



**Company Number: 03082546**  
**Charity Number: 1048314**

**Alzheimer's Support**  
**Report and Accounts**  
**For the year ended**  
**31<sup>st</sup> March 2023**

**Alzheimer's Support  
Legal and Administrative Information**

**Company Number:** 03082546  
**Charity number:** 1048314  
**Registered office:** 5 Sidmouth Street  
Devizes  
Wiltshire  
SN10 1LD

**Chair:** Janet Dore

**Trustees Management Committee:** Janet Dore  
Melissa McCloy  
Harry Theobald  
Paul Tumim  
Paul Whitby  
Wendy O'Grady  
Jane Ebel

**Chief Executive Officer:** Sarah Marriott

**Accountants:** William Price & Co.  
Chartered Accountants  
Suite 9 Westbury Court  
Church Road  
Westbury on Trym  
Bristol  
BS9 3EF

**Bankers:** CAF Bank Ltd  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4JQ

## **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023**

### **Structure, Governance and Management**

The Trustees, who are the directors of the charity for the purposes of the Companies Act, submit their annual report and audited financial statements of the year ended 31<sup>st</sup> March 2023. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities", issued in 2019, in preparing the annual report and financial statements for the charity.

#### **Governing Document**

Alzheimer's Support is a charitable company limited by guarantee, incorporated on 21 July 1995 and registered as a charity on 27 July 1995. 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.

#### **Recruitment and Appointment of Management Committee**

Any person may be elected to be a member of the Board, excluding a member of staff of the organisation, but not excluding any volunteer of the organisation.

It is our aim to have a skill mix of carers, ex carers and professionals working in the field of dementia and social care, finance, law and the corporate business sector as members of the Board. In the event of particular skills being lost due to retirements, efforts are made to close the skills gap as soon as possible.

The members of the Board of Trustees are elected at the Annual General Meeting. The trustees relinquish their positions every year and are eligible for re-election at the Annual General Meeting.

#### **Trustee Induction and Training**

Most prospective Trustees are already familiar with the work of the Charity; however, after completing an application form they are invited to attend a minimum of two Board meetings and sub-committees to understand more fully the expectations and demands of the role. There is a meeting of current Board members to review applicants and vote whether to progress their application. Assuming that prospective Trustees still wish to be elected, and the Board of Trustees voted in favour, they agree to be co-opted and standing for election at the AGM.

All new Trustees are encouraged to attend a comprehensive induction programme, which includes attending the services we provide, or team meetings, where appropriate. A Trustee handbook is distributed to all new Trustees (updated September 2023) along with the Memorandum and Articles and "The Essential Trustee" published by the Charity Commission. Feedback from new Trustees about their induction has been very positive.

Trustees are informed about suitable external training and their expenses are reimbursed. An annual joint meeting with senior managers; participation in sub committees; ongoing interaction within the different departments; attending team meetings when possible, has all helped to increase the visibility of the Trustees to the staff, and helped the Trustees have a good understanding of the organisation's services and challenges.

## **Organisation**

The Board of Trustees meets every six weeks and is responsible for the governance of the organisation. Subcommittees for Finance and Fundraising, Quality Assurance, and Risk Management meet regularly and report to the Board. Decisions on the day-to-day operation of the Charity are taken by the Chief Executive in consultation with the Senior Management Team. The Board receives quarterly Executive Reports from the Senior Management Team, which are circulated for discussion at the corresponding Board of Trustees meeting.

Decisions on matters with significant implications for the organisation are brought to the Board of Trustees.

These include:

- Organisational priorities
- Strategic planning
- All matters of risk to the organisation – in particular resource and reputation
- Significant organisational change
- Major initiatives
- Policy formation and development
- Appointment of senior posts (Trustees are usually part of the interview panel)

The Finance and Fundraising Sub-Committee meets quarterly. The specific responsibilities of this committee include the management of the assets and liabilities of the Charity, the agreement and monitoring of the annual budget, and credit control. It is chaired by the Treasurer (elected Trustee post).

The Trustees have delegated the day to day management of operation to the Charity's Chief Executive Officer– Sarah Marriott.

The organisation's structure is robust, with a full complement of committed Trustees. We have two patrons: Lady Lansdowne (ex High Sherriff of Wiltshire), and John Bush, (ex Lord Lieutenant of Wiltshire). An experienced Senior Management Team, comprising of the Heads of Departments, provides the drive and hands on approach to implementing the organisation's vision to an exceptional standard. Alzheimer's Support generally enjoys high levels of staff retention.

