262,559</b>		286,991
<b>Total assets less current liabilities</b>			<b>314,323</b>		354,648
<b>Creditors over 1 year</b>			<b>28,610</b>		38,545
<b>Total net assets</b>			<b>285,713</b>		316,103
<b>The funds of the charity</b>					
Surplus/(deficit)			<b>(30,390)</b>		76,084
Funds			<b>316,103</b>		240,020
Total charity funds			<b>285,713</b>		316,103

Approved by:



Richard Blake  
Trustee and Interim Chair  
13 November 2024

## Statement of Cash Flows

Statement of Cash Flows  
for the year ended 31 March 2024

	2024		2023	
	£	£	£	£
<b>Cash flows from operating activities</b>				
<b>Net income (expenditure) from operating activities</b>		<b>(30,390)</b>		76,084
Depreciation		15,893		21,882
Interest received		(3,207)		(1,447)
Decrease/(increase) in debtors		(171,130)		(6,163)
Increase/(decrease) in creditors		(26,521)		41,175
Net cash from operating activities		<b>(215,355)</b>		131,531
Interest received		3,207		1,447
Fixed assets		0		(10,998)
Loan repayment and other changes to long term liabilities		(9,935)		(9,692)
<b>Net cash from other activities</b>		<b>(6,728)</b>		(19,243)
Change in cash for the year		<b>(222,083)</b>		112,288
Cash at the beginning of the year		<b>334,383</b>		222,096
Cash at the end of the year		<b>112,300</b>		334,383
<b>Analysis of cash and cash equivalents</b>				
	At 1 April 2023	Cash Flows	Other changes	<b>At 31 March 2024</b>
	£	£	£	£
Cash in hand at at bank	334,383	(222,083)	-	<b>112,300</b>
<b>Total Cash and cash equivalents</b>	<b>334,383</b>	<b>(222,083)</b>	<b>-</b>	<b>112,300</b>

## Dementia Concern

### Notes to the Financial Statements

#### For the year ended 31 March 2024

##### 1 Accounting policies

**Statutory information:** Dementia Concern is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is 223 Windmill Road, Ealing, London, W5 4DJ.

**Basis of preparation:** The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**Public benefit entity:** The charitable company meets the definition of a public benefit entity under FRS 102.

**Going concern:** Dementia Concern has reported a modest deficit for the 23/24 financial year, as per the budget, and has budgeted for a small surplus in the 24/25 financial year. After thorough consideration, the Trustees believe the charity to be a going concern. A multi-year funding contract is in place with our major funder, West London Health Trust, and this extends to at least three years from April 2023. However, Trustees are keen to ease the charity's reliance on statutory funding. Whilst the financial reserves area satisfactory at the balance sheet date, we are moving forward cautiously to capture new opportunities for income and partnerships. We are implementing a measured increase in the fees we charge for some of our services to improve our overall performance.

**Income:** Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably. Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**Donations of gifts, services and facilities:** On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Interest receivable Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**Fund accounting:** Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. Designated funds are unrestricted funds earmarked by the trustees for particular purposes. Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

**Expenditure and irrecoverable VAT:** Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.

Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**Allocation of support costs:** Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned based on staff time. Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure. Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of staff time.

**Operating leases:** Rental charges are charged on a straight-line basis over the term of the lease.

**Tangible fixed assets:** Items of equipment are capitalised where the purchase price exceeds £1,200. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows: Computers & related equipment Long-term assets 4 years 10 years

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Creditors and provisions:** Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due. Pensions The charity only has financial assets and financial liabilities 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Dementia Concern has a defined contribution pension scheme.

## 2. Income from Donations and Legacies

	2024			2023		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Gifts and legacies	279,399	-	<b>279,399</b>	377,376	-	377,376
	<b>279,399</b>	-	<b>279,399</b>	<b>377,376</b>	-	<b>377,376</b>

### 3. Income from Charitable Activities

	2024			2023		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
<b>Advice, Support and Advocacy</b>						
West London Health Trust - dementia support	470,107	-	<b>470,107</b>	459,271	-	<b>459,271</b>
West London Health Trust - digital skills	-	-	-	-	3,750	<b>3,750</b>
Education Skill	-	-	-	-	1,750	<b>1,750</b>
Zurich	-	40,000	<b>40,000</b>	-	40,000	<b>40,000</b>
Sub-total for Advice, Support and Advocacy	470,107	40,000	<b>510,107</b>	459,271	45,500	<b>504,771</b>
<b>Weekend Day Care</b>						
Client fees	96,015	-	<b>96,015</b>	88,810	-	<b>88,810</b>
West London Health Trust	117,712	-	<b>117,712</b>	117,712	-	<b>117,712</b>
William Hobbayne	-	2,500	<b>2,500</b>	-	3,700	<b>3,700</b>
Sub-total for weekend day care	213,727	2,500	<b>216,227</b>	-	3,700	<b>210,227</b>
<b>Other Services</b>						
Income	-	47,153	<b>47,153</b>	31,433	100,290	<b>131,723</b>
Sub-total for Other services	-	47,153	<b>47,153</b>	77,082	113,484	<b>131,723</b>
<b>Weekday Centre Service</b>						
Client fees	21,940	-	<b>21,940</b>	18,975	-	<b>18,975</b>
West London Health Trust	24,998	-	<b>24,998</b>	24,998	-	<b>24,998</b>
Sub-total for weekend centre service	46,938	-	<b>46,938</b>	50,436	-	<b>43,973</b>
<b>Total Income from charitable activities</b>	<b>730,772</b>	<b>89,653</b>	<b>820,425</b>	<b>586,789</b>	<b>162,684</b>	<b>890,689</b>

### 4. Other Income and investments

	2024			2023		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Interest	3,207	-	<b>3,207</b>	1,447	-	<b>1,447</b>
	3,207	-	<b>3,207</b>	1,447	-	<b>1,447</b>

5a. Analysis of expenditure (Current Year)

Costs of generating voluntary income	Charitable activities						Support Costs	2024 Total	2023 Total
	Advice, support and advocacy	Weekend Day Care	Other services	Weekday Centre Service	Governance Costs				
Staff Costs	41,367	410,756	157,690	36,310	39,422	62,803	118,340	<b>866,689</b>	925,320
Other Direct Costs	86	858	30,375	582	11,694	131	247	<b>43,974</b>	53,081
Premises	2,319	23,027	8,840	2,036	2,210	3,521	6,634	<b>48,586</b>	71,800
Other Costs	7,555	75,014	28,798	6,631	7,200	11,469	21,612	<b>158,279</b>	121,343
Depreciation	0	0	0	0	0	0	15,893	<b>15,893</b>	21,882
	51,327	509,655	225,703	45,559	60,526	77,925	162,727	<b>1,133,421</b>	1,193,428
Support Costs	8,995	86,354	33,006	12,459	8,257	13,657	(162,727)	<b>0</b>	0
Governance Costs	5,526	54,873	21,066	4,851	5,266	(91,581)	0	<b>0</b>	0
Total expenditure 2024	<b>65,848</b>	<b>650,881</b>	<b>279,775</b>	<b>62,868</b>	<b>74,049</b>	<b>0</b>	<b>0</b>	<b>1,133,421</b>	<b>0</b>
Total expenditure 2023	39,210	520,420	285,252	304,580	43,966	0	0		1,193,428

5b. Analysis of expenditure (Previous Year)

Costs of generating voluntary income	Charitable activities							2023 Total
	Advice, support and advocacy	Weekend Day Care	Other Services	Weekday Centre Service	Governance Costs	Support Costs		
Staff Costs	6,855	324,043	199,552	232,423	15,797	10,186	136,464	<b>925,320</b>
Care Costs	188	5,224	3,806	6,285	16,820	181	20,577	<b>53,081</b>
Premises	667	29,574	15,101	15,101	1,888	629	8,840	<b>71,800</b>
Office Costs	746	32,987	16,827	16,634	2,132	704	8,143	<b>78,173</b>
Other Costs	56	2,428	1,239	1,239	156	22,963	15,089	<b>43,170</b>
Depreciation	0						21,882	<b>21,882</b>
	<b>8,512</b>	<b>394,256</b>	<b>236,525</b>	<b>271,682</b>	<b>36,793</b>	<b>34,663</b>	<b>210,995</b>	<b>1,193,428</b>
Support Costs	28,792	102,740	39,731	23,003	6,273	10,455	(210,995)	<b>0</b>
Governance Costs	1,906	23,423	8,995	9,895	900	(45,119)	0	<b>0</b>
Total expenditure 2022	<b>39,210</b>	<b>520,420</b>	<b>285,252</b>	<b>304,580</b>	<b>43,966</b>	<b>(0)</b>	<b>0</b>	<b>1,193,428</b>

6. Net incoming resources for the year

This is stated after charging:

	2024 (£)	2023 (£)
Depreciation	<b>15,893</b>	21,862
Rent	<b>30,374</b>	29,000
Audit fee	<b>9,440</b>	10,000

7. Analysis of staff costs

Staff costs were as follows

	2024 (£)	2023 (£)
Salaries and wages	<b>787,762</b>	810,367
Social Security Costs	<b>50,575</b>	62,026
Employers contribution to defined contribution pensions	<b>28,351</b>	16,173
Training and recruitment	<b>17,028</b>	36,755
	<b>883,718</b>	925,321

**8. Staff Numbers**

The average number of employees during the year was

	<b>2024 (number)</b>	2023 (number)
Costs of generating voluntary income	<b>1.5</b>	0.40
Advice, support and advocacy	<b>17</b>	17.00
Weekend day care	<b>14.8</b>	18.00
Other Services	<b>0.5</b>	12.00
Weekday Centre Service	<b>3.7</b>	1.00
Support	<b>8.5</b>	8.00
Governance	<b>0.5</b>	0.50
	<b>46.5</b>	56.90

One employee earned more than £60,000 during the year (2023: nil). The total employee benefits, including the national insurance contributions of the key management personnel were £150,012 (2023: £115,440).

Charity trustees claimed £nil in expenses with the charity in the year (2023: £nil).

**9. Related Party Transactions**

Aggregate donations from related parties were £nil (2023: £80).

**10. Legal Status of the Charity**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

**11. Taxation**

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**12. Tangible Fixed Assets**

	Leasehold Improvement £	Office Equipment £	Furniture and fittings £	Photocopier £	Telephone system £	Server £	Total £
<b>Cost</b>							
At the start of the year	63,120	34,464	5,155	6,379	7,680	6,115	<b>122,913</b>
Additions in year	0	0	0	0	0	0	<b>0</b>
At the end of the year	63,120	34,464	5,155	6,379	7,680	6,115	<b>122,913</b>
<b>Depreciation</b>							
At the start of the year	14,327	16,566	4,190	6,379	7,680	6,115	<b>55,257</b>
Charge for the year	6,312	8,616	965	0	0	0	<b>15,893</b>
At the end of the year	20,639	25,182	5,155	6,379	7,680	6,115	<b>71,150</b>
<b>Net Book Value</b>							
At the end of the year	<b>42,482</b>	<b>9,282</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>51,764</b>
At the start of the year	48,793	17,898	965	0	0	0	67,657

All of the above assets are used for charitable purposes

**13. Accounts Receivable**

	2024 £	2023 £
Other debtors	70,917	25,837
Prepayments	12,248	7,472
Accrued Income	121,274	0
	<b>204,439</b>	<b>33,309</b>

**14. Accounts Payable (within one year)**

	2024 £	2023 £
Taxation and social security	16,801	48,616
Other creditors	16,022	6,258
Accruals	21,357	25,827
	<b>54,180</b>	<b>80,701</b>

**15. Accounts Payable (over one year)**

	2024 £	2023 £
Bank Loan: one to five years	28,610	38,545
	<b>28,610</b>	<b>38,545</b>

**16a. Analysis of net assets between funds (current year)**

	General		Total funds
	unrestricted	Restricted	
	£	£	£
Tangible fixed assets	51,764	0	51,764
Net current assets	253,988	8,571	262,559
Long term liabilities	(28,610)	0	(28,610)
	<b>277,142</b>	<b>8,571</b>	<b>285,713</b>

**16b. Analysis of net assets between funds (prior year)**

	General		Total funds
	unrestricted	Restricted	
	£	£	£
Tangible fixed assets	67,657	0	67,657
Net current assets	216,200	70,791	286,991
Long term liabilities	(38,545)	0	(38,545)
	<b>245,312</b>	<b>70,791</b>	<b>316,103</b>

**17a Movements in funds (current year)**

	At 1 April 2023	Income & gains	Expenditure & Losses	Transfers	At 31 March 2024
<b>Restricted funds:</b>					
Advice, Support & Advocacy	23,941	40,000	(61,951)	6,581	<b>8,571</b>
Weekend Day Care	19,808	2,500	(24,463)	2,155	<b>0</b>
Other Services	15,737	47,153	(62,890)	0	<b>0</b>
Weekday Centre Service	11,305	0	(11,305)	0	<b>0</b>
Total restricted funds	<u>70,791</u>	<u>89,653</u>	<u>(160,609)</u>	<u>8,736</u>	<u><b>8,571</b></u>
<b>Unrestricted funds: General funds</b>	<u>245,312</u>	<u>1,013,378</u>	<u>(972,812)</u>	<u>(8,736)</u>	<u><b>277,142</b></u>
<b>Total unrestricted funds</b>	<u>245,312</u>	<u>1,013,378</u>	<u>(972,812)</u>	<u>(8,736)</u>	<u><b>277,142</b></u>
<b>Total funds</b>	<u>316,103</u>	<u>1,103,031</u>	<u>(1,133,421)</u>	<u>0</u>	<u><b>285,713</b></u>

**17b. Movements in funds (prior year)**

	At 1 April 2022	Income & gains	Expenditure & Losses	Transfers	At 31 March 2023
<b>Restricted funds</b>					
Advice, Support & Advocacy	0	45,500	(21,559)	0	<b>23,941</b>
Weekend Day Care	19,756	3,700	(3,648)	0	<b>19,808</b>
Other Services	15,737	100,290	(100,290)	0	<b>15,737</b>
Weekday Centre Service	11,305	0	0	0	<b>11,305</b>
Total restricted funds	<u>46,798</u>	<u>149,490</u>	<u>(125,497)</u>	<u>0</u>	<u><b>70,791</b></u>
<b>Unrestricted funds: General funds</b>	<u>193,222</u>	<u>1,120,022</u>	<u>(1,067,931)</u>	<u>0</u>	<u><b>245,313</b></u>
<b>Total unrestricted funds</b>	<u>193,222</u>	<u>1,120,022</u>	<u>(1,067,931)</u>	<u>0</u>	<u><b>245,313</b></u>
<b>Total funds</b>	<u>240,020</u>	<u>1,269,512</u>	<u>(1,193,428)</u>	<u>0</u>	<u><b>316,103</b></u>

**18. Operating Lease Commitments**

	Property	
	2024	2023
	£	£
Less than one year	<u>34,500</u>	29,000
	<u>34,500</u>	29,000

**DEMENTIA CONCERN**

England & Wales - Charity number 1014834

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# Accounts

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Company number: 2748840

Charity number: 1014834

# Dementia Concern

Report and financial statements

For the year ended 31 March 2023

# Dementia Concern

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## Dementia Concern

### Reference and administrative details

For the year ended 31 March 2023

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<b>Status</b>	The organisation is a charitable company limited by guarantee, incorporated on 18 September 1992. It was registered as a charity on 22 October 1992.	
<b>Governing document</b>	The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.	
<b>Company number</b>	2748840	
<b>Country of incorporation</b>	United Kingdom	
<b>Charity number</b>	1014834	
<b>Country of registration</b>	England and Wales	
<b>Registered office and operational address</b>	223 Windmill Road Ealing, LONDON W5 4DJ	
<b>Honorary officers</b>	James Philip Lazarus	Chair
	Richard Anthony Blake	Vice-Chair
<b>Principal staff</b>	Maggie Tierney	CEO
	Christine Giles	Director of Services
<b>Bankers</b>	National Westminster Bank Plc 139 High Street LONDON, W3 6LZ	
<b>Auditor</b>	Sayer Vincent LLP Chartered Accountants and Statutory Auditors Invicta House, 108-114 Golden Lane LONDON, EC1Y 0TL	

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2023**

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The Board of Trustees present their report and the audited financial statements for the year ended 31 March 2023.

Objectives and activities

#### **Objects of the charitable company**

The objects of the charitable company are to support people with dementia and their carers to live as independently as possible by providing dementia care services and practical help. We define 'carers' as the friends or family members who provide care for the person living with dementia.

The five main aims of the charitable company are:

1. To provide services which enable people with dementia to retain life skills and abilities so that they can remain living at home in the community as independently as possible.
2. To empower people with dementia and support their carers to understand their rights and enable them to recognise their own individual needs
3. To bring the needs of people with dementia and their carers to the attention of local health and social services and the general public
4. To locally advocate for the rights of people with dementia and their carers to respect, dignity and choice
5. To involve clients and carers in shaping services

#### **Public benefit focus on ensuring that our activities achieve our charitable aims**

The charity reviews its aims, objectives and activities each year. This report looks at what we have achieved and the outcomes of our work within the previous twelve months. We report the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aims, objectives and activities remain focused on our stated purposes. Our beneficiaries are restricted to people with dementia and their carers.

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2023**

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#### **The charitable company's main objectives for the year**

**The main objectives for the year were to provide for people with dementia and their carers:**

- **care needs assessment for the person with dementia**
- **support needs assessment for their carers**
- **specialist dementia advice, information and client representation.**
- **follow-up dementia reviews for GPs and the mental health team**
- **connecting people with dementia to GPs, appropriate NHS services and social services**
- **respite and care in people's home (*until closure of Call & Care, 5 Feb 2023*)**
- **weekly social clubs**
- **support for people living with dementia who live alone**
- **activity, support and information sessions aimed at giving carers a break**

#### **The charitable company's strategies for achieving these objectives**

The charitable company's strategy is to raise funds primarily from the local authority, the West London NHS Trust, Ealing Community Partners, and charitable trusts for major service provision, and to use donations, service charges and other fundraising to cover additional activities and events. At 31 March 2023 the charitable company employed approximately 60 staff, including full-time, part-time and bank staff. The charitable company worked with approximately 29 volunteers to achieve these objectives, including Board Members, office-based volunteers, fundraising volunteers, social club and respite volunteers, and London Marathon volunteer runners.

#### **Structure, governance and management**

The charity is a company limited by guarantee with Articles of Association. The membership of the charitable company elects the Board of Trustees which appoints a CEO.

The recruitment process for the Board of Trustees is to both approach suitable people throughout the year and to advertise for new trustees.

The charitable company's training policy specifies that an annual skills audit be carried out of the training needs of the trustees and that potential training courses are identified. New trustees receive an introductory pack including Charity Commission guidance, annual review and organisation chart.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2023

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The Board of Trustees meets every 6-8 weeks to make decisions on matters such as the strategic direction of the charitable company, key developments to services, the ratification of policies and procedures and important personnel issues. The CEO carries out day-to-day management, supported by senior staff. The post holder takes key decisions on services, finances, fundraising, personnel and office administration.

The Board of Trustees and CEO jointly carry out an annual review of salaries. The main factors taken into account in deciding the salary level of key personnel are level of responsibility, funding available, salary bench-marking, and all salaries are commensurate with the London Living Wage.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 9 to the accounts.

The charity has been providing information and support services for people with dementia and their carers in Ealing since 1982. The charity was founded by Frances English with key support from other former and current long-standing employees. The work began as a *Relative Support Scheme* which provided a volunteer sitting service for older people experiencing confusion and other dementia symptoms. In 1986 the initiative merged with *Age Concern Ealing Borough*, although it maintained its name and standing committee. In 1993, *Alzheimer's Concern Ealing (ACE)* became independent with a new board of trustees, all of whom were carers or former carers of people with dementia. In August 2010, the name was changed to Dementia Concern. The eleven members of the Board of Trustees who served the charity in 2022/23 have business, finance, marketing, health and social care, and governance skills. Each Trustee has a special interest in improving care for people with dementia.

### Risk management

The CEO and Senior Management Team compile a register of significant organisational risks and report these to the Board of Trustees, for their annual review. The risk register was last updated in September 2023 and will be further reviewed regularly by the Board of Trustees.

The current Risk Register shows key risks faced by the charity as follows:

- 1 Failure to comply with contractual service delivery obligations
- 2 Difficulties in attracting and retaining staff and volunteers
- 3 A client suffers due to a failure to comply with processes and timelines
- 4 Legal action from employees results in fines and/or reputational damage
- 5 Poor organisational charity governance and/or executive leadership

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2023**

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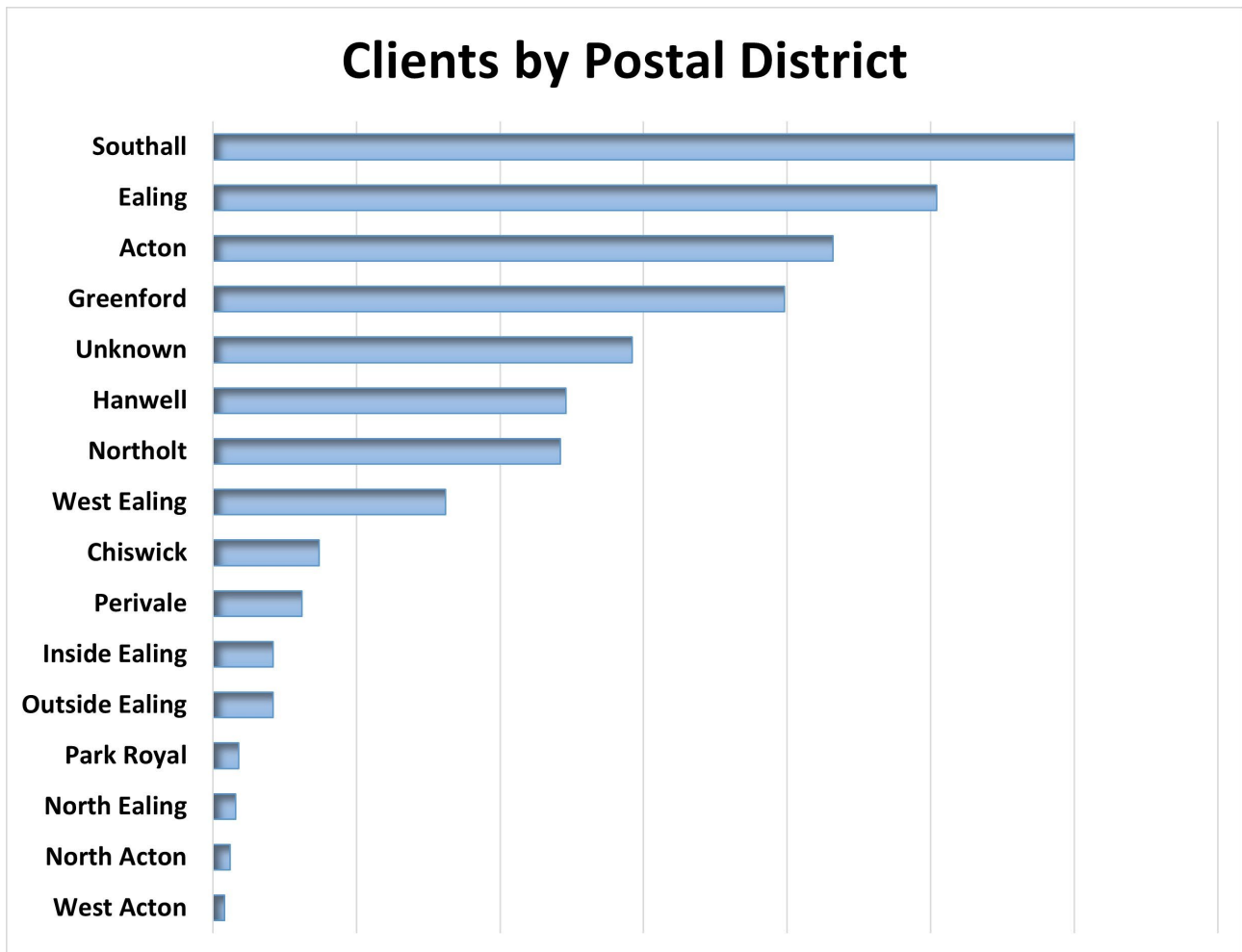
Every effort is being made at strategic and operational levels to mitigate these risks, through: policies, procedures, training, quality reporting and documentation of service delivery, succession planning, staff support and wellbeing activities, salary benchmarking, regular scheduled meetings between CEO and Chair, and clear roles for Board Sub-committees and Board Officers.

The risk management strategy consists of:

- A regular internal review of the applicable risks the charitable company may face
- The establishment of systems and procedures to mitigate those risks identified in the plan
- The implementation of procedures designed to minimise any potential impact on the charitable company should any of those risks materialise or become of concern.

The key risk faced by the charity is a reduction or loss in funding awarded by major supporters. The recent cost of living crisis means that the charity could face a reduction in income from charged-for services. We are planning to raise extra income to mitigate against any future loss of funding.

The charity has recently noted reliance on the expertise and experience of key staff and we are currently seeking to improve staff wellbeing and development to retain the significant talent of our diverse staff team, where possible. The ethnic diversity of our staff team reflects the richly diverse populations we serve across the Borough of Ealing.



**Achievements and performance in the delivery of public benefit**

All our charitable activities focus on helping people living with dementia, carers or former carers and undertake to further our charitable purposes for the public benefit.

## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2023

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#### Review of the charity's activities

We worked with 1,498 people with dementia: and a further 1,136 carers. This totals 2,634 service users. At 31 March 2023, over half of clients were from Black, Asian or other minority ethnic communities, which reflects the borough's diversity (currently 50% of Ealing Borough population are from black, asian and minority ethnic communities. Southall, with a largely South Asian population, can be seen above as the place in the Borough where the largest group of our clients live.

We directly supported 1,032 people and gave Advice & Information to 771 clients. This Advice and Information includes Advice & Information about dementia, support around the problems of caring and signposting or referring about the holistic services available internally or within the area.

#### Charitable activities

The charity's community health and social care activities in the year 2022/23 were as follows:

##### **Community Support Workers:**

Dementia Concern's Community Support Worker Team consists of 3 staff who work across the week, who provided in person visits to approximately 42 people **living alone** in their own homes with dementia. This team is our first line of defence for people with dementia who live alone, as these are our frontline staff who raise critical safeguarding issues to be followed up by the relevant Health and Social Care providers.

According to NHS reports, there were **2,275 calls or visits** by this Community Support team during the year.

Working directly with our clients that live alone and have a diagnosis of dementia. The aim is to provide enough support for people living with dementia to remain as independently as possible living within their community. We can support people living with dementia to continue to do their own shopping, engage in social activities, arrange and attend appointments both health related and social; ensuring they are known in the local community.

One key goal of the service is to prevent early admission to hospitals and care homes. Often there may be family involved but they live too far away to have personal contact on a regular basis, the Community Support Team liaises with family members to give them peace of mind and to raise any relevant changes that may require their support and input.

A vital role of this team is the monitoring of the person's care package to ensure it is still meeting their needs and raising concerns, as necessary, with our Advice and Dementia Link Teams.

## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2023

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#### CASE STUDY:

##### **Community Support Worker – Case Study 1**

Person living with dementia Mr M, who lives alone. Community Support Worker was originally asked to visit as he was very isolated. Over the months of weekly visits they have built trust and encouraged him to go out and engage in the local community. Since the Community Support Worker has been going into Mr M's home, his confidence has grown and he is now looking forward to the Community Support Worker's visits to support him going out into the community. After a referral to the physiotherapist this client has now a new wheelchair and looking forward to be going out to the local café and to enjoy the warm sun in the summer. The Community Support Worker is also supporting the client to access dental care.

##### **Community Support Worker - Case Study 2**

Mr D is a live alone in sheltered accommodation. He has a diagnosis of Alzheimer's, a cardiac pacemaker and visual impairment. He mobilises with a walking stick. His family lives in Ireland and are in regular telephone contact with him. He has no care package and manages with some support from friends who assist with shopping and cleaning. He was allocated Dementia Concern Adviser in 2019, who supported him with access to benefits, also taxi card and dial a-ride, to support him to get around the borough safely. A Community Support Worker has been going in since 2020, providing weekly monitoring visits to oversee medication and support with post etc.

Assistance provided includes liaising with GP surgery, hospital appointments, and housing issues such as no heating and organising boiler repairs. The Community Support Worker also liaised with Mr D's family, providing them with regular updates with the permission of Mr D, so they can provide support even though they live far away. Ongoing support to attend appointments to ensure instructions are understood and appropriate information is fed back to healthcare professionals.

#### **Assessments, Reviews and Monitoring**

##### **- by Dementia Advisers and Dementia Link Workers**

Last year we carried out 302 new client assessments (63 from Dementia Advisers and 239 from Dementia Link Workers). Each person assessed is entered on our database and assigned a named Dementia Adviser or Link Worker to support them. Part of this support involves monitoring people with dementia and their carers, and we made monitoring phone calls to 556 carers. The Dementia Link Workers also carried out 762 reviews of people with dementia as part of the Dementia Link Worker service, of which 113 were or Clinical Reviews and Rowland Universal Dementia Assessment Scale (RUDAS) evaluations (previously known as mini mental health assessments).

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2023**

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#### ***Dementia Advisers:***

Initial assessment, Reviews and Monitoring:

Our assessments enable us to identify the level of physical, social and psychological support needed for people with dementia. They also enable carers to address the problems they face and to find out which services can help them. We carry out regular reviews and monitor the needs of carers.

This team provides specialist dementia advice to enable person possibly newly diagnosed with dementia to understand what the diagnosis means and what support and services are available to them. Dementia advisers offer support carers to work through their emotional stress and practical solutions when dealing with the different stages of the illness. It also provides comprehensive advice and information including welfare benefits, with referrals to specialist benefits agencies. We are able to make referrals to other specialist services in the borough, including referrals to social services assessments and support.

#### **Dementia Adviser Case study**

Referral via CIDS regarding Mrs A, living with one of the rarer mixed type dementias where they were experiencing both cognitive and physical decline and impairment.

Home assessment was undertaken to discuss living with dementia and plan support after diagnosis. The client's family preferred face to face (home) visit as the person with the diagnosis had English as a second language, was completely housebound and dependent. There was support and care from her son who had some flexibility to work from home in respect of his unique caring role for his mother. He was determined that his mother's diagnosis did not define their relationship.

The client's family were supported to access benefits. The son was referred to carers service re. annual carers grant and respite opportunities. Social services were contacted regarding a care package mainly for night care as the son needed to rest in the night to prevent burnout in relation to his caring role for mother during the day. Ongoing support to monitor the changes needs of Mrs A, also to continue to support the son so he can continue to care for his Mother at home for as long as possible.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2023**

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## **Dementia Adviser**

### **Support with cost of living**

The Trussell Trust have a network of over 1,200 food banks, food cafes and soup kitchens across the UK.

Dementia Adviser Victor, received training to access their database and recording systems to be able to issue food bank vouchers to our clients and carers that are experiencing food poverty.

We identify people living with dementia and their carers that may be struggling, complete an assessment which involves listening to their voice to deal with their food situation. As well as distributing vouchers directly to them identify if they need additional support, such as emergency food deliveries or obtaining their consent to receive intensive support via the food bank for up to thirty weeks.

### **Dementia Link Workers**

The Dementia Link Worker service has a long-standing partnership with West London Health Trust. This expert team was fully operational throughout the pandemic to be the vital link between the local GP networks and mental health team, to provide specialist dementia advice, support, advice & information, monitoring and to carry out clinical reviews for people with dementia receiving medication.

Dementia Link Teams take direct referrals from West London Health Trust CIDs team (Cognitive Impairment Dementia Services, which will be referred to as the 'mental health team') after diagnosis and initial assessment they are discharged to Dementia Link Teams who will monitor changes after medication is prescribed. Assessment are mainly carried out in the people living with dementia own home. Part of the assessments is to carry out clinical test such as RUDAS assessments, previously known as mini mental health test. These are shared with CIDs and GPs and recorded on the NHS data base (system1). They also monitor changes in daily living skills.

In addition, they refer on to other specialist organisations for both Health and Social Care.

Referrals are only made back to the CIDS team in the cases where the Link Worker has ruled out the need for GP support, making a change to the care package, additional support from specialists' agencies. Referrals back to CIDs (mental health team) are then dealt with immediately.

Dementia Link Team have regular joint team meetings with CIDS and Social Services.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2023**

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#### **Dementia Link Worker (DLW) – Case Study 1**

Mr W is a 90 and he lives alone. Only family member to help support him is a niece, who does not live locally but visits regularly. Other family members are in Ireland. He is an independent and private man. He was diagnosed with Alzheimer's in 2021 by Cognitive Impairment Dementia Services (CIDS) and prescribed Donepezil 10mg but due to the way it made him feel it was agreed with CIDS to stop it. He was referred to DLW service in 2021 and was managing independently with no concerns. Also diagnosed with COPD.

Review concerns were raised by Housing Support Officer that Mr W was not managing, discussion took place between Housing Support Officer, Social Worker and Dementia Link Worker to arrange a Care Needs Assessment for Mr W. Also requested for the Community Support Service at Dementia Concern to visit weekly. At the visit arranged to discuss with Mr W a referral to Community Support Service and gain consent from him. On arriving, Dementia Link Worker found Mr W lying on his kitchen floor, called 999 and went through various checks with the operator and was able make him more comfortable. Dementia Link Worker stayed with him until the paramedics arrived and gave relevant information to them. Mr W was admitted to hospital and the Dementia Link Worker liaised with hospital, social services, support officer and niece whilst in hospital.

Once discharged from hospital, Dementia Link Worker arranged a visit to Mr W to introduce the Community Support Worker, he consented to her visiting weekly. Mr W now has a package of care four times a day and domestic visit once a week. On checking his medications, it was unclear which ones the carers were giving and why he was restarted on Donepezil 5mg as it had previously been stopped. Follow up telephone calls to pharmacy and GP, medication was restarted in Ealing Hospital and dosette box for his medications was requested. Also liaised with Care Agency.

#### **Example Interventions:**

Advice and support given by Dementia Link Worker to client and his niece.

Liaising between Housing Support Officer, Social Worker and Ealing Hospital.

Referring to Dementia Concern Community Support Service and liaising with CSW regularly.

Liaising with Pharmacy, GP and Premium Homecare Limited.

These interventions were in Mr W best interest to help him return to his home from hospital and keep him living independently and safely in his own home for as long as he can as he wishes to do.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2023**

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#### **Dementia Link Worker (DLW) – Case Study 2**

Review carried out in Mrs P home, as well as support calls with her husband. Concerns were raised around Mrs P's mobility and weight gain. Raised their concerns to her GP who is going to carry out a full blood workout and a diabetes review. An Occupational Therapy referral has been made, with follow up with social services the regarding installation of the chairlift for staircase and a ramp for a wheelchair.

The family was concerned about the toll caring is taking on the carer, her husband (Mr P). Dementia Link Worker made support calls to Mr P to talk about how he is coping. Dementia Link Worker has requested a further carer assessment with social services for Mr P and referred Mrs P to Day Centre to stimulate her brain and social interaction. This will also provide respite support for Mrs P. Also, Mr P is coming to Dementia Concern office to do the digital skills course, and there are additional activities in another room for Mrs P, to enable her carer to attend. Dementia Link Worker continues to support both Mrs P and her husband, who is her carer.

#### **Dementia Link Worker (DLW) – Case Study 3**

Mr H is an 87 and widowed man who lives alone. He was diagnosed with Alzheimer's in 2018 by CIDS and prescribed Donepezil 10mg. He has Arthritis which has impacted his mobility. He is mainly supported by his grandson R and other close family members.

Following dementia review by Dementia Link Worker in 2022 with Mr H and his grandson R present. Grandson reported that there had been a decline in his granddad's dementia and he was needing more help and support. Dementia Link Worker advised grandson to make a referral to Adult Social Care for a care needs assessment as family were finding it increasingly difficult in managing all his care needs (personal care, prompting medication, shopping, heating up meals and housework). It was agreed they would benefit from a Community Support Worker to this. Introduction visit in November 2022. Continued monitoring visit, in March 2023 CSW informed DLW concerns around the decline in Mr H's dementia and ongoing health issues. Dementia Link Worker advised grandson to chase up referral with Social Services and to arrange a GP appointment. Dementia Link Worker also liaised with Social Services. Assessment with Social Services and GP appointment were both done. Dementia Link Worker then liaised with grandson and Social Worker. Care package now in place for three visits a day. Grandson thanked Dementia Concern for their support.

#### **Example Interventions:**

Advice and support by Dementia Link Worker given to family.

Dementia Link Worker liaising between family and Social Worker.

Referring to Dementia Concern Community Support Service and liaising with CSW regularly.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2023

---

These interventions were in Mr H's best interest and to keep him living in his own home for as long as he can as he wishes to do so. Continuing monitoring from CSW.

#### **Client Representation**

We provided **603** people with client representation and specialist advice & information, through client representation liaison work, including safeguarding complaints and clinical liaison with local primary care networks.

Since the Care Act 2015, there have been changes to the way advocacy can be provided. In certain circumstances there's now a requirement for an independent advocate to be brought in. In some cases, work can still be carried out as a client representative or as a specialist adviser. This role is carried out by our team of Dementia Advisers and dementia link workers.

#### ***Call & Care (ended Feb 2023):***

This service provides regular home respite to carers of people with dementia via specially trained Respite Support Workers. This team monitors the health and wellbeing of clients and can link to the other Dementia Concern Teams for appropriate support. Respite Support Workers provide companionship, mental stimulation, reminiscence work, activities, support to gout in the community (and occasional personal care) for people with dementia and a break for carers. The Call & Care service carries out bespoke needs-assessments of people with dementia and their carers. The standard visit is three hours each week and also provides overnight bookings for the carer to have respite breaks. The service is registered with the Care Quality Commission (CQC).

**For purely financial reasons Dementia Concern took the decision to close the Call & Care service. We applied to the CQC to be de-registered from 05/02/2023.**

#### **Carer Short Breaks (ends Sept 2023):**

Carers Short breaks is commissioned by Ealing Borough, to provide short breaks to carers up to 3 hours at a time. These breaks are provided by volunteers, supported by staff. This is part of a consortium of six members, where as well as being one of the service delivery Dementia Concern also manages the consortium.

The service was a part of the four-year Carer's Short Breaks service, which is commissioned by Ealing Council, was set to finish on 31 March 2023, but was extended to 30 September 2023.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2023**

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#### **Consortium Members**

**TAHA:** The Asian Health Agency - a mix of services, befriending, language courses, one-to-one support, face-to-face support, telephone befriending and using as many or as applicable alternative routes of communication to reach persons in remote or self-isolating situations.

**CAIA** - Centre for Armenian Information Advice | A range, from ESOL classes through to providing transport for clients to get around the community safely, information and advice.

**Befriend** - Provides befriending in the borough to anyone who feels lonely, educate others and provide support for carers in need both in person support options, signposting, welfare calls, telephone befriending.

**SDC** - Southall Day Centre/ Create activities and events for carers, info and advice, respite, Telephone/video call befriending, social health and wellbeing activities, digital support, online support.

#### **Dementia Concern – Carer Short Breaks**

Our offer as part of the consortium, up to 2022, had been for volunteers to provide respite for carers in their own home. Volunteers were with people living with dementia for up to 3 hours to give their carer a break. In the year 2022/23 the offer was changed because we realised volunteers would only be able to give support to people living with dementia at the early stages of their condition as clients with higher needs require specialist support.

#### **Carers Short breaks - update of services**

In this, the final year of the Carers Short Break project, the carer support services provided by all six members of the consortium needed to be delivered face-face and all of the consortium member organisations evidenced the benefits to carers from receiving a short break.

#### **Dementia Concern offer within Carer Short Breaks Consortium in 2022/23:**

**Digital Skills** - Our digital skills course aims to equip learners to be able to handle a device and access foundational skills of using a digital tablet to communicate and interact with their loved ones and services online. For carers that need to bring those they care for along with them, we also offer respite care in a separate dedicated activities group, held in our garden room at our Windmill Road building.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2023

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**Exercise Group**, followed by a hot lunch at our office – core gentle exercise (standing or sitting) at our Windmill Road building. After the group exercise hot lunch is provided and a chance to relax and socialise.

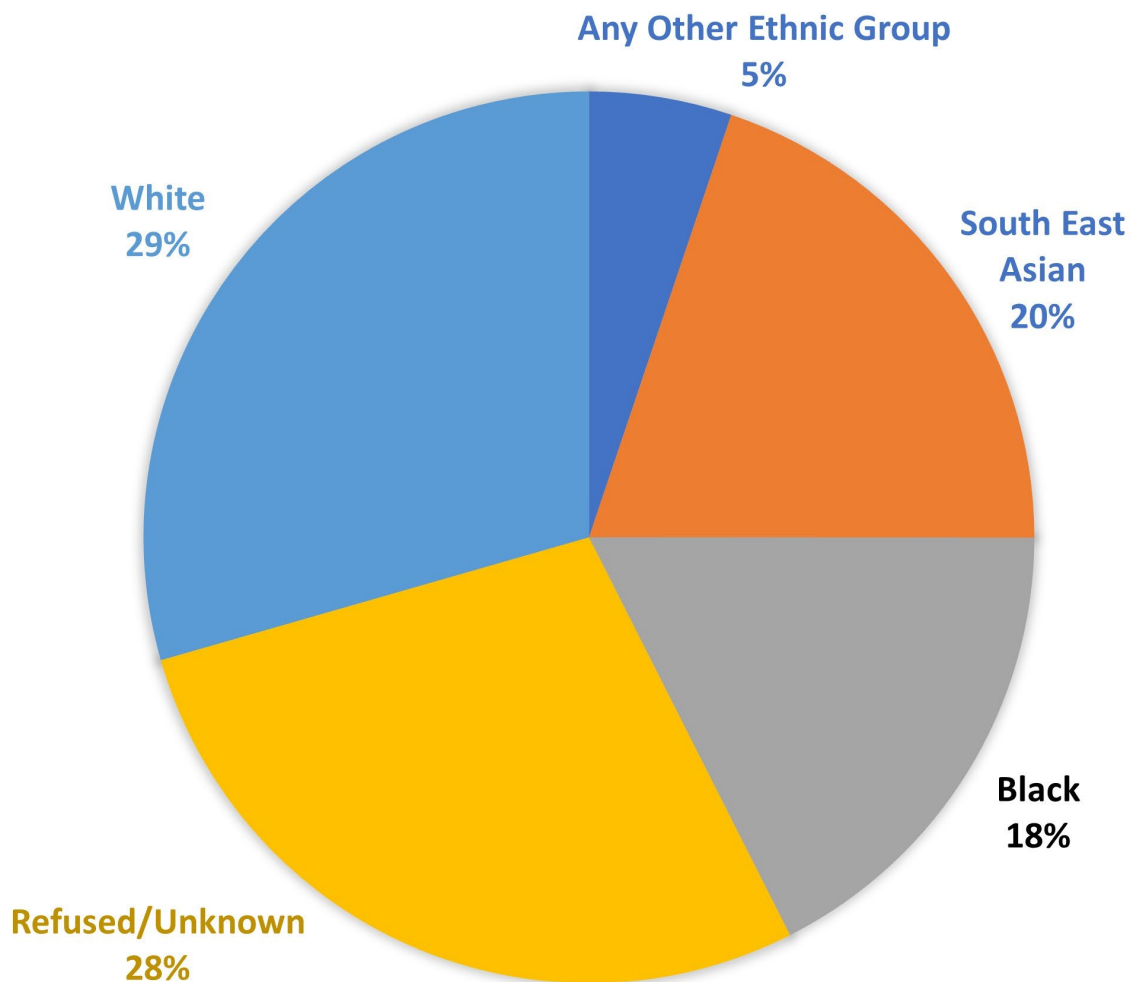
**Music Therapy** –music therapy classes facilitated by specialist music therapist from WLHT. There are 3 separate music therapy groups each week. Group one is for people living with dementia. After the music therapy session they have a hot lunch in our garden room, this is a good opportunity for them to socialise and get to know each other better. The next two groups are for the person living with dementia along with their carer/loved one. This is a very special opportunity for them to enjoy a music workshop together. Light refreshments are provided at both of the sessions.

**Carers Support Group** – drop in carers support every 2 weeks, providing support, information, peer support, time to socialise – up to 3 hours. In order for the carers to be able to attend we provide separate dedicated respite care. For those carers that need to bring those they care for along with them. This activities group is held in the same building and managed by specialist dementia staff. These are held at The Elm Lodge Centre in Greenford.

To ensure access to all these services, we aim to provide transport to the venues, where necessary.

## CLIENT ETHNICITY

This chart shows the ethnicity of people we reach - across all our services:



## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2023

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#### **Clubs for people living with dementia:**

Dementia Concern provides 5 clubs per week for those living with Dementia. The emphasis is on the importance of social interaction and creating enjoyable activities for the members.

63 people attended our Weekend Social Clubs.

198 sessions took place, with 1,959 attendances

**Weekend Clubs** (a charged for service): This service provides day care for people with dementia at two venues in the Borough – Greenford and Acton, both operating on a Saturday and a Sunday. It offers them a stimulating and therapeutic environment which encourages well-being and independence for the person living with dementia and can often give carers a much-needed break.

In June 22 the Elm Lodge and Sycamore Lodge club members got together for a Jubilee party celebration. The members enjoyed fish and chips and a lovely selection of Jubilee cakes. It was good to see everyone singing, dancing and enjoying themselves. We hosted 3 Christmas parties and a Diwali celebration. Members dressed up, made decorations, had some good food together and danced the afternoons away. The walls were decorated with art work made by the clients themselves and there was plenty of laughter and high spirits, the Carers were happy to see the pleasure these events gave their loved one.

Every week, the Social Club management team update the Link workers and Advisers after every session – noting observations if there are changes in behaviour and other relevant information about the well-being of the member. This is now a standard procedure to update colleagues in the Link and Advice Teams, to ensure members receive specialist follow up support (both physically and emotionally). Colleagues in these teams, in turn, update the client notes and any action needed is communicated back for Clubs management team.

Some carers of people with dementia wanted to pay for longer respite periods, so we offered a combined service. In the final year of the Call & Care service in members' homes, the Clubs provided extra hours of care to alleviate the stress for a Carer who has a particular appointment to attend and doesn't have to rush back or worry that their loved one is on their own.

The staff strive to make the day as socially stimulating and enjoyable for those living with dementia as we can. The Clubs' service helps people living with dementia to maintain their skills and interact with other members. It also provides a valuable break for the family member or those who are caring for them to have some time for their own activities (e.g. attending classes, shopping, meeting friends or attending a place of worship). A hot meal is served, door to door transport is provided, stimulating activities are organised. The Club gives an opportunity for

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2023**

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people living with dementia to have a space to engage, relax and socialise. The Club members look forward to coming and friendships are formed.

**Thursday Club** (a charged for service): This service provides day care based at the William Hobbayne Centre and outdoors at a nearby scenic location, for people living with dementia who are more active. Transport is provided from individuals' homes to outside venues, including local parks, Kew Gardens or other areas of interest. Nature walks are very popular with our members and research has highlighted the calming benefits of being outside in Nature for those with dementia. An enjoyable picnic lunch is shared and therapeutic activities are provided with the emphasis on the positive well-being of the members. The Clubs provide a real sense of Belonging to a community which is so important in lessening the sense of isolation which can be present with dementia.

18 members attended the Thursday Club  
50 sessions took place with 485 attendances

#### **Weekend Social Clubs - case study 1.**

Mr B is 80 years old, from Barbados. Known to Community Mental Health Team since 2015. He has a diagnosis of mixed dementia, treatment was initiated with Cholinesterase Inhibitor Therapy (CIT), Donezepil. He was regularly reviewed but medics and Clinical Practitioner Nurses from The Cognitive Impairment and Dementia Service (CIDS) until he was transferred to the Dementia Link Team. Mr B has multiple health condition including heart failure, cancer, high blood pressure, resting tremors in hand. He has a full package of care for his personal and medication management.

He started at Elm Lodge Social Club Centre in 2019 and the Music therapy group which he highly enjoys. Since starting at Elm Lodge, he has built a rapport with both other clients and staff. After joining the club, he was encouraged to Join a mid-week club for further social interaction.

Mr B has limited short term recall, he is fully aware and has insight into his memory impairment. He participates in group activities and discussions. He also likes helping other clients and is very supportive towards them. He is alert and responsive and able to comprehend. His level of understanding and conversation are good. There are no behavioural issues reported., cognition is stable, although there are lapses in memory. He is able to enjoy food and loves lunch time, not only for the food but the social aspect of eating together.

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2023**

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He loves cricket and often talks about West Indian cricket players. Mr B is able to mobilise independently unaided. His dietary intake is satisfactory. He is independent with personal and toileting needs. Mr B takes onboard what is happening at the centre and takes active part in the group's activities. Is able to recognise other clients and staff. He is particularly interested in the music group. He like to play Dominoes, the aim always to beat the other player. In the music group he maintains a positive sense of engagement with other clients and the facilitator. He keeps positive focus and engagement throughout the whole session, participates actively and connects with others. He encourages other members to join in.