## **Internal control**

The Trustees have overall responsibility for ensuring that the Charity has appropriate systems of internal controls across the entire organisation. They are also responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the Charity and enable them to ensure that the financial statements follow best practice. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

Internal control processes implemented by the Trustees include:

- A Quality Assurance Sub-Committee, consisting of Trustees, Senior Managers, and representatives from each department, meets at least three times a year and reports to the Board of Trustees. It is responsible for providing:
  - assurance to the Trustees that the Charity operates sound systems of internal control; and
  - comfort and transparency to donors and beneficiaries that there are appropriate systems in place to ensure that the resources of the Charity are effectively allocated

and utilised.

- An internal audit system which conducts an ongoing programme of reviews of internal controls across all areas of the Charity.
- A strategic plan and an annual budget approved by the Trustees.
- Regular consideration by the Trustees of financial results, variances from budgets, forecasts and performance indicators.
- Delegation of authority and segregation of duties.
- Identification and management of risk.

### **Risk Management**

The Trustees have in place a formal risk management process to assess risks and implement risk management strategies. This Risk Register is reviewed and updated at least 3 times a year by the Risk sub-committee, consisting of Trustees, Senior Managers, and representatives from each department (ensuring that changes are understood and implemented at all levels). The sub-committee identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact, and identifies the means of mitigating these risks. Risk management is embedded in the day to day processes of the Charity.

We have appointed Croner as our provider of HR and Health and Safety advice and guidance, helping to create new Staff Handbooks, a Health and Safety Handbook and update Policy and Procedures so we comply with all current employment, and health and safety law.

### **Objectives, Activities and Achievements**

The Trustees have complied with the duty set out in s.4 of the Charities Act 2006 to have regard to the public benefit guidance published by the Charity Commission.

The objectives of the Charity are to “improve the quality of life and to relieve poverty, sickness and distress for people with all forms of dementia and their carers, primarily for people living in Wiltshire.”

Specific activities which confirm the public benefit the Charity produces by its existence are set out below, within the principal operating activities and under the sub-headings “Ongoing Activities” and “The Difference We Make”, whilst the sub-heading “2022/2023 Achievements” sets out the targets set last year and the degree to which they have been achieved.

Alzheimer’s Support enjoys the support of about 150 volunteers in all aspects of our work. Their involvement ranges from occasional fundraising events, cake bakes and staffing an information stall, to regular attendance at our day clubs or community groups. Volunteers are an integral part of the teams, dedicated to their role, and enable us to offer a uniquely high staff-client ratio and high-quality service delivery. The Volunteer Manager oversees recruitment, induction and ongoing training, monitoring and communications for them.

Alzheimer’s Support is instrumental in the implementation of the National Dementia Strategy and is a member of the countywide Dementia Delivery Board. Our CEO has been part of the Dementia Strategy group which has been contributing to the Wiltshire Dementia Strategy 2023-2025, and as an organisation we have promoted the opportunity for all stakeholder engagement into the new strategy. Alzheimer’s Support will continue to play an active part in planning and delivering the strategy, and future development.

The Senior Management team is a cohesive and collaborative unit. The benefits of this are felt

throughout the organisation, with the cascading example of teamwork and transparency.

Sarah Marriott – CEO (September 2023)

## Information and Support – Dementia Advisers

By Diane Barkham – Head of Dementia Adviser Team

### **2022/2023 achievements**

- Maintaining the access to advice and support from our offices, website and online requests, through flexible and hybrid working. This has been particularly important for our clients due to the difficulties in speaking to GP surgeries and Avon & Wiltshire Partnership. Clients often feel we are the only people they are able to contact directly.
- Dementia Advisers have increased their presence at online Avon & Wiltshire Partnership (AWP) meetings and feel they are now listened to at these meetings and comments are acted upon.
- Referral rates have stayed steady. We have developed an improved system for tracking referrals and the onward work streams.
- The Memory Liaison Dementia Adviser referrals have risen steadily since the post was started, demonstrating the need for this specialist post. Veronica remains a steadfast member of the Multi Disciplinary Team at Fountain Way (Salisbury Memory Service) team meetings.
- With two members of the team off long term sick the rest of the team have covered the work load without complaint, and clients have not been left waiting longer than necessary.