Since starting at the club there has been no further decline in his cognitive functional activities as he is actively involved in activities and shows good interaction and participation.

Attending the Social Clubs is definitely helping Mr B maintain his life independently and increase his social skills opportunities. His interaction and participation have a great impact on other clients at the social club. Mr B looks forward to coming to the club each week.

#### **Weekend Social Clubs - case study 2.**

Mr R is an 80 year old gentleman who was diagnosed with Alzheimer's disease in 2021. One of his more complex symptoms is his difficulty with word finding known as Aphasia. He is a very intelligent man, with a PHD. and before retiring he was a Senior University Lecturer. He presently lives alone and likes to keep active, enjoys the company of others and does not allow his illness to prevent him from enjoying his life. Mr R first joined our Weekend Social Club in July 2022 and has since become a popular and well liked member.

The range of stimulating and fun activities that help his dementia symptoms include the following: light exercise group sessions, music therapy, singing, dancing, quizzes and games. He really thrives in the more active and physical sessions as he believes this is vital to staying well. Such is his enjoyment that he will often demonstrate and present exercises to the group. Mr R also enjoys our interactive lunches where we get to discuss and share what matters to our members' lives in a happy and comfortable setting. Such has been the success of his membership at our Weekend Club he has now recently become a member of our Thursday Outdoor Walking Group and is doing extremely well. We have also noticed that Mr R attempts to get more involved in discussion and conversation without the need for prompting. It is uplifting for the staff team to see our member doing so well. He is a joy to care for and his kind, gentle nature and enthusiasm are perfect for the group setting, where a sense of community and belonging exist for all our members.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2023**

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#### **Weekend Social Clubs - case study 3.**

Mrs L has been attending the weekend social club for 8 months – Mrs L is in her nineties and is supported by close family whom she now lives with. She was diagnosed with Alzheimer's disease 3 years ago. She is a very independent person with very good mobility and states she wants to keep her independence for as long as she can. Mrs L was referred to the club by her Dementia Concern Link Worker who had a request from the family, she had been experiencing some depressed mood and they felt she may benefit from attending. Mrs L is quite a private person but really joins in with the activities and particularly likes the exercise sessions and the group quizzes where she is able to demonstrate her extensive general knowledge. She has become particularly friendly with another member who worked in the same field as her. After a few months she wanted to attend an extra day which we could offer. Her daughter has noticed a real difference since attending the clubs – she was very aware during the Christmas period when the club was closed that Mrs L's mood was much lower and she was very tearful – the family feel the clubs have a real impact on her mood, they are also days when they can relax knowing she is somewhere she enjoys. The Club is a place for people living with dementia to engage with activities they enjoy, share a nice meal together and form friendships whilst allowing the family member some respite and valuable time for themselves.

#### **Volunteers**

Volunteers help to build our capacity as an organisation, and we support them in return. For example, we provide volunteers with valuable work experience, ongoing support, and the opportunity to give back to their community. 29 volunteers carry out office administration, fundraise, help at the William Hobbayne Centre and act as Trustees. They support the Carers Short Breaks activities sessions by providing 1-1 direct support to our clients in the group to support to join in activity, providing lunch to clients and help with the respite group. At all times the volunteers are supported from our specialist trained dementia staff.

We currently have 29 volunteers supporting us at different levels across the organisation.

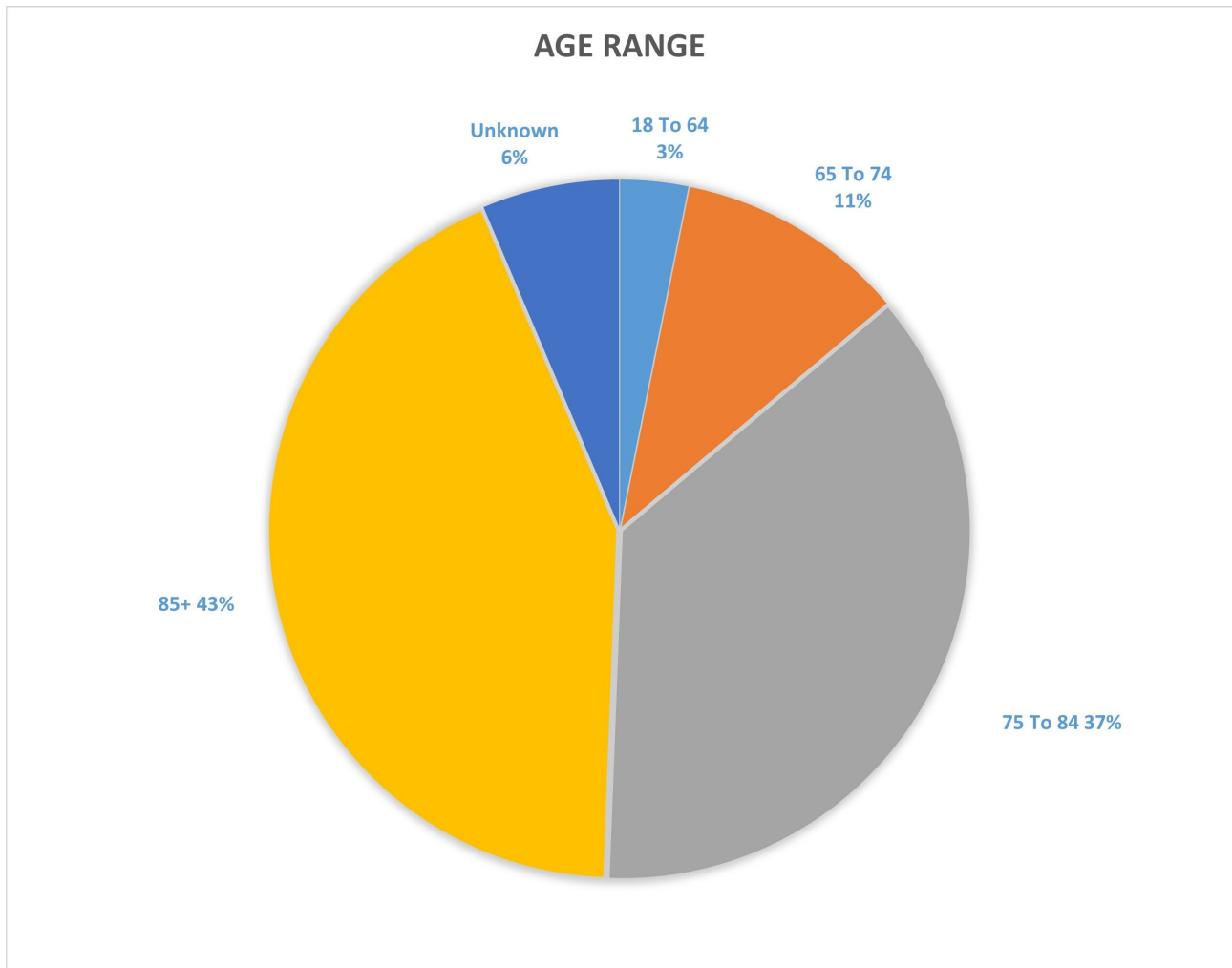
## Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

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This chart shows the age of people that we reach - across all our services:



## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2023**

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#### **Fundraising activities**

The Charity received statutory funding from Ealing Council and West London Health Trust.

Voluntary Donations & Legacies were received to a total of **£417,376** during 2022/23.

(this comprises all non-statutory income, and includes £40,000 of corporate income, in charitable activities)

We signed up 9 runners who took part in the 2023 TCS London Marathon and all did very well with their fundraising for Dementia Concern. Each of the runners had a £2,000 fundraising target, which they all exceeded, and together raised a total of **£24,547** which was a wonderful achievement. We were delighted to be one of the chosen charities for the 2022 London Irish Vintage Club's Charity Day, who donated **£15,000**, from their ticket sales on the day. Lastly, in October 2022 we received **£40,000** from Zurich Community Trust, as the first payment of a 2 year partnership with Dementia Concern. The partnership is currently up until September 2024, with the possibility of further support.

#### **Diversifying income for 2023/24**

With the introduction of a new Fundraising Manager in Summer 2023 we are able to dedicate time to building structure around our fundraising activity across many streams. One of the first priorities is to grow our information in the public domain for community fundraising, individual giving, legacy giving and in memory giving. This will help our potential supporters know what they can do, how to go about doing it, who to contact and how to get any funds to us. Boosting this information will allow the charity to grow those income streams to a stage where we can predict income growth and set strong KPI's. Other diversification will include corporate partnerships and identifying major donors to help bring in larger amounts and secure regular giving avenues for those donors. Having these diverse streams will allow us to be in a more secure position with a broader fundraising base and will further de-risk the charity through much greater sustainability.

#### **Statement about fundraising practice**

The charitable company recruited a full-time Fundraising Manager in Summer 2023 to generate new income and reduce reliance on statutory contracts.

We are registered with the Fundraising Regulator and adhere to the Fundraising Code of Practice in all our income generation activities. Dementia Concern raises funds to do our work from individuals, companies, grant-making trusts and statutory agencies.

We received no complaints about fundraising during the year. We did not undertake any fundraising appeals in the year and did not use any third parties. However, in the future if we start to ask for funds from the public we will take steps to protect vulnerable people. If we receive

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2023**

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donations from people with dementia, we always carry out checks to ensure that they have the capacity to make these.

#### **Financial Review**

The Board of Trustees carried out a review of the reserves policy and reserves position of the charitable company in 2022. Reserves are held to cover redundancy costs, to maintain premises and to avoid cuts to services which may have lost funding while alternative finance is found. A key aspiration is to hold a minimum of 10 weeks and a maximum of 17 weeks expenditure in reserve. With Income of **£1,269,512** and Expenditure of **£1,193,428** and total unrestricted reserves of **£245,314** the charity had achieved the equivalent of just over 10 weeks at 31 March 2023.

The Charitable Company faces a built-in uncertainty over levels of funding – except where multi-year grants have been agreed. We anticipated close to break-even for the financial year starting 1 April 2022 so a surplus of £76,084 is satisfactory, although it should be mentioned that this was due to the receipt of a generous bequest during the year. The strategy to strengthen the balance sheet moving forward involves taking steps to become better known and to undertake additional fundraising. The Charity is expecting to break-even in 2023/24.

During the year the charity's two main sources of grant funding were the West London Health Trust, who have committed to a further three years of funding, and the London Borough of Ealing, under a funding programme which ends 30 Sept 2023. Principal sources of unrestricted non-grant funding were one-off and in memory donations from supporters, in addition to the bequest mentioned above. The charity is very grateful for these generous donations and is expecting to strengthen this source of funding as we move forward.

#### **Going Concern**

The trustees are best placed to assess which factors are likely to be of greater significance to the charity. It is notable that the charity has a significant source of funds in West London Health Trust and that the current commission ends on 31 March 2024. The charity is pleased to state that the Trust has dispensed with its requirement to put the sub-contract out to tender, and has agreed to renew the sub-contract with the charity for a further three years of service, with the provision to extend this for a further two years. This removes a key risk for the charity.

For this report the trustees have examined the financial performance of Dementia Concern in the last financial year, the outlook for its major contracts, and the trading and cash-flow forecasts arising from this analysis. Other considerations and risks are included in this section for completeness.

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2023**

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For this reason, the trustees consider it appropriate to prepare the financial statements on a going concern basis.

#### **Financial Performance 2022/23**

In the financial year 2022/23 Dementia Concern reported a surplus of approximately £76,000 on turnover of £1.3m. This was better than expectations due to the receipt of a generous bequest, and the trustees consider this to be a satisfactory outcome for the year. The balance sheet was consequently strengthened at the end of the year. Dementia Concern has a long-term debt at the balance sheet date, being in receipt of a loan due to the covid pandemic, though the cash flow forecast suggests that the planned repayments of this loan are achievable. The trustees do not intend to take on any additional long-term debt in any form at the time of writing.

The charity has a reserves policy in place which states that a minimum of 10 weeks' expenditure in unrestricted funds is required to be in place. This has been achieved with unrestricted reserves at the balance sheet date, equivalent to more than 10 weeks' expenditure.

#### **Outlook for major sources of income and other funding:**

Dementia Concern's major contractual relationship is with the West London Health NHS Trust (WLHT), from whom it receives a substantial portion of its income. In 2022-23 the Trust's commission was about £600,000 of the total revenue of £1.3 m. The current commission ends on 31 March 2023, but the charity has been advised of a three to five-year renewal from 1 April 2024. In addition to the WLHT income in 2022/23 was the grant from the London Borough of Ealing which is for the provision of support to carers of people with dementia. In the year Dementia Concern managed a consortium of delivery partner organisations to provide this service. The 2022/23 financial statements reflect a full year of this service, but it is relevant for this assessment that the service is ending on 30 September 2023. The majority of costs relating to this service are the payments to delivery partners, and the charity is reducing other internal delivery costs for this service.

The charity received approximately £560,000 in other funding during 2022/23, including £310,000 in bequests. The charity is investing in its fundraising, impact measurement and awareness capacity, and planning to increase some service levels to maintain this level of funding although bequests are uncertain.

The trustees believe the contractual arrangement with the WLHT and other funding is reasonably sound for the review period to the extent that they allow the preparation of the 2022/23 financial statements on a going concern basis.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2023**

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#### **Future Plans for the charity:**

##### **Strategy 2024-27**

The charity is in the process of agreeing a service and financial strategy for the 2024-27 period. The strategy concentrates on investments in impact measurement and incremental service enhancements. The delivery of the strategy is dependent on the charity securing an increase in baseline funding. The inclusion of income and expenditure changes related to this is outside the scope of this report. The financial assumptions in this report exclude strategic considerations. In any event, the significant incremental change to the charity's cost base is not anticipated to occur until 2025/26 so is outside the review period of this report.

## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2023

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#### Statement of Trustees' responsibilities

The Trustees (who are also directors of Dementia Concern for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They're also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2023

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#### The Board of Trustees

Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Steve Barnes  
Richard Blake Vice-Chair  
Gail Bridgeman  
Pauline Davies  
Devinder Degun (*resigned February 2023*)  
Sim Downes  
Jaspreet Grewal (*resigned April 2023*)  
Liam Humble  
Raphael Kassim,  
Navleen Kaur (*resigned February 2023*)  
James Lazarus Chair  
Ash Patel (*appointed July 2023*)  
Judith Wilson Treasurer (*appointed July 2023*)

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2023 was 11, as previous year. The Board of Trustees have no beneficial interest in the charitable company.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2023**

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#### **Auditor**

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The report of the Board of Trustees has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the Board of Trustees on 1 November 2023 and signed on its behalf by

James Lazarus  
Trustee & Chair

## **Dementia Concern**

### **Independent auditor's report**

**For the year ended 31 March 2023**

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#### **Opinion**

We have audited the financial statements of Dementia Concern (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

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 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- 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**

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

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

## **Dementia Concern**

### **Independent auditor's report**

**For the year ended 31 March 2023**

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

#### **Other Information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **Opinions on other matters prescribed by the Companies Act 2006**

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual 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 trustees' annual 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

## **Dementia Concern**

### **Independent auditor's report**

#### **For the year ended 31 March 2023**

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- The directors 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 trustees' annual report and from the requirement to prepare a strategic report.

#### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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.

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

#### **Capability of the audit in detecting irregularities**

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:

## Dementia Concern

### Independent auditor's report

#### For the year ended 31 March 2023

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- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## **Dementia Concern**

### **Independent auditor's report**

**For the year ended 31 March 2023**

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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 Orchard (Senior statutory auditor)

11 December 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor  
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

## Dementia Concern

### Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
<b>Income from:</b>							
Donations and legacies	2	377,376	-	<b>377,376</b>	57,997	10,814	68,811
Charitable activities							
Advice, Support & Advocacy	3	459,271	45,500	<b>504,771</b>	459,271	27,240	486,511
Weekend Day Care	3	206,522	3,700	<b>210,222</b>	158,032	3,046	161,078
Other services	3	31,433	100,290	<b>131,723</b>	72,082	113,484	185,566
Weekday Centre Service	3	43,973	-	<b>43,973</b>	35,113	10,000	45,112
Other Income	4	1,447	-	<b>1,447</b>	30,164	-	30,164
<b>Total income</b>		<b>1,120,022</b>	<b>149,490</b>	<b>1,269,512</b>	<b>812,660</b>	<b>164,584</b>	<b>977,243</b>
<b>Expenditure on:</b>							
Costs of generating voluntary income	5a, 5b	39,210	-	<b>39,210</b>	29,577	-	29,577
Charitable activities							
Advice, Support & Advocacy	5a, 5b	498,861	21,559	<b>520,420</b>	380,265	43,194	423,459
Weekend Day Care	5a, 5b	281,604	3,648	<b>285,252</b>	232,249	2,088	234,337
Other services	5a, 5b	204,290	100,290	<b>304,580</b>	138,300	113,484	251,784
Weekday Centre Service	5a, 5b	43,966	-	<b>43,966</b>	37,829	178	38,007
<b>Total expenditure</b>		<b>1,067,931</b>	<b>125,497</b>	<b>1,193,428</b>	<b>818,220</b>	<b>158,944</b>	<b>977,164</b>
<b>Net (expenditure)/income and net movement in funds</b>		<b>52,091</b>	<b>23,993</b>	<b>76,084</b>	<b>(5,560)</b>	<b>5,640</b>	<b>79</b>
Transfer		-	-	-	(12,465)	12,465	-
<b>Reconciliation of funds:</b>							
Total funds brought forward		193,223	46,798	<b>240,020</b>	211,248	28,693	239,941
<b>Total funds carried forward</b>		<b>245,314</b>	<b>70,791</b>	<b>316,103</b>	<b>193,223</b>	<b>46,798</b>	<b>240,020</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17 to the financial statements.

## Dementia Concern

### Balance sheet

Company no. 2748840

As at 31 March 2023

	Note	£	2023 £	£	2022 £
<b>Fixed assets:</b>					
Tangible assets	12		<u>67,657</u>		<u>78,540</u>
			<b>67,657</b>		<b>78,540</b>
<b>Current assets:</b>					
Debtors	13	<b>33,309</b>		27,146	
Cash at bank and in hand		<b>334,383</b>		222,096	
			<u>367,693</u>	<u>249,242</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	<b>(80,701)</b>		<u>(39,526)</u>	
<b>Net current assets</b>			<u>286,991</u>		<u>209,716</u>
<b>Total assets less current liabilities</b>			<b>354,648</b>		<b>288,256</b>
Creditors: amounts falling due after one year	16		<u>(38,545)</u>		<u>(48,236)</u>
<b>Total net assets</b>			<u><b>316,103</b></u>		<u><b>240,020</b></u>
<b>The funds of the charity:</b>	17				
Restricted income funds			<b>70,791</b>		<b>46,798</b>
Unrestricted income funds:					
General funds		<b>245,312</b>		<u>193,222</u>	
Total unrestricted funds			<u>245,312</u>		<u>193,222</u>
<b>Total charity funds</b>			<u><b>316,103</b></u>		<u><b>240,020</b></u>

Approved by the trustees on 1 November 2023 and signed on their behalf by

James Lazarus  
Chair

## Dementia Concern

### Statement of cash flows

For the year ended 31 March 2023

	2023 £	£	2022 £	£
<b>Cash flows from operating activities</b>				
<b>Net (expenditure)/income for the reporting period (as per the statement of financial activities)</b>	<b>76,084</b>		79	
Depreciation charges	21,882		13,492	
Dividends, interest and rent from investments	(1,447)		(600)	
Decrease/(increase) in debtors	(6,163)		36,607	
Increase in creditors	41,175		4,423	
	<hr/>		<hr/>	
<b>Net cash provided by / (used in) operating activities</b>		<b>131,531</b>		54,001
<b>Cash flows from investing activities:</b>				
Dividends, interest and rents from investments	1,447		600	
Purchase of fixed assets	(10,998)		(9,441)	
Bank Loan Repayment	(9,692)		(1,764)	
	<hr/>		<hr/>	
<b>Net cash provided by / (used in) investing activities</b>		<b>(19,243)</b>		(10,605)
<b>Change in cash and cash equivalents in the year</b>		<b>112,287</b>		43,396
Cash and cash equivalents at the beginning of the year		<b>222,096</b>		178,700
		<hr/>		<hr/>
<b>Cash and cash equivalents at the end of the year</b>		<b>334,383</b>		222,096
		<hr/> <hr/>		<hr/> <hr/>

### Analysis of cash and cash equivalents

	At 1 April 2022 £	Cash flows £	Other changes £	At 31 March 2023 £
Cash in hand	222,096	112,287	-	<b>334,383</b>
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total cash and cash equivalents</b>	<b>222,096</b>	<b>112,287</b>	<b>-</b>	<b>334,383</b>
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

**1 Accounting policies**

**a) Statutory information**

Dementia Concern is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is 223 Windmill Road, Ealing, London, W5 4DJ.

**b) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**c) Public benefit entity**

The charitable company meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

Dementia Concern has broken even for the year 2021/22 and is projecting a small deficit in the current financial year.

After thorough consideration, the Trustees believe the charity to be a going concern. This conclusion is reached on the basis of current contract negotiations, pipeline of other potential funding, robust financial monitoring and cash flow projections. Successful fundraising in Sept–Oct 2022 is evidence of future potential.

Multi-year funding contracts are in place with our major funders, West London Health Trust and Ealing Council, and these cover the next twelve months. However, Trustees are keen to ease the charity's reliance on statutory funding, from the current 70% towards 50% within 3 years. The Board recruited a CEO with fundraising expertise in March 2022, and the charity will be investing in raising funds from new sources of voluntary income (individuals and groups) in 2023.

The charity's cash flow has been broadly stable over the last two years. Whilst the financial reserves are only at the required level of ten weeks, we are moving forward cautiously to capture new opportunities for income and partnerships. We expect to increase our reserves by the financial year end of March 2024. We are implementing a measured increase in the fees we charge for some of our services to improve our overall performance.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. We have claimed £95,144 as furlough grant.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**f) Donations of gifts, services and facilities**

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**g) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**h) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**1 Accounting policies (continued)**

**i) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**j) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of space occupied by each activity.

• Advice, Support & Advocacy	47%
• Weekend Day Care	24%
• Call & Care	24%
• Weekday Centre Service	3%
• Costs of generating voluntary income	1%
• Governance costs	1%

**k) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**l) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,200. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

• Computers & related equipment	4 years
• Long-term assets	10 years

**m) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**n) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

## Notes to the financial statements

For the year ended 31 March 2023

**1 Accounting policies (continued)****o) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**p) Pensions**

Dementia Concern has a defined contribution scheme. It will make a 3% contribution to each employee; if an employee makes a 2% contribution, Dementia Concern will make an additional 2% contribution.