### **Ongoing Activities**

A lot has changed throughout the year with staff in GP surgeries, with a constant flow of new staff. The team have worked hard keeping up together with the constant changes. Health and Wellbeing Boards are not as active as before but we continue to be involved when able. Bradford On Avon area has been particularly busy with the Dementia Action Alliance and Claire Mitchell has been very involved with them.

The team continue to help with stands and activities throughout the county. Carers Cafes are a popular place for the DA's to attend.

### **The Difference We Make**

Cases remain complex and at times exhausting for the team. Clients' expectations of the service are high as it appears we get things done when other agencies don't. Adult Social Care and AWP are struggling to cope and inevitably the work load ends up in our lap. The team are very proactive and do what they can to support clients but at times I do feel we are stepping outside our remit. The team however feel if we don't do it who will?

### **Feedback from carers regarding Dementia Advisers**

Hi Alex

Yesterday's visit I think where I'm not socialising myself currently, makes me waffle and have verbal diarrhoea, and it makes a pleasant change to talk to someone who hasn't got dementia. A little bit of "normalness" goes a long way. So, I just wanted to say the job that you and your fellow colleagues do, is appreciated, by people like myself, so never feel undervalued or anything.

### **Professionals Quote**

Good Afternoon Pam and Sharon,

I just wanted to say a huge thank you for the support and great work you have done for us with the clients/patients we have referred to you over the past few months.

I had a telephone call with xxxxxxxxx today who shared with me that his wife xxxxx really enjoyed yesterday's craft session and that she was so happy which in turn made him feel brilliant. The support you have shown them recently has been really appreciated and thought you would both like to hear this.

We as a team really appreciate the work you do and look forward to continuing this.

With kind regards,

Kelly

Kelly Davies  
Living Well – Senior Project Worker

### **Priority objectives**

- Continue responding to the increased referral rates for Dementia Advisers in a timely manner
- Upskilling staff to enable them to be up to date with current practices and information regarding Dementia
- Maintaining contacts with GP surgery staff
- Management working with various Dementia Strategies and a new venture working with Dorothy House Hospice Admiral Nurses.
- Review and adjust where necessary the allocation of territories covered by each DA.
- Recruit new staff as necessary to meet the increasing demand on the service.

### **Home Support Service (Registered and inspected by CQC)**

By Monique Bentley – Head of Home Support Service

This end of this year sees the service enjoying a period of stability and reflection. Staff retention has improved though recruitment remains challenging.

### **Achievements 2022/2023:**

- Increased the resilience of the service through the implementation of strategies to increase staff retention and recruitment, including the introduction of fixed hour contracts, improving our recruitment and on-boarding working practices and prioritising the well-being of staff. This has also assisted in addressing our ways of working with regards to annual leave, sickness cover, and

- service cancellation policy, increasing service capacity.
- The development and successful implementation of the senior support worker role.
- We have continued to successfully navigate the ongoing national retention and recruitment crisis in health and social care so that existing service provision remained unaffected.
- Work has begun reviewing service training needs to ensure the regulatory and legislative requirements of the sector are being consistently met in addition to ensuring staff have the information and skills to meet the complex needs of our service users.
- Successfully navigated a full CQC inspection and maintained our good rating.
- Hours of support have increased in all areas. Of note, we have continued to see a significant increase in hours of support in the North East HSS team.

### **Ongoing Activities**

During 2022/23 the service provided 23,023 hours of support over 9647 visits. This is consistent with reported data from 2021/22. This is primarily due to difficulties recruiting and success in increasing staff retention resulting in service capacity being static throughout the year.

### **The Difference We Make**

Through the provision of home support, individuals with dementia retain a degree of independence that allows them to continue to live at home for longer. Their quality of life is enhanced by a one-to-one association with a trained support worker who encourages them to participate actively in life, through the exploration of likes and interests, participation in hobbies and to (re)connect with their local community. The family carer benefits by receiving a reliable respite during the visits, and are afforded the knowledge that their loved one is safe and well looked after by the support worker. All staff work effectively as advocates for the individual with dementia and their carer, raising the profile of dementia in the local community.

Care Co-ordinators work closely with our Dementia Advisers and have a good relationship with the Adult Care Teams, CIT (Complex Interventions Team) and Resource Teams. We continue to build relationships with the wider healthcare provision to encourage and manage referrals into the service.