**2 Income from donations and legacies**

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Gifts	377,376	-	<b>377,376</b>	57,997	-	57,997
Covid Grant	-	-	-	-	10,814	10,814
	<u>377,376</u>	<u>-</u>	<u><b>377,376</b></u>	<u>57,997</u>	<u>10,814</u>	<u>68,811</u>

## Dementia Concern

### Notes to the financial statements

For the year ended 31 March 2023

#### 3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
<b>Advice, Support &amp; Advocacy</b>						
CAF	-	-	-	-	-	-
West London Mental Health Trust	459,271	-	<b>459,271</b>	459,271	-	459,271
West London Health Trust – digital Education Skill	-	3,750	<b>3,750</b>	-	-	-
Zurich	-	1,750	<b>1,750</b>	-	-	-
City Bridge Trust	-	40,000	<b>40,000</b>	-	-	-
Locality Grant	-	-	-	-	13,950	13,950
Hobson Grant	-	-	-	-	7,550	7,550
	-	-	-	-	5,740	5,740
Sub-total for Advice, Support & Advocacy	459,271	45,500	<b>504,771</b>	459,271	27,240	486,511
<b>Weekend Day Care</b>						
Client fees	88,810	-	<b>88,810</b>	-	-	-
West London Mental Health Trust	117,712	-	<b>117,712</b>	117,712	-	117,712
Willim Hobbayne	-	3,700	<b>3,700</b>	-	3,046	3,046
Sub-total for Weekend Day Care	206,522	3,700	<b>210,222</b>	117,712	3,046	120,758
<b>Other Services</b>						
Income	31,433	100,290	<b>131,723</b>	72,082	113,484	185,566
Sub-total for Call & Care	31,433	100,290	<b>131,723</b>	72,082	113,484	185,566
<b>Weekday Centre Service</b>						
Client Fees	18,975	-	<b>18,975</b>	75,433	-	75,433
West London Mental Health Trust	24,998	-	<b>24,998</b>	-	-	-
National lottery	-	-	-	-	10,000	10,000
Sub-total Weekday Centre Service	43,973	-	<b>43,973</b>	75,433	10,000	85,433
<b>Total income from charitable activities</b>	<b>741,199</b>	<b>149,490</b>	<b>890,689</b>	<b>724,498</b>	<b>153,770</b>	<b>878,268</b>

#### 4 Other income

	2023 Total £	2022 Total £
Govement Furlough & other grants and interest	<b>1,447</b>	30,164
	<b>1,447</b>	30,164

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

5a Analysis of expenditure (current year)

	Charitable activities							2023 Total £	2022 Total £
	Costs of generating voluntary income £	Advice, Support & Advocacy £	Weekend Day Care £	Other Services £	Weekday Centre Service £	Governance costs £	Support costs £		
Staff costs (Note 7)	6,855	324,043	199,552	232,423	15,797	10,186	136,464	925,321	713,269
Other Direct Costs	188	5,224	3,806	6,285	16,820	181	20,577	53,081	46,002
Premises	667	29,574	15,101	15,101	1,888	629	8,840	71,800	38,166
Office Costs	746	32,987	16,827	16,634	2,132	704	8,143	78,173	66,054
Other Costs	56	2,428	1,239	1,239	156	22,963	15,089	43,170	33,849
Depreciation	-	-	-	-	-	-	21,882	21,882	5,281
	8,512	394,257	236,526	271,682	36,793	34,664	210,995	1,193,428	902,621
Support costs	28,792	102,740	39,731	23,003	6,273	10,455	(210,995)	-	-
Governance costs	1,906	23,423	8,995	9,895	900	(45,119)	-	-	-
<b>Total expenditure 2023</b>	<b>39,210</b>	<b>520,420</b>	<b>285,252</b>	<b>304,580</b>	<b>43,966</b>	<b>-</b>	<b>-</b>	<b>1,193,428</b>	
Total expenditure 2022	29,577	423,459	234,337	251,784	38,007	-			977,164

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

5b Analysis of expenditure (prior year)

	Charitable activities							2022 Total £
	Costs of generating voluntary income £	Advice, Support & Advocacy £	Weekend Day Care £	Other Services £	Weekday Centre Service £	Governance costs £	Support costs £	
Staff costs (Note 7)	5,500	275,345	169,563	197,494	13,423	8,655	115,956	<b>785,936</b>
Other Direct Costs	169	4,980	3,628	5,991	16,033	173	19,614	<b>50,588</b>
Premises	347	16,302	8,324	8,324	1,041	347	4,873	<b>39,558</b>
Office Costs	616	28,965	14,790	14,790	1,849	616	7,122	<b>68,748</b>
Other Costs	23	1,060	541	541	68	10,023	6,586	<b>18,842</b>
Depreciation	-	-	-	-	-	-	13,492	<b>13,492</b>
	<b>6,655</b>	<b>326,652</b>	<b>196,846</b>	<b>227,140</b>	<b>32,414</b>	<b>19,814</b>	<b>167,643</b>	<b>977,164</b>
Support costs	21,794	82,145	31,852	18,441	5,029	8,382	-	-
Governance costs	1,128	14,662	5,639	6,203	564	(28,196)	-	-
<b>Total expenditure 2022</b>	<b>29,577</b>	<b>423,459</b>	<b>234,337</b>	<b>251,784</b>	<b>38,007</b>	<b>-</b>	<b>167,643</b>	<b>977,164</b>

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2023

#### 6 Net incoming resources for the year

This is stated after charging / crediting:

	2023 £	2022 £
Depreciation	21,882	13,492
Operating lease rentals:		
Property	29,000	29,000
Auditor's remuneration (excluding VAT):		
Audit	10,000	8,500
	<u>          </u>	<u>          </u>

#### 7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	810,367	715,835
Social security costs	62,026	47,256
Employer's contributions to defined contribution schemes	16,173	13,426
Training and Recruitment	36,755	9,419
	<u>          </u>	<u>          </u>
	<u>925,321</u>	<u>785,936</u>

No employee earned more than £60,000 during the year (2022: nil). Redundancy payments of £13,119 were fully paid in the year (2022: £12,300).

The total employee benefits including the national insurance and pension contributions of the key management personnel were £115,440 (2022: £51,667.88).

Charity trustees claimed £nil in expenses with the charity in the year (2022: £nil).

#### 8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 57 (2022: 55).

	2023 No.	2022 No.
Costs of generating voluntary income	0.4	0.4
Advice, Support & Advocacy	17.0	22.9
Weekend Day Care	18.0	12.9
Other Services	12.0	10.4
Weekday Centre Service	1.0	1.0
Support	8.0	6.9
Governance	0.5	0.5
	<u>          </u>	<u>          </u>
	<u>56.9</u>	<u>55.0</u>

#### 9 Related party transactions

Aggregate donations from related parties were £80 (2022: £nil).

#### 10 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

#### 11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2023

#### 12 Tangible fixed assets

	Leasehold improvement £	Office Equipment £	Fixtures and fittings £	Photocopier £	Telephone System £	Server £	Total £
<b>Cost</b>							
At the start of the year	63,120	24,752	3,868	6,379	7,680	6,115	<b>111,914</b>
Additions in year	-	9,712	1,287	-	-	-	<b>10,998</b>
At the end of the year	<u>63,120</u>	<u>34,464</u>	<u>5,155</u>	<u>6,379</u>	<u>7,680</u>	<u>6,115</u>	<b>122,912</b>
<b>Depreciation</b>							
At the start of the year	7,286	6,360	3,038	6,379	6,825	3,486	<b>33,374</b>
Charge for the year	7,041	10,206	1,152	-	855	2,629	<b>21,882</b>
At the end of the year	<u>14,327</u>	<u>16,566</u>	<u>4,190</u>	<u>6,379</u>	<u>7,680</u>	<u>6,115</u>	<b>55,256</b>
<b>Net book value</b>							
<b>At the end of the year</b>	<u><b>48,793</b></u>	<u><b>17,898</b></u>	<u><b>965</b></u>	<u><b>-</b></u>	<u><b>-</b></u>	<u><b>-</b></u>	<u><b>67,657</b></u>
At the start of the year	<u>55,834</u>	<u>18,392</u>	<u>830</u>	<u>-</u>	<u>855</u>	<u>2,629</u>	<u>78,540</u>

All of the above assets are used for charitable purposes.

#### 13 Debtors

	2023 £	2022 £
Other debtors	25,837	20,597
Prepayments	7,472	5,903
Accrued income	-	646
	<u><b>33,309</b></u>	<u><b>27,146</b></u>

#### 14 Creditors: amounts falling due within one year

	2023 £	2022 £
Taxation and social security	48,616	14,046
Other creditors	6,258	6,123
Accruals	25,827	19,357
	<u><b>80,701</b></u>	<u><b>39,526</b></u>

#### 15 Creditors: amounts falling due after one year

	2023 £	2022 £
Bank Loan one to five years	38,545	49,947
	<u><b>38,545</b></u>	<u><b>49,947</b></u>

Bounce back Loan –6 Years Loan with one year holiday payment Repayment will start from Jan 22 –£899 with Interest rate 2.5%

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

16a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	67,657	-	67,657
Net current assets	216,200	70,791	286,991
Long term Liabilities	(38,545)	-	(38,545)
<b>Net assets at the end of the year</b>	<b>245,312</b>	<b>70,791</b>	<b>316,103</b>

16b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	78,540	-	78,540
Net current assets	162,918	46,798	209,716
Long term Liabilities	(48,236)	-	(48,236)
<b>Net assets at the end of the year</b>	<b>193,222</b>	<b>46,798</b>	<b>240,020</b>

17a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
<b>Restricted funds:</b>					
Advice, Support & Advocacy	-	45,500	(21,559)	-	23,941
Weekend Day Care	19,756	3,700	(3,648)	-	19,808
Other Services	15,737	100,290	(100,290)	-	15,737
Weekday Centre Service	11,305	-	-	-	11,305
<b>Total restricted funds</b>	<b>46,798</b>	<b>149,490</b>	<b>(125,497)</b>	<b>-</b>	<b>70,791</b>
<b>Unrestricted funds:</b>					
<b>General funds</b>	193,222	1,120,022	(1,067,931)	-	245,313
<b>Total unrestricted funds</b>	<b>193,222</b>	<b>1,120,022</b>	<b>(1,067,931)</b>	<b>-</b>	<b>245,313</b>
<b>Total funds</b>	<b>240,020</b>	<b>1,269,512</b>	<b>(1,193,428)</b>	<b>-</b>	<b>316,103</b>

17 b Movements in funds (prior year)

	At 31 March 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
<b>Restricted funds:</b>					
Advice, Support & Advocacy	(7,325)	38,054	(43,194)	12,465	-
Weekend Day Care	18,798	3,046	(2,088)	-	19,756
Call & Care	15,737	113,484	(113,484)	-	15,737
Weekday Centre Service	1,483	10,000	(178)	-	11,305
<b>Total restricted funds</b>	<b>28,693</b>	<b>164,584</b>	<b>(158,944)</b>	<b>12,465</b>	<b>46,798</b>
<b>Unrestricted funds:</b>					
<b>General funds</b>	211,248	812,659	(818,220)	(12,465)	193,222
<b>Total unrestricted funds</b>	<b>211,248</b>	<b>812,659</b>	<b>(818,220)</b>	<b>(12,465)</b>	<b>193,222</b>
<b>Total funds</b>	<b>239,941</b>	<b>977,243</b>	<b>(977,164)</b>	<b>-</b>	<b>240,020</b>

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2023

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##### Purposes of restricted funds

Advice, Support & Advocacy – To carry out assessments and provide support, monitoring, advocacy and advice and information to people with dementia and their carers. Deficit fund will be covered in with next year grant.

Weekend Day Care – To provide day care on Saturdays and Sundays for people with dementia while giving carers a much needed break.

Call & Care – To provide regular home respite to carers of people with dementia via specially trained Care Attendants.

Weekday Centre Service – To provide care and social activities to people under 65 with dementia at a day centre.

#### 18 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property	
	2023	2022
	£	£
Less than one year	29,000	29,000
One to five years	–	12,083
After 5 years	–	–
	<u>29,000</u>	<u>41,083</u>

**DEMENTIA CONCERN**

England & Wales - Charity number 1014834

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# Accounts

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This copy of the financial statements is for your internal records only and should not be shared as the auditor's report has been personally signed in the name of the senior statutory auditor.

A further copy of the financial statement with the audit report signed "Sayer Vincent LLP" has also been provided.

Company number: 2748840

Charity number: 1014834

Dementia Concern

Report and financial statements

For the year ended 31 March 2022

# Dementia Concern

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### For the year ended 31 March 2022

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## Dementia Concern

### Reference and administrative details

For the year ended 31 March 2022

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<b>Status</b>	The organisation is a charitable company limited by guarantee, incorporated on 18 September 1992. It was Registered as a charity on 22 October 1992.	
<b>Governing document</b>	The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.	
<b>Company number</b>	2748840	
<b>Country of incorporation</b>	United Kingdom	
<b>Charity number</b>	1014834	
<b>Country of registration</b>	England and Wales	
<b>Registered office and operational address</b>	223 Windmill Road Ealing, LONDON W5 4DJ	
<b>Honorary officers</b>	James Philip Lazarus	Chair
	Richard Anthony Blake	Vice-Chair
<b>Principal staff</b>	Albie Stadtmiller	CEO to 3 November 2021
	Maggie Tierney	CEO from 14 March 2022
	Christine Giles	Services Director from 1 December 2021
<b>Bankers</b>	National Westminster Bank Plc 139 High Street LONDON, W3 6LZ	
<b>Auditor</b>	Sayer Vincent LLP Chartered Accountants and Statutory Auditors Invicta House, 108-114 Golden Lane LONDON, EC1Y 0TL	

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2022**

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The Board of Trustees present their report and the audited financial statements for the year ended 31 March 2022.

#### Objectives and activities

##### Objects of the charitable company

The objects of the charitable company are to support people with dementia and their carers to live as independently as possible by providing dementia care services and practical help. We define 'carers' as the friends or family members who provide care for the person living with dementia.

The five main aims of the charitable company are:

1. To provide services which support carers and enable people with dementia to retain life skills and abilities so that they can remain living at home in the community as independently as possible.
2. To empower people with dementia and their carers to understand their rights and enable them to recognise their own individual needs
3. To bring the needs of people with dementia and their carers to the attention of local health and social services and the general public
4. To locally advocate for the rights of people with dementia and their carers to respect, dignity and choice
5. To involve clients and carers in shaping services

#### **Public benefit focus on ensuring that our activities achieve our charitable aims**

The charity reviews its aims, objectives and activities each year. This report looks at what we have achieved and the outcomes of our work within the previous twelve months. We report the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aims, objectives and activities remain focused on our stated purposes. Our beneficiaries are restricted to people with dementia and their carers.

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

#### **The charitable company's main objectives for the year**

**The main objectives for the year were to provide for people with dementia and their carers:**

- **care needs assessment for the person with dementia**
- **support needs assessment for their carers**

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2022

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- **specialist dementia advice, information and advocacy**
- **follow-up dementia reviews for GPs and the mental health team**
- **connecting people with dementia to GPs, appropriate NHS services and social services**
- **respite and care in people's home and weekly social clubs**

The charitable company's strategies for achieving these objectives

The charitable company's strategy is to raise funds primarily from the local authority, the West London NHS Trust, Ealing Community Partners, and charitable trusts for major service provision, and to use donations, service charges and other fundraising to cover additional activities and events. At 31 March 2022 the charitable company employed approximately 56 staff, including full-time, part-time and bank staff. The charitable company worked with approximately 22 volunteers to achieve these objectives, including Board Members, office-based volunteers, fundraising volunteers, social club and respite volunteers, and London Marathon volunteer runners.

#### **Structure, governance and management**

The charity is a company limited by guarantee with Articles of Association. The membership of the charitable company elects the Board of Trustees which appoints a CEO.

The recruitment process for the Board of Trustees is to both approach suitable people throughout the year and to advertise for new trustees.

The charitable company's training policy specifies that an annual skills audit be carried out of the training needs of the trustees and that potential training courses are identified. New trustees receive an introductory pack including Charity Commission guidance, annual review and organisation chart.

The Board of Trustees meets every six weeks to make decisions on matters such as the strategic direction of the charitable company, key developments to services, the ratification of policies and procedures and important personnel issues. The CEO carries out day-to-day management, supported by senior staff. The post holder takes key decisions on services, finances, fundraising, personnel and office administration.

The Board of Trustees and CEO jointly carry out an annual review of salaries. The main factors taken into account in deciding the salary level of key personnel are level of responsibility, funding available, salary bench-marking, and all salaries are commensurate with the London Living Wage.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 9 to the accounts.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2022

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The charity has been providing information and support services for people with dementia and their carers in Ealing since 1982. The charity was founded by Frances English with key support from other former and current long-standing employees. The work began as a *Relative Support Scheme* which provided a volunteer sitting service for older people experiencing confusion and other dementia symptoms. In 1986 the initiative merged with *Age Concern Ealing Borough*, although it maintained its name and standing committee. In 1993, *Alzheimer's Concern Ealing (ACE)* became independent with a new board of trustees, all of whom were carers or former carers of people with dementia. In August 2010, the name was changed to Dementia Concern. The current eleven members of the Board of Trustees have business, finance, marketing, health and social care, and governance skills. Each Trustee has a special interest in improving care for people with dementia.

#### Risk management

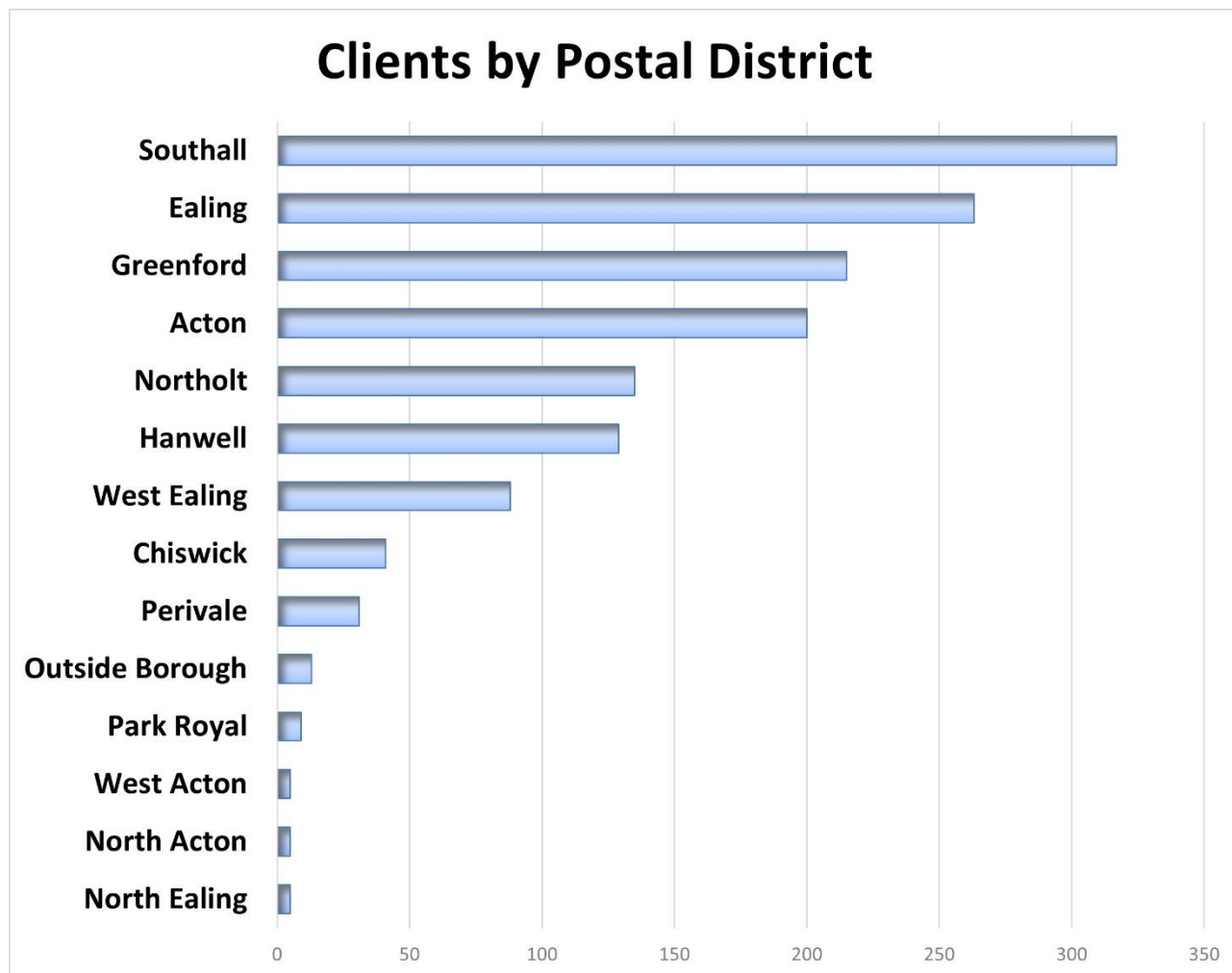
The CEO and Senior Management Team compile a register of significant organisational risks and report these to the Board of Trustees, for their review. The risk register was last updated in September 2022 and will be further reviewed regularly.

The risk management strategy consists of:

- A regular internal review of the applicable risks the charitable company may face
- The establishment of systems and procedures to mitigate those risks identified in the plan
- The implementation of procedures designed to minimise any potential impact on the charitable company should any of those risks materialise or become of concern.

The key risk faced by the charity is a reduction or loss in funding awarded by major supporters. The recent cost of living crisis means that the charity could face a reduction in income from charged-for services. We are planning to raise extra income to mitigate against any future loss of funding.

The charity has recently noted reliance on the expertise and experience of key staff and we are currently seeking to improve staff wellbeing and development to retain the significant talent of our diverse staff team, where possible. The ethnic diversity of our staff team reflects the richly diverse populations we serve across the Borough of Ealing.



### Achievements and performance in the delivery of public benefit

All our charitable activities focus on helping people living with dementia, carers or former carers and undertake to further our charitable purposes for the public benefit.

### Review of the charity's activities

We worked with 1,456 people with dementia: and a further 1,250 carers. This totals 2706 service users. At 31 March 2022, over two thirds of clients were from black, asian or other minority ethnic communities, which reflects the borough's diversity (currently over 50% of Ealing Borough population are from black, asian and minority ethnic communities). Southall, which has a largely south Asian population, can be seen below as the place in the Borough where the largest group of our clients live.

We directly supported 927 people and gave Advice & Information to 697 clients. This Advice and Information includes Advice & Information about dementia, support around the problems of caring and signposting or referring about the holistic services available internally or within the area.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2022

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Over the course of the year, we assisted 52 people with dementia and their carers to obtain 39 benefits on average. These included Attendance Allowances, Council Tax Discounts and Support, Carers' Allowances and others e.g., Retirement Pensions, Personal Independence Payments. Staff are also skilled at appropriate signposting of clients to other agencies.

### Charitable activities

The charity's community health and social care activities in the year 2021/22 were as follows:

#### External audit of dementia advice and support services (August/Sept 2021):

Our CEO commissioned an external audit of dementia advice and support services, covering the quality, effectiveness and impact of the charity's frontline advice and support services: Community Support, Dementia Advisors and Dementia Link Teams. After a year of majority remote working during the period of Covid-19, the charity wanted to be sure the clients and their family members were receiving the full package of care they needed from our teams. This audit reviewed current practices, as our community healthcare workers returned to offering face-face advice and support.

By February 2022, all our frontline workers were again out in the community, delivering face-face care, in people's homes and at our venues: Windmill Road, Hobbayne, Elm and Sycamore Lodge Centres. Even now in 2022, many other health and social care providers are only offering a remote service.

#### The findings of this audit in Sept 2022 were:

- Frontline workers are delivering gold standard care to people with dementia and their carers
- Need for dementia-specialist management, and more wellbeing support for frontline workers.
- Clear distinction was reported on the unique attributes of the services on offer:
  - **Clinical:** referrals to Dementia Link workers direct from West London Health Trust. This service is NHS-funded to link between GPs and the local mental health team.
  - **Advice and Support:** referrals to Dementia Advisors/Community Support workers from the public, family members and GPs, working across the Borough of Ealing.
- Recommendation of face-face work with clients for dementia assessments and support visits
- Benefits of conducting some welfare checks and follow-up meetings on phone or zoom

#### Community Support Workers:

Dementia Concern's Community Support Worker Team consists of 3 staff who work across the week providing 73 hrs of contact with approximately 48 people **living alone** in their own homes with dementia. This team is our first line of defence for people with dementia who lie along, as these are

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2022

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our frontline staff who raise critical safeguarding issues to be followed up by the relevant Health and Social Care providers.

According to NHS reports, there were 3459 calls or visits by this team during the year.

Working directly with our clients that live alone and have a diagnosis of dementia. The aim is to provide enough support for people living with dementia to remain as independently as possible living within their community. We can support people living with dementia to continue to do their own shopping, engage in social activities, arrange and attend appointments both health related and social; ensuring they are known in the local community.

One key goal of the service is to prevent early admission to hospitals and care homes. Often there may be family involved but they live too far away to have personal contact on a regular basis, the Community Support Team liaises with family members to give them peace of mind and to raise any relevant changes that may require their support and input.

A vital role is the monitoring of the person's care package to ensure it is still meeting their needs and raising concerns, as necessary, with our Advice and Dementia Link Teams.

An important support Community Support Team provided was arranging covid-19 vaccination appointments and support people living with dementia to attend, explaining why needed and monitoring any effects after the vaccination.

The Community Support Team were one of the first to return to home visits during the pandemic.

#### **CASE STUDY:**

A care-worker from a private agency was dealing with a situation concerning a client of ours when our Community Support Worker made a routine home visit. The agency care-worker called ambulance due to person living with dementia being unwell with severe confusion. The client did not recognise the carer and was very agitated. Once the Community Support Worker came on the scene, they identified a history of ongoing urinary infections. The Community Support Worker contacted their GP, had a urine sample taken to the GP. The result was the GP agreed the ambulance to be cancelled and staff from the GP surgery called the ambulance service to confirm the person was under the care of the GP. The ambulance was already on its way and stated they would make a quick assessment. Ambulance services agreed it was suitable for the person to be under the care of GP and for client to remain at home. An emergency prescription sent to chemist, which the Community Support Team collected (the client lives alone). The Community Support Team visited over the next 3 days to monitor medication taken and noted that the client's health was improving. By the 3<sup>rd</sup> day the client was fully recovered from the infection and was back to their daily routine. The Dementia Link Worker spoke with the private care agency regarding frequent urine infections and how they can affect the client.