### **Feedback on the service:**

*" . . . he is a lovely man and cheers me up when I am sad. When I first met him, I was a little nervous but he immediately put me at ease and made me feel comfortable in his company. He always looks after me and makes me feel safe."*

*" . . . I'm sorry it had to end this way because I know how hard you all work to bring a little something into your clients' lives. I would like particularly to thank Kay very much for her time spent with us (4 years, less Covid). She was unfailingly professional, kind, concerned, helpful, caring and accepting of all Daphne's vagaries."*

*" . . . Margaret said that Nikki is a joy, has so much energy and really cheers her up. She said that she is really good with Rolf and very supportive to both. Margaret had a hospital appointment this week during Nikki's visit. It was a difficult one and she was really tired and down when she arrived home. She said Nikki took control, sat her down, made a cup of tea and checked to make sure she had something to eat while also keeping Rolf occupied. They were playing a game. Margaret said it made such a difference to come home & know someone cared."*



*“ . . . I would also like to send an extra special thank you for the support that I’m getting from Michelle, she frequently texts me on days when she knows I might be struggling, and the support and understanding and friendship that she extends to me way out weigh the 2 1/2 hours per week that she’s paid to Care. So, thank you to all of you for holding my hand so brilliantly through all of this.”*

*“ . . . I am really enjoying the job and being part of the team. I have found that there is always help available from others if needed and AS appears to be a very happy organisation to be part of.”*

*“ . . . I just wanted to let you know that he commented that Wally & Alison have been amazing and he would like to convey his thanks to them. He also said that he has been very happy with the service provided by Alzheimer’s Support as a whole and he thinks we are all wonderful.”*

### **Priority objectives 2023/2024:**

- To continue to increase the resilience of the service including (but not limited to): exploring the creation of a service staff bank from existing organisational employees and to be to staff concerns to maintain staff retention levels.
- To review and consolidate service activity spread and structure.
- To develop and implement an internal audit programme to drive excellence within the service.
- To continue work reviewing service training needs.

### **Day Care Service**

By Grant Newton – Head of Day Care

### **2022/2023 achievements**

- The day club teams continue to provide this highly valued service to our communities with the care and enthusiasm that has brought them so much recognition locally and nationally.
- As always, the clubs welcomed some of their many supporters throughout the year, including social and healthcare professionals, funders and community groups. Joint projects with schools, colleges and universities continued and we welcomed sharing our knowledge with GP surgeries and hospitals through their staff and trainees spending time with us.

### **Ongoing Activities**

- Activities in the clubs are many and varied and include numerous visitors from the local community. We welcome musicians, young people, poets, dance groups, schools, choirs, churches, theatre groups, animal visitors of all kinds, ice cream vans, classic cars, arts and crafts and much, much more
- Our therapy dog programme extends across all clubs providing much comfort and many smiles to those club members that cherish or have cherished companion animals
- All day clubs are generally running at capacity providing 144 places of day care each week. In May 2022 we opened an additional day at Old Silk Works, Warminster, so it offers 5 days a week. When our Salisbury club opened in March 2023, we had a further 44 spaces each week bringing our offering to 188 day care places each week across the county.

## **The Difference We Make**

Day Care Services provide members with an informal, socially engaging and safe environment to feel connected with others, pursue hobbies or activities, and most importantly feel recognised for the person they are. The high staff ratio (1:2), which is achieved through volunteer input, ensures that each member's needs are met. This positive impact extends beyond their time in the club into the home life. Family carers benefit from up to 7 hours of respite, secure in the knowledge that their loved one is receiving person-centred care in a stimulating environment.

Recent comments about our clubs

*wanted to thank everyone for making me and my parents so welcome yesterday. You have made a wonderful place for people to feel safe and have fun. I am so pleased my mum has decided to join and am looking forward to seeing everyone next Wednesday.*

OSW Club - from Liz Little, Carer, 22/06/22

*I work from home 1 day a week which I couldn't do if mum not at club. Gives me respite and mum some normalisation. She comes out happy wanting to talk and share. It is a God send. She would come every day if she could.*

Sidmouth Club - from Anne Corbin, Carer, 30.09.22

*I just wanted to feed back to you the difference the day centre is making to one of my clients. Our client was welcomed from day one although she was rather reserved on the first visit, she had lost all of her confidence during lock down and felt very isolated. I arranged for her to attend one day a week. The difference this has made to her week is incredible and she tells everyone about it and her brother is very grateful she is enjoying it.*

Scots Lane club – From Liz, Home Instead Support Manager, 01.07.23

*Thank you so much for all you have done for Dad, it has been lovely to see the difference his "own shape of week" has had. Thanks also for the support, advice, listening ear and cups of tea you have given us to help us through the challenges. We will never be able to put into words fully, just how much it has meant.*

Mill St – From Jacqui Dimmock-Wilson, carer, 24.02.23

*You all have been a fantastic help. It would have been so so much harder without you all.*

OSW Club - From Cliff Dye, carer, 13.07.22

*Sidmouth club is a life saver to me.*

Sidmouth Club – from Sue, carer, 05.05.22

## **2023/2024 Priority objectives**

- Going forward in the next 12 months we look forward to establishing the Scots lane Club in Salisbury and bringing much needed day care to this community.
- We will continue to engage with our many community supporters to inform, support and include them in the running of the clubs where appropriate, and be a tangible example of what the charity does when they are fundraising for us.
- We will maintain the excellent reputation we already have with our members and carers and peer group care organisations.
- We will also retain and encourage our 'open door policy' of inviting people in to see what we do, make dementia visible, and hope they find some inspiration from our practices that they can take away for themselves

## Community Groups

By Kate Sharpe – Head of Community Services

### **2022/2023 achievements**

- March 2022 onwards we have gone from strength to strength with all of our existing groups and have two new groups: Living well group – Discussion group (for person diagnosed with a dementia) ; and the Gardening and Craft Group in North Wiltshire.
- Delivered over 246 sessions of Music for the Mind; 80 x Movement for the Mind; 78 x Art; 65 x Cafes; 48 x Carers Groups; 24 x Muddy Boots; 3 x Training Course for Carers (each 6 weeks in length. 21 x Memory Shed; 16 x discussion group; 4 craft and gardening group.
- The face to face sessions achieved an average of 20-24 people attending per session, a mix of people with dementia, family carers. We also have 4-5 volunteers at each session along with an Alzheimer's Support Facilitator and an Art/music/Shed/Movement Specialist.
- Training Course for Carers was so successful online that we have carried running them online. Generally, we have 20-25 family members using Zoom to get the advice needed when family members have recently been diagnosed.  
Online has proved a great success as carers can be at home and can continue to care for their loved one while the course is running. Getting help to look after the person with dementia if we do face to face is always a problem.
- The Carers Group works nicely in conjunction with the Training Course for Carers. Being able to talk face to face with people in the same position has proved to be a big success.
- Living well with Dementia Training took place with Rick Cheston (Professor of Dementia Research at UWE Bristol), for Juliet Bonser & Kay Sharpe. The 6- week course gave them the skills to enable us to start our new Discussion Group in January.
- New staff member for our Muddy Boots Group.
- New staff members in Sidmouth Street replacing Judith Campbell who had worked for us for 9 years.
- Fire Marshall Training for all office-based staff.
- Caroline Radcliffe won the Teacher/ Coach of the year at the Wiltshire Life Awards 2023
- New Art Group in Chippenham.
- Increase in fees across all groups.
- Office improvements; rewiring, new windows and fire alarm system.

### **Ongoing Activities**

The range of activities we offer include: Music for the Mind, Movement for the Mind, Art Groups, Muddy Boots outdoor groups, Memory Cafes, Memory Shed, carers group, discussion group, Graft & Gardening and also the Training Courses for Carers.

It is very important to Community Services and that of our facilitators, that we continue to offer diversity to all our members.

We have regular evaluation forms so that we can get feedback and suggestions from our clients, so that we can collate more qualitative and quantifiable data. This is done in June before our summer break.

It is important to have regular volunteers and instructors so that they are familiar to our clients, and to make our activities stimulating, friendly and fun places to be, with continuity to all who come along on a weekly basis.

The groups all follow a familiar format, guidelines of which are reviewed regularly.

We run groups each and every week but what is fantastic to see is that our members go on to make

friendships beyond Alzheimer's Support.

### **Christmas concert**

We had a big Christmas concert, where 70 members came along to sing carols and enjoy festive food and drink. We had our Music Facilitators either leading a song or singing a solo and also a song written by a Caroline Radcliffe.

### **The Difference We Make**

The groups provide a fun and welcoming environment for the various activities, and help people re-engage with familiar activities. It creates a sense of community, and reminiscence. However, more than that, it also allows a period of time for couples to reconnect, to return to being wife & husband, mother and daughter. Together they are people enjoying an art project, or singing together. We are linking with the person behind the diagnosis, which is so crucially important.