Here is a summary of impact of the Community Support Team's attendance at the person's home:

**Outcome:** Recovery for our client by 3<sup>rd</sup> day.

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2022**

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**Impact:** Least intrusive action for our client, who was able to remain in their own home, reduction of stress of going to hospital. Ongoing monitoring from known GP. Easier to access support from community.

#### **Predictive savings for NHS and Local Authority**

Cost of ambulance service having to take to hospital and wait until admittance

Likelihood is that a person living alone with dementia, showing signs of severe confusion and agitation would have been admitted for observations and for their safety, cost of NHS bed.

Discharge back to home Social Services would have to put additional care package for up to six weeks (reablement team) to prevent readmittance to hospital.

#### ***Dementia Advisors:***

Initial assessment, Reviews and Monitoring: Our assessments enable us to identify the level of physical, social and psychological support needed for people with dementia. They also enable carers to address the problems they face and to find out which services can help them. We carry out regular reviews and monitor the needs of carers.

Provide specialist dementia advice to enable person possibly newly diagnosed with dementia to understand what the diagnosis means and what support and services are available to them.

Dementia advice to support carers to work through their emotional stress and practical solutions when dealing with the different stages of the illness. It also provides comprehensive advice and information including welfare benefits, with referrals to specialist benefits agencies. We are able to make referrals to other specialist services in the borough, including referrals to social services assessments and support.

#### **Dementia Link Workers**

The Dementia Link Worker service has a long-standing partnership with West London Health Trust. This expert team was fully operational throughout the pandemic to be the vital link between the local GP networks and mental health team, to provide specialist dementia advice, support, advice & information, monitoring and to carry out clinical reviews for people with dementia receiving medication.

Dementia Link Teams take direct referrals from WLHT CIDs team (Cognitive Impairment Dementia Services, which will be referred to as the 'mental health team') after diagnosis and initial assessment they are discharged to Dementia Link Teams who will monitor changes after medication is prescribed. Assessment are mainly carried out in the people living with dementia own home. Part of the assessments is to carry out clinical test such as RUDAS assessments, previously known as mini mental health test. These are shared with CIDs and GPs and recorded on the NHS data base (system1). They also monitor changes in daily living skills.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2022

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In addition, they refer on to other specialist organisations for both Health and Social Care. Referrals are only made back to the CIDS team in the cases where the Link Worker has ruled out the need for GP support, making a change to the care package, additional support from specialists' agencies. Referrals back to CIDs (mental health team) are then dealt with immediately. Dementia Link Team have regular joint team meetings with CIDS and Social Services.

#### Assessments, Reviews and Monitoring

##### - By Dementia Advisors and Dementia Link Workers

Last year we carried out 258 new client assessments (90 from Dementia Advisors and 168 from Dementia Link Workers). Each person assessed is entered on our database and assigned a named Dementia Adviser or Link Worker to support them. Part of this support involves monitoring people with dementia and their carers and we made monitoring phone calls to 314 carers. The Dementia Link Workers also carried out 718 reviews of people with dementia as part of the Dementia Link Worker service, of which 76 were or Clinical Reviews and Rowland Universal Dementia Assessment Scale (RUDAS) evaluations (previously known as mini mental health assessments).

#### Client Representation

We provided 456 people with client representation and specialist advice & information, through client representation liaison work, including safeguarding complaints and clinical liaison with local primary care networks.

Since the Care Act 2015, there have been changes to the way advocacy can be provided. In certain circumstances there's now a requirement for an independent advocate to be brought in. In some cases, work can still be carried out as a client representative or as a specialist adviser. This role is carried out by our team of Dementia Advisors and dementia link workers.

#### *Call & Care (a charged for service).*

This service provides regular home respite to carers of people with dementia via specially trained Respite Support Workers. This team monitors the health and wellbeing of clients and can link to the other Dementia Concern Teams for appropriate support. Respite Support Workers provide companionship, mental stimulation, reminiscence work, activities, support to go out in the community (and occasional personal care) for people with dementia and a break for carers.

The Call & Care service carries out bespoke needs-assessments of people with dementia and their carers. The standard visit is three hours each week and also provides overnight bookings for the carer to have respite breaks.

The service is registered with the Care Quality Commission (CQC) and was most recently assessed in April 2021, with an overall rating of Requires Improvement. However, the Board of Trustees and

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2022**

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the Senior Management Team put a comprehensive plan in place to address the issues identified and aim to get the Service to Good status at its next inspection in Autumn 2022. To this end, a Quality Committee (sub-committee of the Board) provided expert outside advice to the Call & Care Manager to improved the quality, effectiveness and impact of the service.

Call & Care provided a service for **46** carers and people with dementia throughout the year. At the 31<sup>st</sup> of March 2022 there were **4** people on the waiting list.

#### **Carer Short Breaks:**

Carers Short breaks is commissioned by Ealing Borough, to provide short breaks to carers up to 3 hours at a time. These breaks are provided by volunteers, supported by staff. This is part of a consortium of six members, where as well as being one of the service delivery Dementia Concern also manages the consortium. This is year 3 of a 4-year program. The service was a part of the four-year Carer's Short Breaks service, which is commissioned by Ealing Council, was set to finish on 31 March 2023, but has been extended to 30 September 2023.

#### **Consortium Members**

**TAHA:** The Asian Health Agency - a mix of services, befriending, language courses, one-to-one support, face-to-face support, telephone befriending and using as many or as applicable alternative routes of communication to reach persons in remote or self-isolating situations.

**CAIA** - Centre for Armenian Information Advice | A range, from ESOL classes through to providing transport for clients to get around the community safely, information and advice

**Befriend** - Provides befriending in the borough to anyone who feels lonely, educate others and provide support for carers in need both in person support options, signposting, welfare calls, telephone befriending

**SDC** - Southall Day Centre/ Create activities and events for carers, info and advice, respite, Telephone/video call befriending, social health and wellbeing activities, digital support, online support.

#### **Dementia Concern –**

Our offer up to February 2022 was for volunteers to provide respite for carers in their own home. They would be with people living with dementia for up to 3 hours to give carer a break. This is very labour intensive and would have to have 30+ volunteers to meet targets. Also, volunteers would only be able to give support to people living with dementia at the early stages of their condition as would require specialist support for those with higher needs, such as our C& C service.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2022**

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#### **Carers Short breaks - update of services**

During the pandemic most of the services were remote, with parts of the consortium offering advice and information through calls. Also moved to home deliveries to support those who were unable to get out of their home during pandemic.

In this, the final year of the Carers Short Break project, the carer support services provided by all six members of the consortium must be delivered face-face and all of our members have to evidence the benefits to carers from receiving a short break.

#### **Dementia Concern future offer within Consortium**

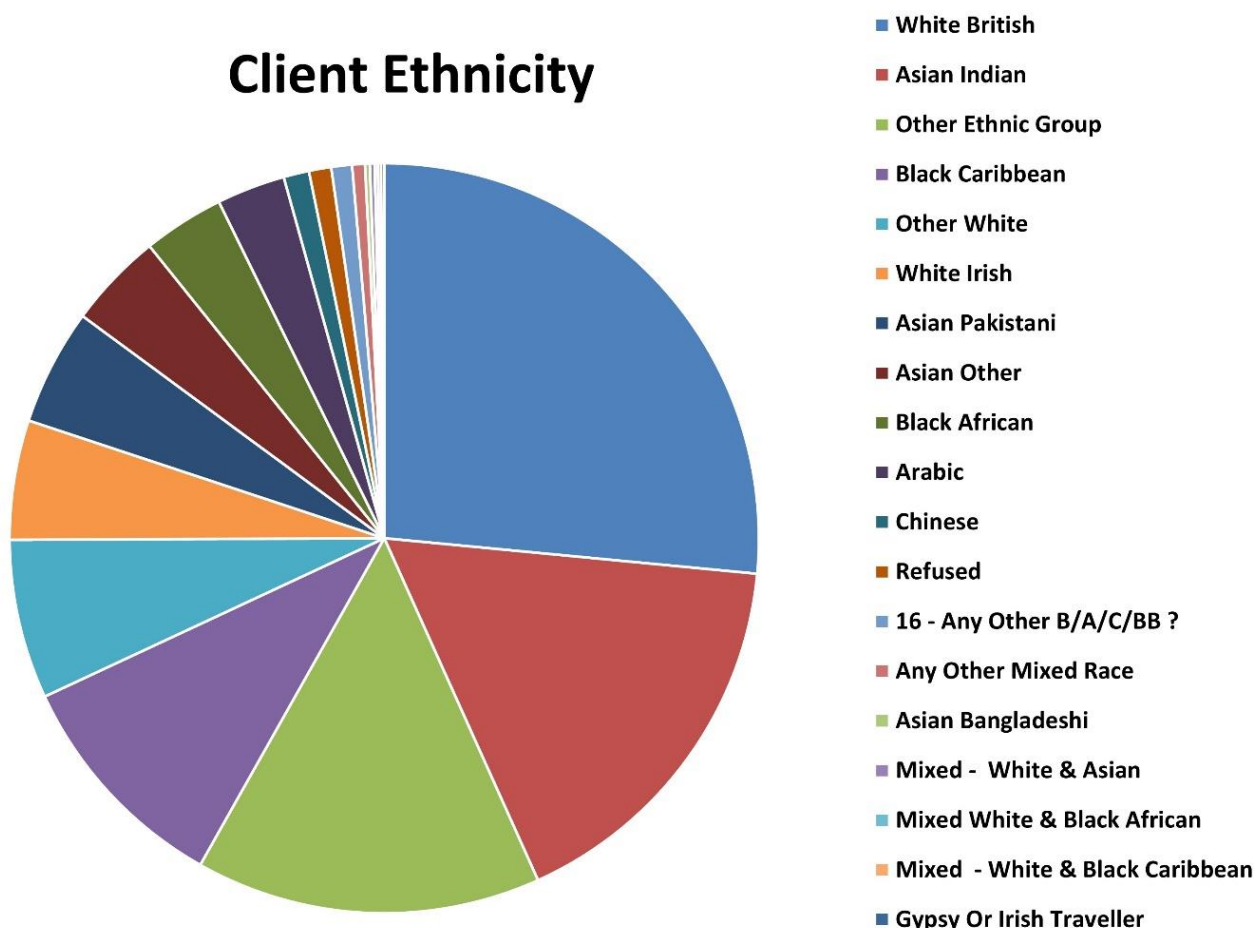
**Digital Skills** - Our digital skills course aims to equip learners to be able to handle a device and access foundational skills of using a digital tablet to communicate and interact with services online.

**Fit4Life** – core gentle exercise, standing or sitting at Dementia Concern office- 10 weeks for course, then repeated. After the exercise there will be light refreshments and a chance to relax and socialise.

**Music Therapy** - 14 weeks of music therapy classes facilitated by music therapist from WLHT. Light refreshments and time to socialise afterward to bring up to 3-hour package.

**Carers Support Group** – drop in carers support every 2 weeks, providing support, information, peer support, time to socialise – up to 3 hours.

This chart shows the ethnicity of people we reach - across all our services:



***Infection Control and Prevention – Ealing Council:***

Funded by Market Engagement & Quality Assurance (Adults)

This was a project designed to help health and care workers during the Covid-19 pandemic. It was set up by Ealing Council to support front line services to monitor and support staff who were still going out into the community.

Funding was to cover staff who were isolating in line with government guidance so they received their normal wages while doing so. The project aimed to limit the number of different people from a home care provider/front line staff providing care to a particular individual. Steps were taken to enable staff to perform the duties of other team members/providers to reduce the number of carers attending a particular individual.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2022

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##### **Costs of PCR testing:**

Covid testing and monitoring, ensuring that staff who need to attend work or another location for the purposes of being tested for COVID-19 are paid their usual wages to do so.

- any costs associated with reaching a testing facility
- any reasonable administrative costs associated with organising and recording outcomes of COVID-19 PCR tests

##### **Costs of vaccination:**

- ensuring that staff who need to attend work or another location for the purposes of being vaccinated for COVID-19 are paid their usual wages to do so.

- any costs associated with reaching a vaccination facility
- any reasonable administrative costs associated with organising COVID-19 vaccinations where these were not being supported by other government funding streams

The project helped to limit the use of public transport by members of staff. We completed quarterly reports which was sent to Ealing Council, and the statistics we gathered were fed back into government strategy for pandemic reporting and control.

Another benefit for the charity was unlimited supply of PPE infection-control resources.

We completed year 2 of this Council funded project, which came to an end March 2022.

**Weekend Social Clubs** (a charged for service): This service provides day care for people with dementia at two venues in the Borough – Greenford and Acton, both operating on a Saturday and a Sunday. It offers them a stimulating and therapeutic environment which encourages well-being and independence for the person living with dementia and can often give carers a much-needed break.

After some disruption due to the pandemic, Social Clubs resumed in Summer 2021 on three days each week, and we also launched a new community fund (formerly lottery programme) music therapy programme on site. The social club service helps people with dementia to maintain their skills and interact with other people. It also provides a short break for carers to do whatever they like (e.g. shopping, meet friends or go to a place of worship). A meal is served, activities provided and an opportunity for people living with dementia to have a space to engage, relax and socialise.

**Thursday Social Club** (a charged for service): This service provides day care at the William Hobbayne Centre or outdoors at a nearby scenic location, on Thursdays for people with dementia who are more active. Transport is provided from individuals' homes to outside venues, including local parks, Kew Gardens or other areas of interest. Nature walks were hugely popular during the pandemic, and these continue along with the usual positive Social Club experiences of lunch and companionship.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2022

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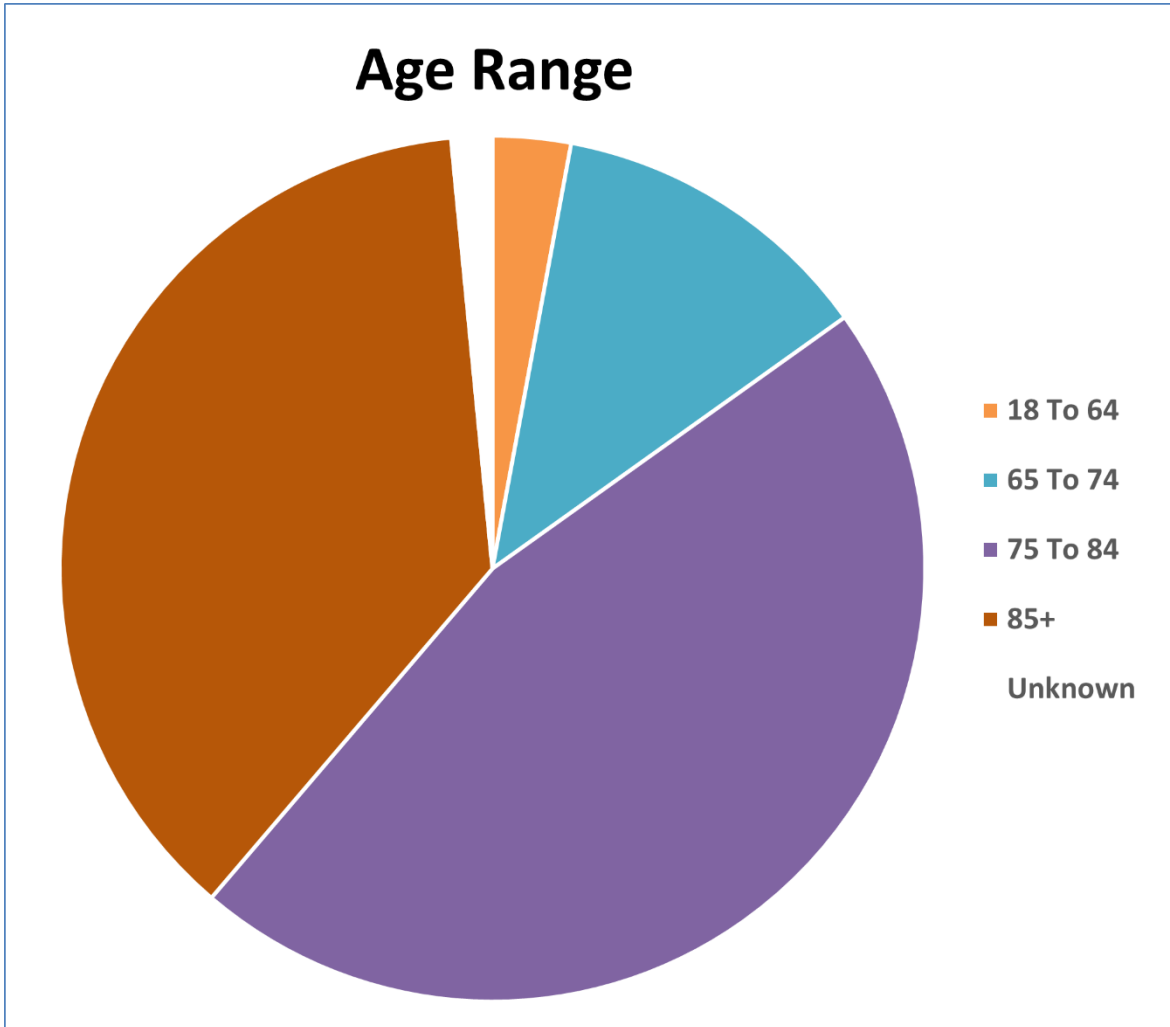
57 people attended our **Weekend Social Clubs**. In addition, **922** monitoring and support calls being made. **Thursday Social Club**: 47 sessions, 22 members, 290 attendances

### Volunteers

Volunteers help to build our capacity as an organisation, and we support them in return. For example, we provide volunteers with valuable work experience, ongoing support, and the opportunity to give back to their community. Volunteers carry out office administration, fundraise, help at the William Hobbayne Centre and act as Trustees.

We currently have 22 volunteers supporting us at different levels across the organisation. For example, our volunteers deliver life-changing services to our clients, fundraise and support us with back-office functions such as administration and communications.

This chart shows the age of people that we reach - across all our services:



## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2022**

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#### **Fundraising activities**

The Charity received funding from City Bridge Trust, Ealing Council and West London Health Trust.

Donations & legacies: donations and legacies were received bringing in **£68,811**.

Fundraising Events: **3** runners took part in the London Marathon 2021, which was held virtually, due to COVID restrictions. The total amount of marathon income raised during the year from current and previous year runners was **£ 5,409.58**.

We are thankful to all of our runners, especially those who have run for the charity several times.

#### **Statement about fundraising practice**

The charitable company's approach to fundraising is to use internal staff and volunteers where appropriate but draw on the expertise of external fundraisers where they have additional expertise and can carry out fundraising work more cost-effectively.

We complied with the code of fundraising practice and received no complaints about fundraising during the year. If we receive donations from people with dementia, we carry out checks to ensure that they have the capacity to make these. The CEO and Finance Manager monitor the fundraising activities undertaken by third parties on a day-to-day basis, with the support of a Finance Assistant.

#### **Financial review**

The Board of Trustees carried out a review of the reserves policy and reserves position of the charitable company at the year end. Reserves are held to cover redundancy costs, to maintain premises and to avoid cuts to services which may have lost funding while alternative finance is found. A key aspiration is to hold a minimum of 10 weeks and a maximum of 17 weeks expenditure in reserve. With Income of **£977,243** and Expenditure of **£977,164** and total Unrestricted Reserves of **£193,222** the charity had achieved the equivalent of just over 10 weeks at 31 March 2022.

The Charitable Company faces a built-in uncertainty over levels of funding – except where multi-year grants have been agreed. We anticipate close to break even for the financial year starting 1 April 2022. The strategy to strengthen this involves taking steps to become better known and to undertake additional fundraising. The Charity believes it will have sufficient resources to weather a challenging 2022/23, when we anticipate material head winds, particular the cost of living challenges. We have already taken steps to implement efficiencies.

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2022**

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During the year the charity's main sources of grant funding were the City Bridge Trust, London Borough of Ealing and the West London Health Trust. Principal sources of unrestricted non-grant funding were one-off and in memory donations from supporters.

#### **Going concern**

Dementia Concern still faces a challenging funding climate and uncertainty due to continuing austerity, financial pressures from a period of high inflation. The organisation is heavily reliant on statutory funding (70%) and therefore particularly exposed to further reduced (or renegotiated) levels of statutory commissioning. The organisation has in the past financial year run at break even and is projecting a small deficit in the current financial year. Multi-year funding contracts are in place with our major funders, West London Health Trust and Ealing Council and these cover the next twelve months.

The Charity is encouraged by buoyant demand for a number of our services and therefore does not project any material further losses as a result of Covid. The Board and the CEO will be undertaking a comprehensive strategic review to see how this might support and inform the charity as it plans its next five years (2023-28). This will include reviewing its activities and services with client, carer and staff consultation in order to stay aligned to the needs of service users in a way that does not threaten the viability of the organisation and consistently seeks new opportunities for growth and greater collaboration.

The charity's cash flow has been broadly stable over the last two years. Whilst the financial reserves are only at the required level of ten weeks, we are moving forward cautiously to capture new opportunities for income and partnerships. We expect to increase our reserves by the financial year end of March 2024. By this time we also see Income exceed Expenditure in a financially sound framework year after year, after succeeding to break even in 2021-22 and expecting to break even in the current year, 2022-23. We are implementing a measured increase in the fees we charge for some of our services to improve our overall performance.

While recognising the current uncertainty, the trustees have fully considered the going concern basis of the charity and **do** consider the charity to be a going concern. This conclusion is reached on the basis of the current contract negotiations, pipeline of other potential funding, robust regular financial monitoring and cash flow projections.

#### **Plans for future periods**

The charitable company will continue to meet its objectives by providing existing and new services, as may be applicable. It has secured the funding required for the 2022-23 year to meet these

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2022**

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objectives. The Board of Trustees believe that the charitable company is a going concern owing to the current financial position, and its improving relationships and better reporting with key funders.

We will seek funding for existing services where funding is due to come to an end on or before 31 March 2023. We will aim to:

- Develop the financial stability of the organisation by diversifying our income streams including reasonable increased charging, due to rising costs.
- Explore other means of fund raising, particularly in Ealing
- Increase overall standards of service delivery through developing appropriate policies & procedures and by providing enhanced training and support for staff
- Prioritise services which prevent people with dementia from going into hospital unnecessarily and into residential and nursing homes, until it is absolutely necessary.

#### **Statement of Trustees' responsibilities**

The Trustees (who are also directors of Dementia Concern for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They're also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2022**

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In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2022**

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The Board of Trustees

Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Steve Barnes

Richard Blake     Vice-Chair

Gail Bridgeman

Pauline Davies

Devinder Degun

Sim Downes

Jaspreet Grewal

Liam Humble     Treasurer

Raphael Kassim,

Navleen Kaur

James Lazarus     Chair

There have been no changes to the Board for the year 2021-2022.

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2022 was 11, as previous year. The Board of Trustees have no beneficial interest in the charitable company.

## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2022

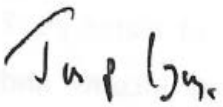
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#### Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The report of the Board of Trustees has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the Board of Trustees on 2 November 2022 and signed on its behalf by



James Lazarus  
Trustee & Chair

## Dementia Concern

### Independent auditor's report

For the year ended 31 March 2022

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#### Opinion

We have audited the financial statements of Dementia Concern (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

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 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- 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

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

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

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

## Dementia Concern

### Independent auditor's report

For the year ended 31 March 2022

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#### Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual 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 trustees' annual 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 directors 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 trustees' annual report and from the requirement to prepare a strategic report.

#### Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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.