### **Feedback on Community Groups:**

'The course is really good. So much useful information. I have realised that I do some things wrong, but I also do lots of things right which is very comforting. Every person who interacts with someone with dementia should do this course'. Participant from the Training Course for Carers.

'Well, I can tell you that I nearly cried. Really had to hold back the tears! Terry was amazing, joined in and loved it! The night before Sheila was messaging as so worried and so apprehensive about it. Gave her loads of reassurance and promised to take good care of him and if he didn't like it or settle we would leave. She was over the moon as well. So defo going next week too! Feeling very happy and accomplished, so thank you very much'. Home Support Staff bringing a member to a group for the first time.

'Many thanks to everyone at Alzheimer's Support. We do really appreciate your on-hand support. A Charity that delivers'! A member of our carers group.

'The groups really are fantastic. We both really enjoy them – David, Hen and Jan are great leaders and the volunteers are so lovely and supportive. The carers lunch is also brilliant – I have been twice now and it is so useful, informative and supportive. I am now making sure I prioritise that it's in the calendar each month. Many thanks to you and all your team of staff and volunteers. You are doing an amazing job and have definitely been a lifeline for Terry and I.' Carer using many of our services.

### **2022/2023 Priority objectives**

- Continued consolidation of department – evaluation of value to members and development of best practice.
- Delivery of more Training Courses for Carers.
- Run another course for those recently diagnosed.
- Link with other healthcare providers for increased awareness of our services.
- Group facilitators to use the 'Sum up machine' to ensure that fees are paid.
- Increase in fees across all groups.
- Memory Shed Arts & Craft.
- Admin Staff to receive relevant training.
- New facilitators – to receive relevant training.
- Another Christmas concert in Seend and Salisbury.
- Community Services being involved with local Health and wellbeing days.
- Community Services getting involved with fund raising in a group setting

## Awareness Raising – Communication, Engagement and Fundraising.

By Stephany Bardzil – Head of Communications and Fundraising

- The first year of our new fundraising strategy saw increases in all sectors. Community fundraising performed particularly strongly raising £185,836, a 46.5% increase on the previous year as face-to-face events returned post Covid
- Scots Lane Dementia Centre appeal raised £105,000 from all sources with further revenue funding pledged from the National Lottery and Salisbury City Council
- Website generated income of £58,012, up from £47,435, led by challenge events and in memory tribute pages
- A Walk to Remember relaunched in Warminster in June 2022, raising £10,000
- Denim4Dementia relaunched with new marketing materials and dedicated social media accounts
- New suite of flyers with trackable QR codes
- Website used as an example of excellent content and user journeys in Access Group webinars to 100+ UK charities
- Launched a FreeWill writing offer on the website
- Christmas bulletin achieved 70%+ open and 8.4% click through rate
- Volunteer materials and procedures updated in accordance with our new volunteer strategy
- Soft launch of Understanding Dementia information sessions with 160 people taking part in community and corporate settings
- National award for Duncan Baxter (Barbara Windsor Award) and local success for Music for the Mind teacher Caroline Radcliffe (Wiltshire Life Award)

### Ongoing activities

The increased activity in community fundraising seen in the last quarter of 2021-22 continued and grew, making the rest of the year the busiest ever for the team with new partnerships and event requests from across Wiltshire. We recruited our first community fundraising assistant to help with admin and support at events. Skydives continued to be popular for a third year and our 2022 Christmas campaign was the busiest ever, raising more than £12,000 in donations and sales.

In Salisbury, despite being ‘new kids on the block’ we built strong community connections from churches, schools and local networks as the dementia centre took shape.

Annie Clayton’s Understanding Dementia sessions have been well received and a team of volunteer trainers is coming together to deliver these as demand increases. We are also now actively marketing Learning to Live with Dementia training sessions to professionals and community group.

Our presence on social media continued to grow. Facebook continued to be our most engaged platform where followers grew by 24% to 3,682. Twitter (X) followers grew by 5.5% to 2,835. Instagram grew by 45% to 700 followers.

## **The Difference We Make**

*“Brilliant morning at A Walk to Remember. Sunshine, a great atmosphere and lots of tired feet. But worth every step for us both. Thank you to Alzheimer’s Support for your hard work to make this happen – a wonderful event.”*

*“Hi Steph, S is really flattered that you would like to use her picture for social media. She has been really depressed with her diagnosis of Alzheimer’s and I think this has given her self-esteem a boost.”*

*“Normally we split donations and give to two causes, but meeting you at the new Salisbury centre and seeing the effort you were giving, we’ve made decision to make just the one donation this year.”*

## **2023/2024 Priority objectives**

- Implement a legacies marketing campaign
- Continue to develop and market our training offer
- Increase matched funding opportunities with corporate supporters

### **Organisation wide**

By Sarah Marriott - CEO

## **2022/2023 achievements**

- The Cost of Living Crisis has had a huge impact on the charity, both for our staff and service users. We introduced a pay rise across all staff salaries in April, with an enhanced uplift for those on the lower banding. We now pay all staff above National Minimum Wage. This has not only communicated to employees that we value them and wish to retain staff, but also helps with recruitment at a time that is difficult across the whole social care sector.
- Prices have had to be increased to meet the increased salary cost, but we have kept them as low as possible, and always fundraise to help meet these operating costs.
- Simply Health was maintained as a source of both financial and advice support for staff.
- We opened a 4<sup>th</sup> Day Club and administrative base in Salisbury.
- New contracts for all staff, ensuring that we now comply with current employment law. The new Staff Handbook provides a collated source of relevant policies by which we work.
- Health and Safety Handbook has been created to collate relevant policies. All staff receive this.
- Risk Assessments for working conditions, both office and hybrid working, have been reviewed and updated.
- Introduction of Bright HR as a database for employee details, and an efficient annual leave recording system. This has been positively received by all staff. Going forward we will increase the use of this system to utilise the training opportunities.
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## **Ongoing Activities**

Everyone continued to work with dedication and commitment to provide the valuable services for which we have a great reputation. We not only consolidated what we do, but looked at ways of improving the services wherever possible, working with all stakeholders for ideas and suggestions.

## **2022/2023 Primary Objectives**

- We will continue to be innovative, but within the parameters of current service provision.
- Review internal structures and roles, reflecting the changing demands for services. Recruitment where necessary/possible.
- Evaluation of training and development opportunities for staff and volunteers.
- Implementation of new Digital Records system. This will be across all service provision, and will require much training and monitoring. The roll out will be controlled and evaluated regularly.
- Recruitment of new Trustees to ensure our skills and knowledge base is maintained, following the sad death of one member, and the stepping down of another.
- Monitoring our income sources. Collaboration with other providers where possible to help spread our risk.
- Look for diversification opportunities and new funding partners.

### **Chair of Trustees Additional commentary**

**By Janet Dore – Chair of Trustees**

The most important thing that I think has happened this year, as we move away from the COVID era, has been the way the organisation, in the words of one member of staff, has 'grown up'.

An unusual thing to say, but it reflects the impact of changes that have occurred. Processes and procedures have been reviewed and updated to reflect new ways of working. Representatives of all areas of the organisation now sit on the sub committees of Quality Assurance and Risk, with Senior Managers and Trustees. This has made an enormous difference and now ensures that issues are not missed and the impact on all levels of the organisation is fully understood. It means also that staff are aware of how issues are being dealt with and know that anything they raise will be investigated. The pay increases awarded, and the move to give staff some financial reward for their work during very difficult times, was fully endorsed by the whole Board. We are aware of the impact that the cost of Living Crisis is having, and we will do what we can to continue to pay fair and reflective salaries, within the constraints of our own financial position.

Being able to open the new day centre and information base in Scots Lane, Salisbury, has demonstrated our future strategic planning, looking forward as the need for our services continues to rise. We must thank Lady Lansdowne for formally opening the Day Club there in March 2023.

Sadly, we lost one of our trustees, Mike Streams, during the year. He is sadly missed. During the coming year we must recruit more trustees to ensure the right mix of backgrounds and experience on the Board.

## **FINANCIAL REVIEW**

Principal sources of funding during this year were: Wiltshire CCG (now integrated care system), Wiltshire Council, Lottery Community Fund, Wiltshire Community Foundation. We also received several substantial legacies totalling £106,000, and local financial support was provided by a variety of community groups, including Rotary, Lions, Freemasons and Town Councils.

During the 12 months under review, expenditure exceeded income by £20,036 and the unrestricted reserves increased from £592,992 to £613,028.

Reflecting this more robust financial position, the Board agreed in June 2022 that a portion of the reserves could be invested on a medium-term basis, and a £100,000 investment was made with CCLA's COIF Charities Ethical Investment Fund.