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

#### Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;

## Dementia Concern

### Independent auditor's report

#### For the year ended 31 March 2022

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- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Dementia Concern

### Independent auditor's report

For the year ended 31 March 2022

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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 Orchard (Senior statutory auditor)

6 December 2022

for and on behalf of Sayer Vincent LLP, Statutory Auditor  
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

## Dementia Concern

### Statement of financial activities (incorporating an income and expenditure account)

#### For the year ended 31 March 2022

	Note	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
<b>Income from:</b>							
Donations and legacies	2	57,997	10,814	<b>68,811</b>	32,889	-	32,889
Charitable activities							
Advice, Support & Advocacy	3	601,981	27,240	<b>629,221</b>	601,981	184,102	786,083
Weekend Day Care	3	-	3,046	<b>3,046</b>	-	10,000	10,000
Call & Care	3	72,082	113,484	<b>185,566</b>	28,278	113,693	141,971
Weekday Centre Service	3	50,435	10,000	<b>60,435</b>	1,900	-	1,900
Investments		600	-	<b>600</b>	707	-	707
Other Income	4	29,564	-	<b>29,564</b>	95,144	7,478	102,622
<b>Total income</b>		<b>812,659</b>	<b>164,584</b>	<b>977,243</b>	<b>760,900</b>	<b>315,273</b>	<b>1,076,173</b>
<b>Expenditure on:</b>							
Costs of generating voluntary income	6	29,577	-	<b>29,577</b>	22,773	-	22,773
Charitable activities							
Advice, Support & Advocacy	6	380,265	43,194	<b>423,459</b>	237,821	192,903	430,724
Weekend Day Care	6	232,249	2,088	<b>234,337</b>	221,917	12,080	233,997
Call & Care	6	138,300	113,484	<b>251,784</b>	62,468	130,518	192,986
Weekday Centre Service	6	37,829	178	<b>38,007</b>	22,142	-	22,142
<b>Total expenditure</b>		<b>818,220</b>	<b>158,944</b>	<b>977,164</b>	<b>567,121</b>	<b>335,501</b>	<b>902,622</b>
<b>Net (expenditure)/income and net movement in funds</b>		<b>(5,561)</b>	<b>5,640</b>	<b>79</b>	<b>193,779</b>	<b>(20,228)</b>	<b>173,551</b>
Transfer		<b>(12,465)</b>	<b>12,465</b>				
<b>Reconciliation of funds:</b>							
Total funds brought forward		211,248	28,693	<b>239,941</b>	17,469	48,921	66,390
<b>Total funds carried forward</b>		<b>193,222</b>	<b>46,798</b>	<b>240,020</b>	<b>211,248</b>	<b>28,693</b>	<b>239,941</b>

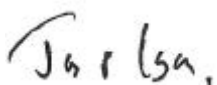
All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18 to the financial statements.

## Balance sheet

As at 31 March 2022

	Note	£	2022 £	£	2021 £
<b>Fixed assets:</b>					
Tangible assets	12		<b>78,540</b>		82,591
			<b>78,540</b>		82,591
<b>Current assets:</b>					
Debtors	13	27,146		63,753	
Cash at bank and in hand		222,096		178,700	
			<b>249,242</b>	<b>242,453</b>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	(39,526)		(35,103)	
<b>Net current assets</b>			<b>209,716</b>		207,350
<b>Total assets less current liabilities</b>			288,256		289,941
Creditors: amounts falling due after one year	16		<b>(48,236)</b>		(50,000)
<b>Total net assets</b>			<b>240,020</b>		239,941
<b>The funds of the charity:</b>					
Restricted income funds	17		46,798		28,693
Unrestricted income funds:					
General funds		193,222		211,248	
Total unrestricted funds			<b>193,222</b>		211,248
<b>Total charity funds</b>			<b>240,020</b>		239,941

Approved by the trustees on 02/11/2022 and signed on their behalf by


James Lazarus  
Chair

## Dementia Concern

### Statement of cash flows

For the year ended 31 March 2022

	2022 £	£	2021 £	£
<b>Cash flows from operating activities</b>				
Net (expenditure)/income for the reporting period (as per the statement of financial activities)	79		173,551	
Depreciation charges	13,492		5,281	
Dividends, interest and rent from investments	(600)		(706)	
Decrease/(increase) in debtors	36,607		8,860	
Increase in creditors	4,423		(74,717)	
Loan Received			50,000	
		<b>54,001</b>		<b>162,269</b>
<b>Cash flows from investing activities:</b>				
Dividends, interest and rents from investments	600		706	
Purchase of fixed assets	(9,441)		(15,107)	
Lease Renovation	-		(60,725)	
Bank Loan Repayment	(1,764)		-	
		<b>(10,605)</b>		<b>(75,126)</b>
<b>Change in cash and cash equivalents in the year</b>		<b>43,396</b>		<b>87,143</b>
Cash and cash equivalents at the beginning of the year		<b>178,700</b>		<b>91,557</b>
<b>Cash and cash equivalents at the end of the year</b>		<b>222,096</b>		<b>178,700</b>
<b>Analysis of cash and cash equivalents</b>				
	At 1 April 2021 £	Cash flows £	Other changes £	At 31 March 2022 £
Cash in hand	178,700	43,396	-	<b>222,096</b>
<b>Total cash and cash equivalents</b>	<b>178,700</b>	<b>43,396</b>	<b>-</b>	<b>222,096</b>

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2022

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#### 1 Accounting policies

##### a) Statutory information

Dementia Concern is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is 223 Windmill Road, Ealing, London, W5 4DJ.

##### b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

##### c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

##### d) Going concern

Dementia Concern has broken even for the year 2021/22 and is projecting a small deficit in the current financial year.

After thorough consideration, the Trustees believe the charity to be a going concern. This conclusion is reached on the basis of current contract negotiations, pipeline of other potential funding, robust financial monitoring and cash flow projections. Successful fundraising in Sept–Oct 2022 is evidence of future potential.

Multi-year funding contracts are in place with our major funders, West London Health Trust and Ealing Council, and these cover the next twelve months. However, Trustees are keen to ease the charity's reliance on statutory funding, from the current 70% towards 50% within 3 years. The Board recruited a CEO with fundraising expertise in March 2022, and the charity will be investing in raising funds from new sources of voluntary income (individuals and groups) in 2023.

The charity's cash flow has been broadly stable over the last two years. Whilst the financial reserves are only at the required level of ten weeks, we are moving forward cautiously to capture new opportunities for income and partnerships. We expect to increase our reserves by the financial year end of March 2024. We are implementing a measured increase in the fees we charge for some of our services to improve our overall performance.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

##### e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. We have claimed £95,144 as furlough grant.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

##### f) Donations of gifts, services and facilities

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

##### g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

##### h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**1 Accounting policies (continued)**

**i) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**j) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of space occupied by each activity.

● Advice, Support & Advocacy	47%
● Weekend Day Care	24%
● Call & Care	24%
● Weekday Centre Service	3%
● Costs of generating voluntary income	1%
● Governance costs	1%

**k) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**l) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,200. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Computers & related equipment	4 years
● Long-term assets	10 years

**m) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**n) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2022

#### 1 Accounting policies (continued)

##### o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

##### p) Pensions

Dementia Concern has a defined contribution scheme. It will make a 3% contribution to each employee; if an employee makes a 2% contribution, Dementia Concern will make an additional 2% contribution.

#### 2 Income from donations and legacies

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Gifts	57,997	-	57,997	32,889	-	32,889
Covid Grant	-	10,814	10,814	-	-	-
	<u>57,997</u>	<u>10,814</u>	<u>68,811</u>	<u>32,889</u>	<u>-</u>	<u>32,889</u>

#### 3 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
<b>Advice, Support &amp; Advocacy</b>						
CAF	-	-	-	-	65,002	65,002
West London Mental Health Trust	601,981	-	601,981	601,981	-	601,981
City Bridge Trust	-	13,950	13,950	-	27,600	27,600
Locality Grant	-	7,550	7,550	-	91,500	91,500
Hobson Grant	-	5,740	5,740	-	-	-
Sub-total for Advice, Support & Advocacy	<u>601,981</u>	<u>27,240</u>	<u>629,221</u>	<u>601,981</u>	<u>184,102</u>	<u>786,083</u>
<b>Weekend Day Care</b>						
London Community Centre	-	-	-	-	10,000	10,000
Willim Hobbayne	-	3,046	3,046	-	-	-
Sub-total for Weekend Day Care	<u>-</u>	<u>3,046</u>	<u>3,046</u>	<u>-</u>	<u>10,000</u>	<u>10,000</u>
<b>Call &amp; Care</b>						
London Borough of Ealing	72,082	113,484	185,566	-	113,693	113,693
Sub-total for Call & Care	<u>72,082</u>	<u>113,484</u>	<u>185,566</u>	<u>-</u>	<u>113,693</u>	<u>113,693</u>
<b>Weekday Centre Service</b>						
Client Fees	50,435	-	50,435	30,178	-	30,178
National lottery	-	10,000	10,000	-	-	-
Sub-total Weekday Centre Service	<u>50,435</u>	<u>10,000</u>	<u>60,435</u>	<u>30,178</u>	<u>-</u>	<u>30,178</u>
<b>Total income from charitable activities</b>	<u>724,498</u>	<u>153,770</u>	<u>878,268</u>	<u>632,159</u>	<u>307,795</u>	<u>939,954</u>

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2022

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4 Other income

	2022 Total £	2021 Total £
Govement Furlough& other grants	<u>29,564</u>	<u>102,622</u>
	<u>29,564</u>	<u>102,622</u>

Of which £95,114 is unrestricted and £7,478 is restricted.

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2022

5a Analysis of expenditure (current year)

	Charitable activities							2022 Total £	2021 Total £
	Costs of generating voluntary income £	Advice, Support & Advocacy £	Weekend Day Care £	Call and Care £	Weekday Centre Service £	Governance costs £	Support costs £		
Staff costs (Note 7)	5,500	275,345	169,563	197,494	13,423	8,655	115,956	<b>785,936</b>	713,269
Care Costs	169	4,980	3,628	5,991	16,033	173	19,614	<b>50,588</b>	46,002
Premises	347	16,302	8,324	8,324	1,041	347	4,873	<b>39,558</b>	38,166
Office Costs	616	28,965	14,790	14,790	1,849	616	7,122	<b>68,748</b>	66,054
Other	23	1,060	541	541	68	10,023	6,586	<b>18,842</b>	33,849
Depreciation	-	-	-	-	-	-	13,492	<b>13,492</b>	5,281
	6,655	326,652	196,846	227,140	32,414	19,814	167,643	<b>977,164</b>	902,621
Support costs	21,794	82,145	31,852	18,441	5,029	8,382	-	-	-
Governance costs	1,128	14,662	5,639	6,203	564	(28,196)	-	-	-
<b>Total expenditure 2022</b>	<b>29,577</b>	<b>423,459</b>	<b>234,337</b>	<b>251,784</b>	<b>38,007</b>	<b>-</b>	<b>167,643</b>	<b>977,164</b>	
Total expenditure 2021	22,773	430,724	233,997	192,986	22,141	-	-		902,621

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2022

5b Analysis of expenditure (current year)

	Charitable activities							2021 Total £
	Costs of generating voluntary income £	Advice, Support & Advocacy £	Weekend Day Care £	Call and Care £	Weekday Centre Service £	Governance costs £	Support costs £	
Staff costs (Note 7)	4,823	298,060	168,612	134,074	12,133	5,415	90,152	713,269
Care Costs	169	8,874	7,237	9,131	2,816	173	17,602	46,002
Premises	351	16,479	8,415	8,415	1,052	351	3,103	38,166
Office Costs	637	29,955	15,296	15,296	1,912	637	2,321	66,054
Other	40	3,875	5,990	6,684	60	15,400	1,800	33,849
Depreciation	-	-	-	-	-	-	5,281	5,281
	6,020	357,243	205,550	173,600	17,973	21,976	120,259	902,621
Support costs	15,634	58,927	22,849	13,228	3,608	6,013	-	-
Governance costs	1,120	14,554	5,598	6,157	560	(27,989)	-	-
<b>Total expenditure 2021</b>	<b>22,773</b>	<b>430,724</b>	<b>233,997</b>	<b>192,986</b>	<b>22,141</b>	<b>-</b>	<b>-</b>	<b>902,621</b>

## Notes to the financial statements

## For the year ended 31 March 2022

**6 Net incoming resources for the year**

This is stated after charging / crediting:

	2022 £	2021 £
Depreciation	13,492	5,281
Finance lease interest	-	-
Operating lease rentals:		
Property	29,000	26,000
Auditor's remuneration (excluding VAT):		
Audit	8,500	10,500
Under accrual from prior year	-	-
	<u>          </u>	<u>          </u>

**7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	715,835	651,162
Social security costs	47,256	42,526
Employer's contributions to defined contribution schemes	13,426	12,617
Training and Recruitment	9,419	6,964
	<u>785,936</u>	<u>713,268</u>

No employee earned more than £60,000 during the year (2021: £nil). A termination payment of £12,500 was fully paid in the year (2021: £11,747).

The total employee benefits including the national insurance and pension contributions of the key management personnel were £51,667.88 (2021: £56,267).

Charity trustees claimed £nil in expenses with the charity in the year (2021: £nil).

**8 Staff numbers**

The average number of employees 55 (head count based on number of staff employed) during the year was xx (2021: 54).

	2022 No.	2021 No.
Costs of generating voluntary income	0.4	0.4
Advice, Support & Advocacy	22.9	22.6
Weekend Day Care	12.9	12.8
Call & Care	10.4	10.2
Weekday Centre Service	1.0	1.0
Support	6.9	6.8
Governance	0.5	0.4
	<u>55.0</u>	<u>54.0</u>

**9 Related party transactions**

Aggregate donations from related parties were £nil (2021: £nil).

**10 Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

**11 Taxation**

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2022

#### 12 Tangible fixed assets

	Leasehold improvement £	Office Equipment £	Fixtures and fittings £	Photocopier £	Telephone System £	Server £	Total £
<b>Cost</b>							
At the start of the year	63,120	15,311	3,868	6,379	7,680	6,115	<b>102,473</b>
Additions in year	-	9,441	-	-	-	-	<b>9,441</b>
At the end of the year	<u>63,120</u>	<u>24,752</u>	<u>3,868</u>	<u>6,379</u>	<u>7,680</u>	<u>6,115</u>	<u><b>111,914</b></u>
<b>Depreciation</b>							
At the start of the year	758	1,657	2,544	6,379	6,220	2,324	<b>19,882</b>
Charge for the year	6,528	4,703	494	-	605	1,162	<b>13,492</b>
At the end of the year	<u>7,286</u>	<u>6,360</u>	<u>3,038</u>	<u>6,379</u>	<u>6,825</u>	<u>3,486</u>	<u><b>33,374</b></u>
<b>Net book value</b>							
<b>At the end of the year</b>	<u><b>55,834</b></u>	<u><b>18,392</b></u>	<u><b>830</b></u>	<u><b>-</b></u>	<u><b>855</b></u>	<u><b>2,629</b></u>	<u><b>78,540</b></u>
At the start of the year	<u>62,362</u>	<u>13,654</u>	<u>1,325</u>	<u>-</u>	<u>1,460</u>	<u>3,791</u>	<u>82,592</u>

All of the above assets are used for charitable purposes.

#### 13 Debtors

	2022 £	2021 £
Other debtors	20,597	57,868
Prepayments	5,903	5,885
Accrued income	646	-
	<u>27,146</u>	<u>63,753</u>

#### 14 Creditors: amounts falling due within one year

	2022 £	2021 £
Amounts due under finance leases	-	-
Taxation and social security	14,046	12,309
Other creditors	6,123	6,838
Accruals	19,357	15,956
Deferred income ( note 15)	-	-
	<u>39,526</u>	<u>35,103</u>

#### 15 Deferred income

Deferred income comprises of income received for service delivery in future period.

	2022 £	2021 £
Balance at the beginning of the year	-	13,650
Amount released to income in the year	-	(13,650)
Amount deferred in the year	-	-
Balance at the end of the year	<u>-</u>	<u>-</u>

#### 16 Creditors: amounts falling due after one year

	2022 £	2021 £
Bank Loan one to five years	48,236	50,000
	<u>48,236</u>	<u>50,000</u>

Bounce back Loan –6 Years Loan with one year holiday payment Repayment will start from Jan 22 –£899 with Interest rate 2.5%

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2022

17a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	78,540	-	78,540
Net current assets	162,918	46,798	209,716
Long term Liabilities	(48,236)	-	(48,236)
<b>Net assets at the end of the year</b>	<b>193,222</b>	<b>46,798</b>	<b>240,020</b>

17b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	82,591	-	82,591
Net current assets	178,657	28,693	207,350
Long term Liabilities	(50,000)	-	
<b>Net assets at the end of the year</b>	<b>211,248</b>	<b>28,693</b>	<b>289,941</b>

18a Movements in funds (current year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
<b>Restricted funds:</b>					
Advice, Support & Advocacy	(7,325)	38,054	(43,194)	12,465	-
Weekend Day Care	18,798	3,046	(2,088)	-	19,756
Call & Care	15,737	113,484	(113,484)	-	15,737
Weekday Centre Service	1,483	10,000	(178)	-	11,305
<b>Total restricted funds</b>	<b>28,693</b>	<b>164,584</b>	<b>(158,944)</b>	<b>12,465</b>	<b>46,798</b>
<b>Unrestricted funds:</b>					
<b>General funds</b>	<b>211,248</b>	<b>812,659</b>	<b>(818,220)</b>	<b>(12,465)</b>	<b>193,222</b>
<b>Total unrestricted funds</b>	<b>211,248</b>	<b>812,659</b>	<b>(818,220)</b>	<b>(12,465)</b>	<b>193,222</b>
<b>Total funds</b>	<b>239,941</b>	<b>977,243</b>	<b>(977,164)</b>	<b>-</b>	<b>240,020</b>

18b Movements in funds (prior year)

	At 31 March 2020 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2021 £
<b>Restricted funds:</b>					
Advice, Support & Advocacy	1,476	184,102	(192,903)	-	(7,325)
Weekend Day Care	20,130	10,748	(12,080)	-	18,798
Call & Care	25,832	120,423	(130,518)	-	15,737
Weekday Centre Service	1,483	-	-	-	1,483
<b>Total restricted funds</b>	<b>48,921</b>	<b>315,273</b>	<b>(335,501)</b>	<b>-</b>	<b>28,693</b>
<b>Unrestricted funds:</b>					
<b>General funds</b>	<b>17,469</b>	<b>760,899</b>	<b>(567,120)</b>	<b>-</b>	<b>211,248</b>
<b>Total unrestricted funds</b>	<b>17,469</b>	<b>760,899</b>	<b>(567,120)</b>	<b>-</b>	<b>211,248</b>
<b>Total funds</b>	<b>66,390</b>	<b>1,076,172</b>	<b>(902,621)</b>	<b>-</b>	<b>239,941</b>

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2022

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##### Purposes of restricted funds

Advice, Support & Advocacy – To carry out assessments and provide support, monitoring, advocacy and advice and information to people with dementia and their carers. Deficit fund will be covered in with next year grant.

Weekend Day Care – To provide day care on Saturdays and Sundays for people with dementia while giving carers a much needed break.

Call & Care – To provide regular home respite to carers of people with dementia via specially trained Care Attendants.

Weekday Centre Service – To provide care and social activities to people under 65 with dementia at a day centre.

#### 19 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property	
	2022	2021
	£	£
Less than one year	29,000	26,000
One to five years	12,083	32,000
After 5 years	-	-
	<u>41,083</u>	<u>58,000</u>

**DEMENTIA CONCERN**

England & Wales - Charity number 1014834

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# Accounts

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Company number: 2748840

Charity number: 1014834

# Dementia Concern

Report and financial statements

For the year ended 31 March 2021



**Dementia Concern**

*Keeping Memories Alive*

## **Dementia Concern**

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#### **For the year ended 31 March 2021**

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## Dementia Concern

### Reference and administrative details

For the year ended 31 March 2021

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<b>Status</b>	The organisation is a charitable company limited by guarantee, incorporated on 18 September 1992. Registered as a charity on 22 October 1992.	
<b>Governing document</b>	The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.	
<b>Company number</b>	2748840	
<b>Country of incorporation</b>	United Kingdom	
<b>Charity number</b>	1014834	
<b>Country of registration</b>	England and Wales	
<b>Registered office and operational address</b>	223 Windmill Road Ealing, LONDON W5 4DJ	
<b>Honorary officers</b>	James Philip Lazarus	Chair
	Richard Anthony Blake	Vice-Chair
<b>Principal staff</b>	Albie Stadtmiller	CEO
<b>Bankers</b>	National Westminster Bank Plc 139 High Street LONDON, W3 6LZ	
<b>Auditor</b>	Sayer Vincent LLP Chartered Accountants and Statutory Auditors Invicta House, 108-114 Golden Lane LONDON, EC1Y 0TL	

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2021**

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The Board of Trustees present their report and the audited financial statements for the year ended 31 March 2021.

## **Objectives and activities**

### **Objects of the charitable company**

The objects of the charitable company are to support people with dementia and their carers to live as independently as possible by providing dementia care services and practical help.

The five main aims of the charitable company are:

- To locally advocate for the rights of people with dementia and their carers to respect, dignity and choice
- To empower people with dementia and their carers to understand their rights and enable them to recognise their own individual needs
- To involve users and carers in shaping services
- To bring the needs of people with dementia and their carers to the attention of local health and social services and the general public
- To provide services which support carers and enable people with dementia to retain life skills and abilities so that they can remain living at home in the community as independently as possible.

### **Public benefit focus on ensuring that our activities achieve our charitable aims**

The charity reviews its aims, objectives and activities each year. This report looks at what we have achieved and the outcomes of our work within the previous twelve months. We report the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aims, objectives and activities remain focused on our stated purposes. Our beneficiaries are restricted to people with dementia and their carers.

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

### **The charitable company's main objectives for the year**

The main objectives for the year were to provide assessment, advice and information, support and client representation, weekend day care, care and respite in the home for people with dementia and their carers within Ealing and beyond.

## **Dementia Concern**

### **Trustees' annual report**

**For the year ended 31 March 2021**

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#### **The charitable company's strategies for achieving these objectives**

The charitable company's strategy is to raise funds from the local authority, Ealing Clinical Commissioning Group (or its commissioned partners) and charitable trusts for major service provision and to use donations, trading and other fundraising to cover additional activities and events. At 31 March 2021 the charitable company employed approximately 55 staff, including full-time, part-time and bank staff. The charity worked with approximately 25 volunteers to achieve these objectives, including Board Members, Student Placements, office-based volunteers, community volunteers and London Marathon volunteer runners.

#### **Structure, governance and management**

The charity is a company limited by guarantee with Articles of Association. The membership of the charitable company elects the Board of Trustees which appoints a CEO.

The recruitment process for the Board of Trustees is to both approach suitable people throughout the year and to advertise for new trustees.

The charitable company's training policy specifies that an annual skills audit be carried out of the training needs of the Trustees and that potential training courses are identified. New Trustees receive an introductory pack including Charity Commission guidance, annual review and staff structure chart.

The Board of Trustees meets every six weeks to make decisions on matters such as the strategic direction of the charitable company, key developments to services, the ratification of policies and procedures and important personnel issues. The CEO carries out day-to-day management, supported by senior staff. The post holder takes key decisions on services, finances, fundraising, personnel and office administration.

The Board of Trustees and CEO jointly carry out an annual review of salaries. The main factors taken into account in deciding the salary level of key personnel are level of responsibility, funding available, what similar organisations pay and a salary commensurate with the voluntary London Living Wage.

All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 9 to the accounts.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2021

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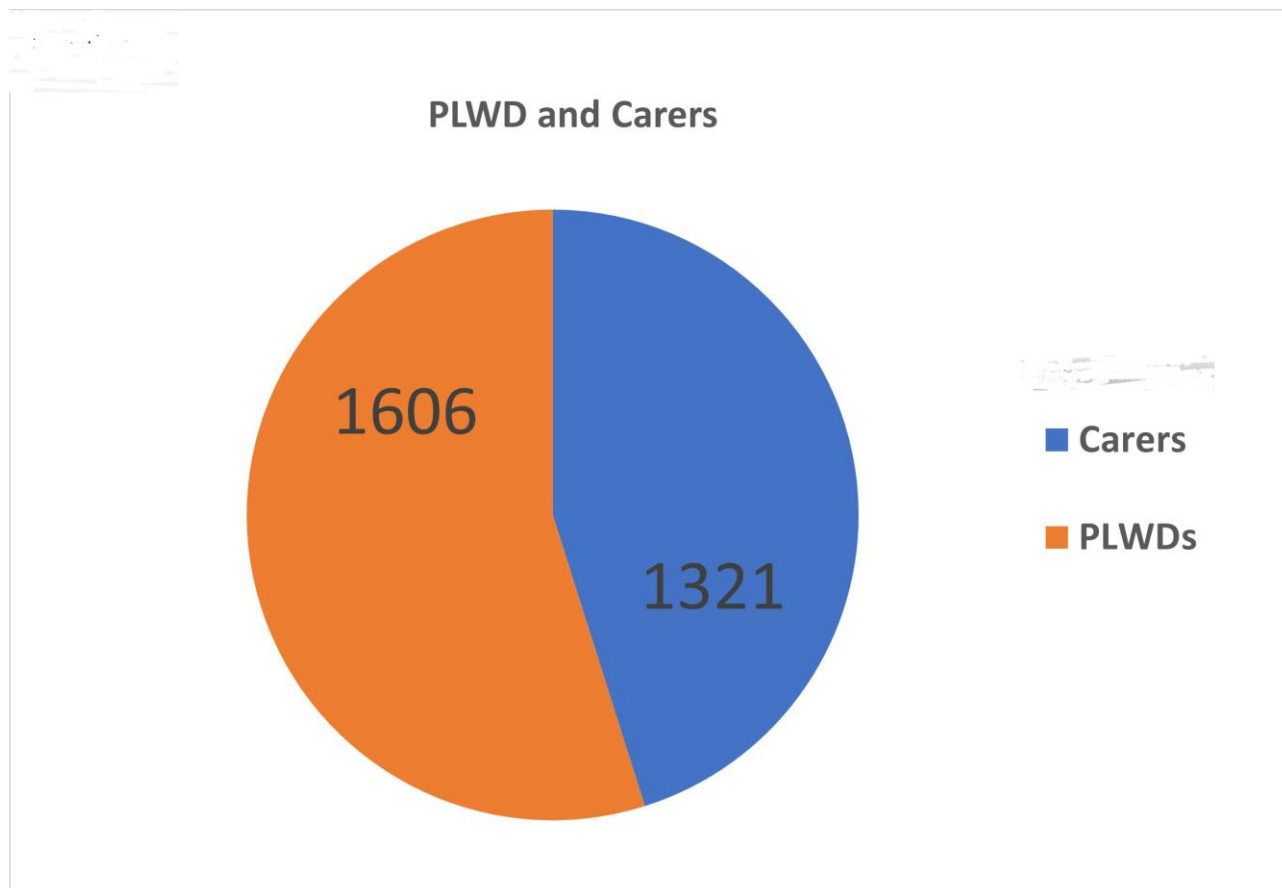
The charity has been providing information and support services for people with dementia and their carers in Ealing since **1982**. The charity was founded by **Frances English** with key support from other former and current long-standing employees. The work began as a *Relative Support Scheme* which provided a volunteer sitting service for older people experiencing confusion and other dementia symptoms. In 1986 the initiative merged with *Age Concern Ealing Borough*, although it maintained its name and standing committee. In 1993, *Alzheimer's Concern Ealing (ACE)* became independent with a new board of trustees, all of whom were carers or former carers of people with dementia. In August 2010, the name was changed to Dementia Concern.

### Risk management

The CEO carries out an audit of significant organisational risks on an annual rolling basis and reports these to the Board of Trustees. The Board last updated the review of the risks in October 2020 and will further review quarterly. They will implement a risk management strategy through:

- A regular internal review of the applicable risks the charitable company may face
- The establishment of systems and procedures to mitigate those risks identified in the plan
- The implementation of procedures designed to minimise any potential impact on the charitable company should any of those risks materialise or become of concern.

The key risk faced by the charity is a reduction or loss in funding awarded by major supporters. COVID-19 also meant that the charity faced a reduction in income from those services that draw a fee. We have drawn up a contingency plan to look at ways of raising extra income and reducing costs if we continue to lose funding or reduce reserves. There is also a risk of losing key staff and we are currently seeking to increase the skill range of our diverse staff so that they are able to cover key positions as needed. During the year the Strategic Plan and Fundraising Plan were re-ratified and reviewed. The Board aim to create a new Strategic Plan and Fundraising Plan by March 2022.



### Significant activities

The charity's significant activities in the year 2020-2021 were as follows:

*Advice, Support & Advocacy: Assessment, Reviews and Monitoring:* Our assessments enable us to identify the level of physical, social and psychological support needed for people with dementia. They also enable carers to address the problems they face and to find out which services can help them. We carry out regular reviews and monitor the needs of carers. Our Community Support Workers visit people with dementia living alone to check that they are managing everyday activities and to help them to continue to live independently but safely.

*Support and Advice & Information:* This service provides support to enable carers to work through their emotional stress when dealing with the different stages of the illness. It also provides comprehensive advice and information including welfare benefits. Work is carried out face-to-face or over the phone.

*Client Representation:* This service aims to provide client representation on behalf of people with dementia and carers to enable them to have a voice and to be able to play a full and active part in

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2021

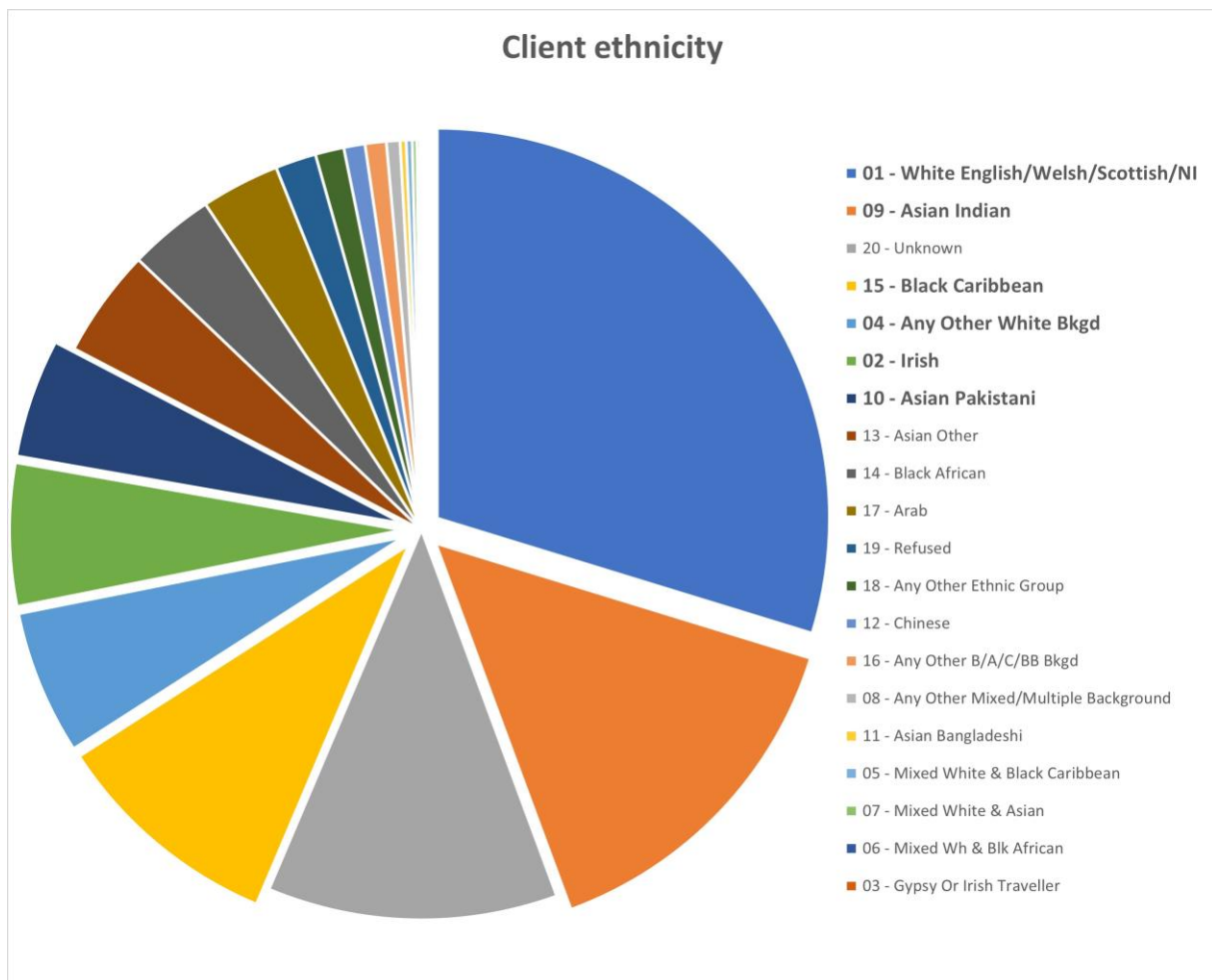
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decisions about matters affecting their lives. This role is carried out in part by our team of Dementia Advisors.

*Weekend Day Care/Social Clubs:* This service provides day care for people with dementia throughout the week, including on a Saturday or Sunday. It offers them a stimulating and therapeutic environment which encourages well-being and independence while giving carers a much-needed break.

*Call & Care:* This service provides regular home respite to carers of people with dementia via specially trained Care Attendants. It provides companionship, mental stimulation and personal care for people with dementia and a break for carers.

*Weekday Centre Service/Club:* This service provides day care at the William Hobbayne Centre or on site at the charity's premises on Thursdays for people with dementia who are more mobile. When possible, we offer consultation, support and information sessions for people with dementia living alone and carers.



## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2021

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#### Volunteers

Volunteers help to build our capacity as an organisation, and we support them in return. For example, we provide volunteers with valuable work experience, ongoing support, and the opportunity to give back to their community. Volunteers carry out office administration, fundraise, help at the William Hobbayne Centre, dementia cafes and act as Trustees. The charity has a designated Volunteer Coordinator. This role increases the ability of Dementia Concern to bring in volunteers to support staff and increase our services to those living with dementia.

We are particularly grateful for the contributions of our volunteers, who have generously donated their time to support people living with dementia and their carers during a highly challenging and uncertain year. We currently have 28 volunteers on our books and 22 of these are actively volunteering or training with us. These volunteers are supporting us at different levels across the organisation. For example, our volunteers deliver life-changing services to our clients, fundraise and support us with back-office functions such as administration and communications. Importantly, 15 of these volunteers are volunteering through our befriending project and are either actively supporting clients or learning how to support them. Our befriending service has been vital to our work over the last year and a lifeline to many people living with dementia and their carers, who have been particularly isolated during this pandemic. Our volunteers have built relationships with our clients through regular remote befriending calls, which have been rewarding for volunteers and service users alike. Given the success of this programme, we will be continuing to provide this remote support next year, alongside resuming some of our face-to-face befriending support. Next year we aim to continue building our volunteering capacity and nurturing the brilliant volunteer talent we already have.

#### Achievements and performance in the delivery of public benefit

Our main activities and those who we try to help are described below. All our charitable activities focus on helping people living with dementia, carers or former carers and are undertaken to further our charitable purposes for the public benefit.

#### Review of the charity's activities

We achieved our primary objective for the year by successfully providing all the services detailed below. In doing this we worked with **1,606** people with dementia: **362** before assessment and **1,244** people with dementia after assessment and a further **1,321** carers. This is a total cohort of **2,927** service users. At 31 March 2021 the majority of service users were from an ethnic minority community, which reflects the borough's hyper-diversity.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2021

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The Dementia Link Worker service funded by *West London Health Trust* was fully operational throughout the year. The workers are linked to the local GP networks and provide support, advice & information, monitoring and carry out clinical reviews for people with dementia receiving medication.

The charity was impacted by the COVID-19 pandemic from March 2020. This initially meant that the charity had to reduce its face-to-face interactions with clients, shift to home-working for the majority of the staff and not able to use off-site venues. The charity adapted by increasing phone and video calls, made door-step visits and introduced a slow return to direct contact work, whilst following NHS and government guidelines as well as its own Health & Safety, Safeguarding and sound practice guidelines. The charity used its own office space to host socially-distanced internal training. The charity utilised financial mechanisms to retain staff, raise income and support its activities.

The following section reports on achievements against these objectives.

## Advice, Support & Advocacy

### *Assessments, Reviews and Monitoring*

Over the last few years, there has been a major increase in the number of people diagnosed with dementia in the London Borough of Ealing. Last year we carried out 304 client assessments (115 from Dementia Advisors and 189 from Dementia Link Workers). Each person assessed is entered on our database and assigned a named Dementia Adviser or Link Worker to support them. Part of this support involves monitoring people with dementia and their carers and we made monitoring phone calls to 404 carers. The Dementia Link Workers also carried out 786 Reviews of people with dementia as part of the Dementia Link Worker service, of which 36 were Rowland Universal Dementia Assessment Scale (RUDAS) evaluations or Clinical Reviews.

### *Community Support Workers*

Dementia Concerns Community Support Worker Team (CSW) consists of 3 staff who work across the week providing 73 hrs of contact with approximately 47 People living alone in their own homes with dementia. They also liaise with the person's families and or their representatives to ensure that the Person Living with Dementia (PLWD) is kept safe and well and assist with any monitoring needed to enable them to continue living in their own home for as long as they wish.

Due to restrictions during the Covid-19 period daily/weekly contact has been by telephone. CSWs have continued to assist PLWDs and their families with contacting other services that may have been needed during this time. They have arranged emergency shopping to be delivered, liaised with GPs when concerned about health issues, arranged for prescriptions to be delivered and when one of

## **Dementia Concern**

### **Trustees' annual report**

#### **For the year ended 31 March 2021**

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their PLWD who has no family was admitted to hospital, liaised with the A&E doctor giving vital information so that the care was appropriate. They also have kept in touch with any Care Agencies involved with the individual PLWD.

The CSWs have continued with their regular calls encouraging the PLWD to engage in conversation, talk through their concerns about Covid-19 restrictions and to advise on precautions that should be taken. They have helped PLWD to contact relatives and have kept relatives informed of any concerns they may have in respect of the PLWD. During conversations the CSW have continued with activities, read daily newspapers, sung songs, played quizzes, reminisced about the past life and family occasions. Covid-19 has for many opened other doors of communication.

The CSWs have continued to accept new referrals and although the initial introduction could not be done face-to-face they have contacted both the PLWD and their families/representative to build up the relationship and offer weekly support.

Towards the end of May 2021, the CSW team started to prepare themselves and their service users for face-to-face visits. They explained about the use of appropriate PPE and other safety precautions to be taken on visits, those discussions also took place with families/representatives involved. A face-to-face risk assessment prior to visiting was completed.

#### ***Support and Advice & Information***

We supported 690 people and gave Advice & Information to 772 clients. This Advice and Information includes Advice & Information about dementia, support around the problems of caring and signposting or referring about the holistic services available internally or within the area.

Over the course of the year, we assisted 78 people with dementia and their carers to obtain 22 benefits on average. These included Attendances Allowances (Higher and Lower), Council Tax Discounts and Support, Carers' Allowances and others e.g., Retirement Pensions, Personal Independence Payments.

The Dementia Advisors supported the volunteers with fundraising work recently conducted over a weekends. The money donated was minimal, but provided more exposure for the charity. One DA supported clients to access the food bank scheme and is the go-to person to access this support as he works closely with the providers.

During the year, the lockdown situation bounced back and forth. During times where there were relaxed restrictions, we increased our Thursday Group social activities. We had 165 people who

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2021

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accessed our Social Club programmes. This included **990** monitoring and support calls being made, **49** social outing attendances. In the upcoming year we anticipate returning with our weekend services, adhering to any COVID-related restrictions and also reducing risk of infection. We reinvigorated our *Carers' Voice* newsletters and now publish them bi-annually, with a PDF electronic version and a limited number of paper copies sent out, in order to reduce cost. The Carer's Voice is also available digitally on our new website (from autumn 2020).

#### ***Client Representation***

We have provided **521** people with client representation and specialist advice & information. Major issues have included Safeguarding, Complaints, Long-stay Care, Home/Day Care and respite.

With the Care Act there have been changes to the way advocacy can be provided. In certain circumstances there's now a requirement for an independent advocate to be brought in. In some cases, work can still be carried out as a client representative or as a specialist adviser. This role is mostly carried out in part by our team of Dementia Advisors. We were successful in renewing our Advice Quality Standard (AQS) accreditation during this period.

#### ***Weekend Day Care/Social Clubs***

Weekend Social Clubs/Day care were closed from mid-March 2020 due to COVID lockdown. This put a significant strain on our earned income finances. We started up these clubs again in summer 2021 and we hope to continue this moving forwards, dependent on infection risk and government guidelines or restrictions. We will be providing two Affordable (Free) Social Clubs for those who are unable to attend due to cost, including a funded music café programme on site. These free places will be based on a set criteria.

As part of our flexible response to the COVID pandemic, we initiated a Care Package delivery every two months to our most vulnerable clients who live alone or are in greatest need. We were able to make **8 (Eight)** Care Package weekend deliveries over the period to around **70+** clients each time. The **579** bags included essential supplies such as food, sanitiser, soap and drinks. Bags also included donated games from two games companies, as well as activity packs and helpful emergency information. These deliveries were very well received and acted as a Welfare Visit for our clients.

The service helps people with dementia to maintain their skills and interact with other people. It also provides a short break for carers which can be used to go shopping, meet friends or go to a place of worship. A meal is served, activities provided and an opportunity for people living with dementia to have a space to engage, relax and socialise.

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2021

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From the autumn the Social Club fee will be increased to £50 per day, as the previous rate did not fully cover the costs of the service. We are also exploring several fund raising options to support this work.

#### *Call & Care Service*

The Call & Care service carries out its own assessments of people with dementia and their carers. The standard break was for three weekday hours each week. The service also provided overnight bookings as well as enhanced cover when carers took unexpected or emergency breaks. The service is registered with the Care Quality Commission (CQC) and was most recently assessed in April 2021, with an overall rating of Requires Improvement. The management team with Board support has put a plan in place to address the issues identified and aim to get the Service to **Good** status at its next inspection which is expected to be in spring 2022.

Call & Care provided a service for **67** carers and people with dementia throughout the year. At the 31<sup>st</sup> of March 2021 there were **4** people on the waiting list. The service was a part of the four-year Carer's Short Breaks service, which is commissioned by Ealing Council and finishes on 31<sup>st</sup> of March 2023.

#### *Weekday Centre Service/Social Club*

In the past, we provided services at the William Hobbayne Centre on Thursdays for people with dementia who are more mobile. A range of activities take place including quizzes, discussions, games and exercise classes. Transport was provided to the centre and outings to places of interest are arranged each month.

During the period of the pandemic, we adapted our delivery of the Thursday groups by taking the clients by bus to outside venues. We limited the number of people on the buses, or had clients make their own way with the support of their carers. Venues included local parks, Kew Gardens or other areas of outside interest. As a result, an average of **6 (Six)** people attended each of these **11 (Eleven)** revised sessions.

Going forward, these sessions will be hosted outside again, or on-site at the Dementia Concern premises. This allows the charity to manage its own timetable and risk assessment, as well as bringing clients on site, for a more holistic experience and access to other staff members, as may be applicable.

## Dementia Concern

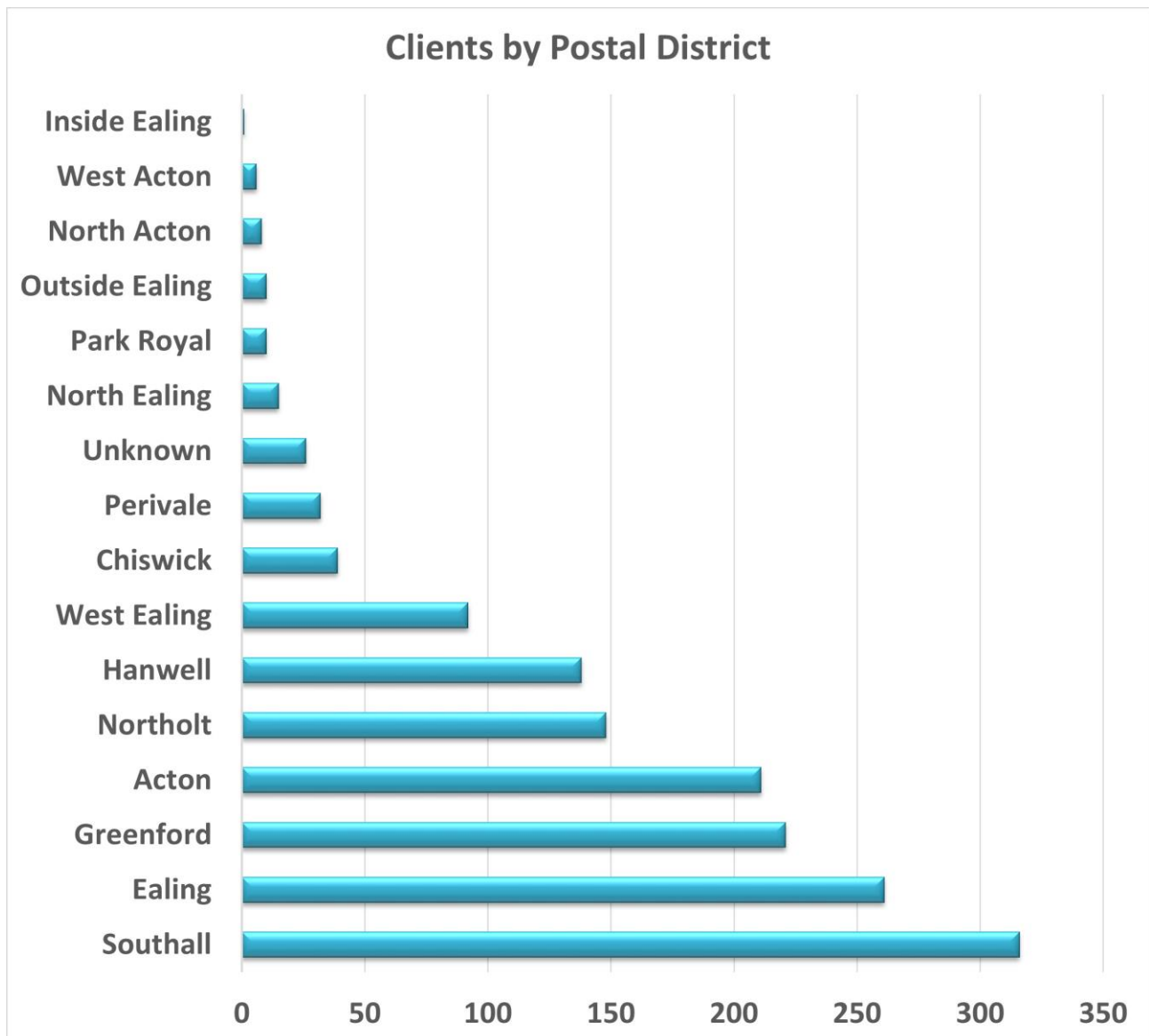
### Trustees' annual report

For the year ended 31 March 2021

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#### *Carers Short Breaks / Befriending Project*

We are working with 15 'Dementia Befrienders' who are volunteering through our befriending project. These volunteers are either actively supporting clients or learning how to support them. Most of our befriending support has been delivered remotely over the past year. For example, volunteers have supported people living with dementia and their carers through regular befriending calls. This has helped reduce isolation amongst some of our most vulnerable clients during the pandemic. With restrictions lifting, we will be resuming face-to-face befriending services where possible, as well as continuing with our remote support.



## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2021

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#### Fundraising activities

The Charity received on-going funding from the City Bridge Trust, Ealing Council and the West London Health Trust.

Charitable trusts: We have made an abundance of applications to charitable trusts, averaging 5 funding bids/requests per month. Details of successful applications are included in Note 4.

Donations & legacies: donations and legacies were received bringing in **£32,889**

Fundraising Events: **Three (3)** runners took part in the London Marathon 2020, which was held virtually, due to COVID restrictions. The total amount of marathon income raised during the year from **Five (5)** current and previous year runners was **£4,810.33**.

We are thankful to all of our runners, especially those who have run for the charity several times.

Although London Marathon preparations began as normal, in 2020 global pandemic *Covid-19* ground the nation into a halt with lockdowns from mid-March onwards. Around that time, Virgin Marathon organisers were not sure whether the event would be postponed, cancelled or arranged to continue, and whilst they waited for Government guidance, event preparations were brought to a standstill.

It was decided that only elite runners could run the actual marathon and all other confirmed runners were given a choice to either defer their place to 2021 or to enter the VIRTUAL London Marathon instead, or both. As a result of the difficulties caused by the pandemic, income in this area was down on previous years.

#### Statement about fundraising practice

The charitable company's approach to fundraising is to use internal staff and volunteers where appropriate but draw on the expertise of external fundraisers where they have additional expertise and can carry out fundraising work more cost-effectively.

We complied with the code of fundraising practice and received no complaints about fundraising during the year. If we receive donations from people with dementia, we carry out checks to ensure that they have the capacity to make these. The CEO and Finance Manager monitor the fundraising activities undertaken by third parties on a day-to-day basis, with the support of a Finance Officer.

## Financial review

The Board of Trustees carried out a review of the reserves policy and reserves position of the charitable company on the 4<sup>th</sup> March 2021. Reserves are held to cover redundancy costs, to maintain premises and to avoid cuts to services which have lost funding while alternative finance is found. A key aspiration is to hold a minimum of 10 weeks and a maximum of 17 weeks expenditure in reserve. With Income of **£1,076,172** and Expenditure of **£953,788** and total Unrestricted Reserves of **£160,082**, the charity had achieved the equivalent of **8** weeks at 31 March 2021.

The Charitable Company faces a built-in uncertainty over levels of funding – except where multi-year grants have been agreed. There is an anticipated budgetary surplus for the financial year starting 1 April 2021. The strategy to strengthen this involves additional fundraising in several areas: applications will be made to small, medium and large charitable trusts and additional money raised from charging, donations and legacies, as may be applicable. If fundraising is unsuccessful, then a contingency plan is in place which will enable the charity to reduce expenditure on areas of lower priority. Some of these cost reductions have continued, and the charity anticipates continuing to reduce its fixed costs. There have been improvements with these fixed costs, including with the copier, phone and utilities.

During the year the charity's main sources of grant funding were the City Bridge Trust, London Borough of Ealing and the West London Health Trust. Principal sources of unrestricted non-grant funding were legacies and donations from supporters, though these have been diminishing over the last couple of years.

## Going concern

Dementia Concern still faces a challenging funding climate and uncertainty due to continuing austerity, financial pressures and the continuation of the COVID-19 pandemic. The organisation is heavily reliant on statutory funding (70%) and therefore particularly exposed to further reduced (or renegotiated) levels of statutory commissioning. The organisation has in the past financial year run at a surplus and is projecting a modest surplus in the current financial year. Multi-year funding contracts are in place with our major funders, West London Health Trust and Ealing Council and these cover the next twelve months.

The loss or reduction of fees for services due to COVID-19 will still impact the charity's finances for the next year (2021/22). Efficiencies are being sought with back-office costs, and some savings have been made. The board and the CEO are currently undergoing a comprehensive strategic review and how this might support and inform the charity as it plans its next five years (2022 – 2027). This

## Dementia Concern

### Trustees' annual report

#### For the year ended 31 March 2021

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will include reviewing its activities and services with user, carer and staff consultation in order to stay aligned to the needs of service users in a way that does not threaten the viability of the organisation and seeks new opportunities or even possible mergers. The charity will be seeking to renew our partnership grant from the Council, launch new services where there are provision gaps and invest in a fundraising support team.

The charity has been able to raise external funding since April 2021 that has been provided to support charities facing hardship during the COVID-19 health situation. This along with a Bounce Back Loan from the bank has supported the cash flow and viability of Dementia Concern during this unprecedented time of pandemic and financial restriction. Whilst the financial reserves are not yet at the required level of ten weeks, we are moving forward cautiously to capture new opportunities but also with an eye to meet our reserves target by the financial year end of March 2023 as well as have Income exceed Expenditure in a financially sound framework year after year.

While recognising the current uncertainty, the trustees have fully considered the going concern basis of the charity and **do** consider the charity to be a going concern. This conclusion is reached on the basis of the current contract negotiations, pipeline of other potential funding, robust regular financial monitoring and cash flow projections.

### Plans for future periods

The charitable company will continue to meet its objectives by providing existing and new services, as may be applicable. It has secured the funding required for the 2021 - 2022 year to meet these objectives. The Board of Trustees believe that the charitable company is a going concern owing to its growing reserve levels, momentum and its historical and current relationships with key funders.

We will seek funding for existing services where funding is due to come to an end on or before 31 March 2022. We will aim to:

- Develop the financial stability of the organisation by diversifying our income streams including continued increased charging
- Explore other means of fund raising.
- Raise additional funds to continue current services and set up new services in particular by making applications to charitable trusts
- Increase overall standards of service delivery through developing appropriate policies & procedures and by providing enhanced training and support for staff
- Prioritise services which prevent people with dementia from going into hospital unnecessarily and into residential and nursing homes where this is not appropriate.

## Statement of Trustees' responsibilities

The Trustees (who are also directors of Dementia Concern for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They're also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2021

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## The Board of Trustees

Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Steve Barnes, appointed 15<sup>th</sup> September 2020

Richard Blake

Gail Bridgeman

Elizabeth (Lu) Brown

Pauline Davies, appointed 30<sup>th</sup> October, 2020

Devinder Degun, appointed 30<sup>th</sup> October, 2020

Sim Downes, appointed 8<sup>th</sup> March, 2021

Liam Humble, Treasurer

Raphael Kassim, appointed 5<sup>th</sup> June 2020

Navleen Kaur

James Lazarus, Chair, appointed 5<sup>th</sup> June 2020

Jaspreet Great, appointed 16<sup>th</sup> September 2021

The charity appointed six new Trustees during the financial year, and one trustee has been appointed following the end of the financial year

James Lazarus

Raphael Kassim

Steve Barnes

Pauline Davies

Devinder Degun

Sim Downes

Jaspreet Grewal

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2021 was 11 (2020 was 7). The Board of Trustees have no beneficial interest in the charitable company.

## Dementia Concern

### Trustees' annual report

For the year ended 31 March 2021

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## Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The report of the Board of Trustees has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the Board of Trustees on 3 November 2021 and signed on its behalf by

James Lazarus  
Trustee & Chair

## Opinion

We have audited the financial statements of Dementia Concern (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

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, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- 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

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

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

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

## **Other Information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## **Opinions on other matters prescribed by the Companies Act 2006**

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual 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 trustees' annual 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 directors 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 trustees' annual report and from the requirement to prepare a strategic report.

## **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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.

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

## **Capability of the audit in detecting irregularities**

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

## Dementia Concern

### Independent auditor's report

For the year ended 31 March 2021

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- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](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 Orchard (Senior statutory auditor)

18 November 2021

for and on behalf of Sayer Vincent LLP, Statutory Auditor  
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

## Dementia Concern

### Statement of financial activities (incorporating an income and expenditure account)

#### For the year ended 31 March 2021

	Note	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
<b>Income from:</b>							
Donations and legacies	2	32,889	-	<b>32,889</b>	37,276	-	37,276
Charitable activities							
Advice, Support & Advocacy	3	601,981	184,102	<b>786,083</b>	582,736	27,050	609,786
Weekend Day Care	3	-	10,000	<b>10,000</b>	-	20,000	20,000
Call & Care	3	28,278	113,693	<b>141,971</b>	45,388	115,311	160,699
Weekday Centre Service	3	1,900	-	<b>1,900</b>	120,222	50,000	170,222
Investments		707	-	<b>707</b>	326	-	326
Other Income	4	95,144	7,478	<b>102,622</b>	1,763	-	1,763
<b>Total income</b>		<b>760,899</b>	<b>315,273</b>	<b>1,076,172</b>	<b>787,711</b>	<b>212,361</b>	<b>1,000,072</b>
<b>Expenditure on:</b>							
Costs of generating voluntary income	6	22,773	-	<b>22,773</b>	25,151	-	25,151
Charitable activities							
Advice, Support & Advocacy	6	237,821	192,903	<b>430,724</b>	420,971	47,637	468,608
Weekend Day Care	6	221,917	12,080	<b>233,997</b>	312,738	-	312,738
Call & Care	6	62,468	130,518	<b>192,986</b>	107,326	130,878	238,204
Weekday Centre Service	6	22,141	-	<b>22,141</b>	707	50,107	50,814
<b>Total expenditure</b>		<b>567,120</b>	<b>335,501</b>	<b>902,621</b>	<b>866,893</b>	<b>228,622</b>	<b>1,095,515</b>
<b>Net (expenditure)/income and net movement in funds</b>		<b>193,779</b>	<b>(20,228)</b>	<b>173,551</b>	<b>(79,182)</b>	<b>(16,261)</b>	<b>(95,443)</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		17,469	48,921	<b>66,390</b>	96,651	65,182	161,833
<b>Total funds carried forward</b>		<b>211,248</b>	<b>28,693</b>	<b>239,941</b>	<b>17,469</b>	<b>48,921</b>	<b>66,390</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18 to the financial statements.

## Dementia Concern

### Balance sheet

Company no. 2748840

As at 31 March 2021

	Note	£	2021 £	£	2020 £
<b>Fixed assets:</b>					
Tangible assets	12		<u>82,591</u>		<u>12,040</u>
			<b>82,591</b>		<b>12,040</b>
<b>Current assets:</b>					
Debtors	13	<b>63,753</b>		72,613	
Cash at bank and in hand		<b>178,700</b>		91,557	
			<u>242,453</u>	<u>164,170</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	<b>(35,103)</b>		(109,820)	
<b>Net current assets</b>			<u>207,350</u>		<u>54,350</u>
<b>Total assets less current liabilities</b>			<b>289,941</b>		<b>66,390</b>
Creditors: amounts falling due after one year	16		<u>(50,000)</u>		<u>-</u>
<b>Total net assets</b>			<u><b>239,941</b></u>		<u><b>66,390</b></u>
<b>The funds of the charity:</b>	17				
Restricted income funds			<b>28,693</b>		48,921
Unrestricted income funds:					
General funds		<b>211,248</b>		17,469	
			<u>211,248</u>	<u>17,469</u>	
Total unrestricted funds			<b>211,248</b>	<b>17,469</b>	
<b>Total charity funds</b>			<u><b>239,941</b></u>	<u><b>66,390</b></u>	

Approved by the trustees on 3 November 2021 and signed on their behalf by

James Lazarus  
Chair

## Dementia Concern

### Statement of cash flows

For the year ended 31 March 2021

	2021 £	£	2020 £	£
<b>Cash flows from operating activities</b>				
<b>Net (expenditure)/income for the reporting period (as per the statement of financial activities)</b>	173,551		(95,443)	
Depreciation charges	5,281		4,437	
Dividends, interest and rent from investments	(706)		(326)	
Decrease/(increase) in debtors	8,860		(47,806)	
Increase in creditors	(74,717)		43,276	
Loan Received	50,000		-	
	<u>162,269</u>		<u>(95,862)</u>	
<b>Net cash provided by / (used in) operating activities</b>		<b>162,269</b>		<b>(95,862)</b>
<b>Cash flows from investing activities:</b>				
Dividends, interest and rents from investments	706		326	
Purchase of fixed assets	(15,107)		(5,468)	
Lease Renovation	(60,725)		-	
	<u>(75,126)</u>		<u>(5,142)</u>	
<b>Net cash provided by / (used in) investing activities</b>		<b>(75,126)</b>		<b>(5,142)</b>
<b>Change in cash and cash equivalents in the year</b>		<b>87,143</b>		<b>(101,004)</b>
Cash and cash equivalents at the beginning of the year		<u>91,557</u>		<u>192,561</u>
<b>Cash and cash equivalents at the end of the year</b>		<b><u>178,700</u></b>		<b><u>91,557</u></b>

### Analysis of cash and cash equivalents

	At 1 April 2020 £	Cash flows £	Other changes £	At 31 March 2021 £
Cash in hand	91,557	87,143	-	<b>178,700</b>
<b>Total cash and cash equivalents</b>	<u>91,557</u>	<u>87,143</u>	<u>-</u>	<b><u>178,700</u></b>

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2021

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#### 1 Accounting policies

##### a) Statutory information

Dementia Concern is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is 223 Windmill Road, Ealing, London, W5 4DJ.

##### b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

##### c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

##### d) Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. Key judgements that the charity has made which have a significant effect on the accounts with multi year grant commitments. Charity is taking steps to reduce expenditure and increase income. Charity might increase the fees in future years. However, COVID19's impact on the charity began on the 20th of March 2020, when fee based services were disrupted due to the threat of possible infection. Throughout the remainder of 2020, the charity was unable to run services that were fee based. This had a significant effect on the charity's finances. However, the charity was able to mitigate this key loss of income via emergency COVID funding designated for charities. This pandemic –focused funding allowed the charity to remain viable during the length of the various lockdowns and its inability to deliver direct fee based service. The charity also made use of the government furlough scheme for some staff, where applicable, in order to mitigate against possible redundancies of said personnel.

The trustees have on-going discussions with potential other funders. There is also a designated consultant Fundraiser and a continuing effort to submit funding applications and bids.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

##### e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. We have claimed £95,144 as furlough grant.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

##### f) Donations of gifts, services and facilities

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

##### g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

##### h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**1 Accounting policies (continued)**

**i) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**j) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of space occupied by each activity.

- |  |     |
|--|-----|
| ● Advice, Support & Advocacy           | 47% |
| ● Weekend Day Care                     | 24% |
| ● Call & Care                          | 24% |
| ● Weekday Centre Service               | 3%  |
| ● Costs of generating voluntary income | 1%  |
| ● Governance costs                     | 1%  |

**k) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**l) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,200. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- |                                 |          |
|---------------------------------|----------|
| ● Computers & related equipment | 4 years  |
| ● Long-term assets              | 10 years |

**m) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**n) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2021

#### 1 Accounting policies (continued)

##### o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

##### p) Pensions

Dementia Concern has a defined contribution scheme. It will make a 3% contribution to each employee; if an employee makes a 2% contribution, Dementia Concern will make an additional 2% contribution.

#### 2 Income from donations and legacies

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Gifts	32,889	–	32,889	32,276	–	32,276
Covid Grant	–	–	–	5,000	–	5,000
	<u>32,889</u>	<u>–</u>	<u>32,889</u>	<u>37,276</u>	<u>–</u>	<u>37,276</u>

#### 3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
<b>Advice, Support &amp; Advocacy</b>						
CAF	–	65,002	65,002	60,500	–	60,500
West London Mental Health Trust	601,981	–	601,981	522,236	–	522,236
City Bridge Trust	–	27,600	27,600	–	27,050	27,050
National lottery	–	91,500	91,500	–	–	–
Sub-total for Advice, Support & Advocacy	<u>601,981</u>	<u>184,102</u>	<u>786,083</u>	<u>582,736</u>	<u>27,050</u>	<u>609,786</u>
<b>Weekend Day Care</b>						
London Community Centre	–	10,000	10,000	–	–	–
Clothworkers	–	–	–	–	20,000	20,000
Sub-total for Weekend Day Care	<u>–</u>	<u>10,000</u>	<u>10,000</u>	<u>–</u>	<u>20,000</u>	<u>20,000</u>
<b>Call &amp; Care</b>						
London Borough of Ealing	–	113,693	113,693	45,388	115,311	160,699
Sub-total for Call & Care	<u>–</u>	<u>113,693</u>	<u>113,693</u>	<u>45,388</u>	<u>115,311</u>	<u>160,699</u>
<b>Weekday Centre Service</b>						
Client Fees	30,178	–	30,178	120,222	–	120,222
National lottery	–	–	–	–	50,000	50,000
Sub-total Weekday Centre Service	<u>30,178</u>	<u>–</u>	<u>30,178</u>	<u>120,222</u>	<u>50,000</u>	<u>170,222</u>
<b>Total income from charitable activities</b>	<u>632,159</u>	<u>307,795</u>	<u>939,954</u>	<u>748,346</u>	<u>212,361</u>	<u>960,707</u>

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2021

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4 Other income

	2021 Total £	2020 Total £
Govement Furlough& other grants	102,622	-
	<u>102,622</u>	<u>-</u>

Of which £95,114 is unrestricted and £7,478 is restricted.

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2021

5a Analysis of expenditure (current year)

	Charitable activities							2021 Total £	2020 Total £
	Costs of generating voluntary income £	Advice, Support & Advocacy £	Weekend Day Care £	Call and Care £	Weekday Centre Service £	Governance costs £	Support costs £		
Staff costs (Note 7)	4,823	298,060	168,612	134,074	12,133	5,415	90,152	<b>713,269</b>	858,370
Care Costs	169	8,874	7,237	9,131	2,816	173	17,602	<b>46,002</b>	104,830
Premises	351	16,479	8,415	8,415	1,052	351	3,103	<b>38,166</b>	36,352
Office Costs	637	29,955	15,296	15,296	1,912	637	2,321	<b>66,054</b>	60,524
Other	40	3,875	5,990	6,684	60	15,400	1,800	<b>33,849</b>	31,002
Depreciation	-	-	-	-	-	-	5,281	<b>5,281</b>	4,437
	<b>6,020</b>	<b>357,243</b>	<b>205,550</b>	<b>173,600</b>	<b>17,973</b>	<b>21,976</b>	<b>120,259</b>	<b>902,621</b>	<b>1,095,515</b>
Support costs	15,634	58,927	22,849	13,228	3,608	6,013	-	-	-
Governance costs	1,120	14,554	5,598	6,157	560	(27,989)	-	-	-
<b>Total expenditure 2021</b>	<b>22,773</b>	<b>430,724</b>	<b>233,997</b>	<b>192,986</b>	<b>22,141</b>	<b>-</b>	<b>-</b>	<b>902,621</b>	
Total expenditure 2020	25,151	468,608	312,738	238,204	50,814	-	-		<b>1,095,515</b>

## Dementia Concern

### Notes to the financial statements

For the year ended 31 March 2021

#### 5b Analysis of expenditure (prior year)

	Charitable activities							2020 Total £
	Costs of generating voluntary income £	Advice, Support & Advocacy £	Weekend Day Care £	Call and Care £	Weekday Centre Service £	Governance costs £	Support costs £	
Staff costs (Note 7)	4,564	319,369	211,715	185,408	33,686	3,042	100,586	858,370
Care Costs	1,980	21,166	45,235	8,001	9,249	442	18,757	104,830
Premises	324	15,219	7,772	7,772	972	324	3,969	36,352
Office Costs	570	26,801	13,686	13,708	1,711	908	3,140	60,524
Other	144	6,805	3,475	3,474	432	11,100	5,572	31,002
Depreciation	-	-	-	-	-	-	4,437	4,437
	7,582	389,360	281,883	218,363	46,050	15,816	136,461	1,095,515
Support costs	16,649	67,295	26,257	14,783	4,304	7,173	(136,461)	-
Governance costs	920	11,953	4,598	5,058	460	(22,989)	-	-
<b>Total expenditure 2020</b>	<b>25,151</b>	<b>468,608</b>	<b>312,738</b>	<b>238,204</b>	<b>50,814</b>	<b>-</b>	<b>-</b>	<b>1,095,515</b>

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2021

#### 6 Net incoming resources for the year

This is stated after charging / crediting:

	2021 £	2020 £
Depreciation	5,281	4,437
Finance lease interest	-	606
Operating lease rentals:		
Property	26,000	20,000
Auditor's remuneration (excluding VAT):		
Audit	10,500	6,500
Under accrual from prior year	-	3,000
	<u>71,781</u>	<u>34,543</u>

#### 7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	639,415	731,784
Social security costs	42,526	43,850
Employer's contributions to defined contribution schemes	12,617	11,583
Termination payments	11,747	7,346
Training and Recruitment	6,964	63,807
	<u>713,269</u>	<u>858,370</u>

No employee earned more than £60,000 during the year (2021: £nil).

At the year end was still outstanding to be paid for termination payments.

The total employee benefits including the national insurance and pension contributions of the key management personnel were £56,267 (2020: £53,754).

A charity trustee claimed £nil in expenses with the charity in the year (2021: £nil).

#### 8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 54 (2020: 62).

	2021 No.	2020 No.
Costs of generating voluntary income	0.4	0.5
Advice, Support & Advocacy	22.6	27.1
Weekend Day Care	12.8	14.0
Call & Care	10.2	15.0
Weekday Centre Service	1.0	1.7
Support	6.8	3.2
Governance	0.4	0.5
	<u>54.0</u>	<u>62.0</u>

#### 9 Related party transactions

Aggregate donations from related parties were £nil (2021: £nil).

#### 10 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

#### 11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2021

12 Tangible fixed assets

	Leasehold improvements £	Office Equipment £	Fixtures and fittings £	Photocopier £	Telephone System £	Server £	Total £
<b>Cost</b>							
At the start of the year	2,395	1,393	2,680	6,379	7,680	6,115	<b>26,642</b>
Additions in year	60,725	13,918	1,188	-	-	-	<b>75,832</b>
At the end of the year	<b>63,120</b>	<b>15,311</b>	<b>3,868</b>	<b>6,379</b>	<b>7,680</b>	<b>6,115</b>	<b>102,474</b>
<b>Depreciation</b>							
At the start of the year	303	159	2,144	6,075	4,758	1,162	<b>14,602</b>
Charge for the year	455	1,498	400	304	1,462	1,162	<b>5,281</b>
At the end of the year	<b>758</b>	<b>1,657</b>	<b>2,544</b>	<b>6,379</b>	<b>6,220</b>	<b>2,324</b>	<b>19,882</b>
<b>Net book value</b>							
<b>At the end of the year</b>	<b>62,362</b>	<b>13,654</b>	<b>1,325</b>	<b>-</b>	<b>1,460</b>	<b>3,791</b>	<b>82,591</b>
At the start of the year	2,395	1,393	804	1,519	2,571	6,115	14,797

All of the above assets are used for charitable purposes.

13 Debtors

	2021 £	2020 £
Other debtors	57,868	41,322
Prepayments	5,885	11,290
Accrued income	-	20,000
	<b>63,753</b>	<b>72,613</b>

14 Creditors: amounts falling due within one year

	2021 £	2020 £
Amounts due under finance leases	-	5,049
Taxation and social security	12,309	29,522
Other creditors	6,838	49,127
Accruals	15,956	12,472
Deferred income ( note 15)	-	13,650
	<b>35,103</b>	<b>109,820</b>

15 Deferred income

Deferred income comprises of income received for service delivery in future period.

	2021 £	2020 £
Balance at the beginning of the year	13,650	-
year	(13,650)	-
Amount deferred in the year	-	13,650
Balance at the end of the year	<b>-</b>	<b>13,650</b>

16 Creditors: amounts falling due after one year

	2021 £	2020 £
Bank Loan one to five years	50,000	-
	<b>50,000</b>	<b>-</b>

Bounce back Loan -6 Years Loan with one year holiday payment Repayment will start from Jan22 -£899 with Interest rate 2.5%

## Dementia Concern

### Notes to the financial statements

#### For the year ended 31 March 2021

##### 17a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	82,591	-	82,591
Net current assets	178,657	28,693	207,350
Long term Liabilities	(50,000)	-	(50,000)
<b>Net assets at the end of the year</b>	<b>211,248</b>	<b>28,693</b>	<b>239,941</b>

##### 17b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	12,040	-	12,040
Net current assets	5,429	48,921	54,350
<b>Net assets at the end of the year</b>	<b>17,469</b>	<b>48,921</b>	<b>66,390</b>

##### 18a Movements in funds (current year)

	At 1 April 2020 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2021 £
<b>Restricted funds:</b>					
Advice, Support & Advocacy	1,476	184,102	(192,903)	-	(7,325)
Weekend Day Care	20,130	10,748	(12,080)	-	18,798
Call & Care	25,832	120,423	(130,518)	-	15,737
Weekday Centre Service	1,483	-	-	-	1,483
<b>Total restricted funds</b>	<b>48,921</b>	<b>315,273</b>	<b>(335,501)</b>	<b>-</b>	<b>28,693</b>
<b>Unrestricted funds:</b>					
<b>General funds</b>	<b>17,469</b>	<b>760,899</b>	<b>(567,120)</b>	<b>-</b>	<b>211,248</b>
<b>Total unrestricted funds</b>	<b>17,469</b>	<b>760,899</b>	<b>(567,120)</b>	<b>-</b>	<b>211,248</b>
<b>Total funds</b>	<b>66,390</b>	<b>1,076,172</b>	<b>(902,621)</b>	<b>-</b>	<b>239,941</b>

##### 18b Movements in funds (prior year)

	At 1 April 2019 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2020 £
<b>Restricted funds:</b>					
Advice, Support & Advocacy	22,063	27,050	(47,637)	-	1,476
Weekend Day Care	130	20,000	-	-	20,130
Call & Care	41,399	115,311	(130,878)	-	25,832
Weekday Centre Service	1,590	50,000	(50,107)	-	1,483
<b>Total restricted funds</b>	<b>65,182</b>	<b>212,361</b>	<b>(228,622)</b>	<b>-</b>	<b>48,921</b>
<b>Unrestricted funds:</b>					
<b>General funds</b>	<b>96,651</b>	<b>787,711</b>	<b>(866,893)</b>	<b>-</b>	<b>17,469</b>
<b>Total unrestricted funds</b>	<b>96,651</b>	<b>787,711</b>	<b>(866,893)</b>	<b>-</b>	<b>17,469</b>
<b>Total funds</b>	<b>161,833</b>	<b>1,000,072</b>	<b>(1,095,515)</b>	<b>-</b>	<b>66,390</b>

##### Purposes of restricted funds

Advice, Support & Advocacy – To carry out assessments and provide support, monitoring, advocacy and advice and information to people with dementia and their carers. Deficit fund will be covered in with next year grant.

Weekend Day Care – To provide day care on Saturdays and Sundays for people with dementia while giving carers a much needed break.

Call & Care – To provide regular home respite to carers of people with dementia via specially trained Care Attendants.

Weekday Centre Service – To provide care and social activities to people under 65 with dementia at a day centre.

**19 Operating lease commitments**

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property 2021 £	2020 £
Less than one year	<b>26,000</b>	29,000
One to five years	<b>32,000</b>	58,000
After 5 years	-	-
	<b>58,000</b>	87,000