## **RESERVES POLICY**

The Finance and Fundraising Sub-Committee, on behalf of the Board of Trustees, conducts an annual review of the level of unrestricted reserves by considering risks associated with the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of reserves that are sufficient:

- to allow time for re-organisation in the event of a downturn in income
- to protect ongoing work programmes; and
- to allow the Charity to meet its objectives.

Risks and issues considered by the Finance and Fundraising Sub-Committee in making this judgement on the level of unrestricted reserves include:

- over-dependence on any single source of income;
- likelihood of a downturn in income streams;
- period of time required to re-establish income streams;
- period of time required to downsize the Charity operations;
- whether there is adequate control over budgets;
- requirements for a reasonable level of working capital.

The target for unrestricted level of reserves is estimated at the equivalent of three to six months of the Charity's general expenditure budget. The unrestricted reserve held as at 31 March 2023 is £613,208 which is within target.

## **TRUSTEES RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

Company law requires the Trustees to prepare financial statements that give a true and fair view of the state of affairs of the Charity as at the end of the financial year and of its surplus or deficit for the financial year. In doing so the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make sound judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on a going-concern basis, unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for maintaining proper accounting records, which disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure, that the financial position of the Charity and the financial statements comply with the Companies Act 1985. The Trustees are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions of part VII of the Companies Act 1985 relating to small companies.

Chair  
Janet Dore

Date:



# **Alzheimer's Support**

## **Independent Auditors' report**

### **to the members of Alzheimer's Support**

#### **Opinion**

We have audited the financial statements of Alzheimer's Support (the 'charitable company') for the year ended 31 March 2023 which comprise of the Statement of Financial Activities, Balance Sheet, Cash Flow statement 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 Financial Reporting Standard 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

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 charitable company'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.

#### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

## **Alzheimer's Support**

### **Independent Auditors' report**

### **to the members of Alzheimer's Support**

#### **Responsibilities of 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 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**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 is detailed below.

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: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report.

#### **Use of our report**

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

# Alzheimer's Support

## Statement of Financial Activities (including summary income & expenditure account)

For the year ended 31 March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
<b>Incoming and endowments from:</b>					
Donations and legacies	2	248,525	71,102	319,627	510,637
Charitable activities	3	1,508,574	371,888	1,880,462	1,719,689
Investments - interest received		4,474	-	4,474	90
<b>Total incoming resources</b>		<b>1,761,573</b>	<b>442,990</b>	<b>2,204,563</b>	<b>2,230,416</b>
<b>Expenditure on:</b>					
Raising funds	4	105,432	-	105,432	82,785
Charitable activities	5	1,635,433	442,990	2,078,423	1,835,444
<b>Total resources expended</b>		<b>1,740,865</b>	<b>442,990</b>	<b>2,183,855</b>	<b>1,918,229</b>
<b><u>Net incoming resources/ (resources expended)</u></b>		<b>20,708</b>	<b>-</b>	<b>20,708</b>	<b>312,187</b>
Realised gains/(losses) on investment assets		-	-	-	-
<b><u>Net incoming resources/(resources expended)</u></b>					
<b><u>including realised gains on investments</u></b>		<b>20,708</b>	<b>-</b>	<b>20,708</b>	<b>312,187</b>
Unrealised losses on investment assets		(672)	-	(672)	-
<b><u>Net movement in funds</u></b>		<b>20,036</b>	<b>-</b>	<b>20,036</b>	<b>312,187</b>
Funds balances brought forward at 1 April		592,992	-	592,992	280,805
<b>Funds balances carried forward at 31 March</b>		<b>613,028</b>	<b>-</b>	<b>613,028</b>	<b>592,992</b>

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing operations.

**Alzheimer's Support  
Balance Sheet  
As at 31 March 2023**

	Notes	£	2023 £	£	2022 £
<b>Fixed assets</b>					
Tangible assets	11		219,452		141,599
Investments	12		99,328		-
			<u>318,780</u>		<u>141,599</u>
<b>Current assets</b>					
Debtors	13	217,678		281,856	
Cash at bank and in hand		<u>536,800</u>		<u>615,492</u>	
		754,478		897,348	
<b>Creditors: amounts falling due within one year</b>	14	(460,230)		(445,955)	
<b>Net current assets</b>			<u>294,248</u>		<u>451,393</u>
<b>Net assets</b>			<u><b>613,028</b></u>		<u><b>592,992</b></u>
<b>Funds</b>					
Unrestricted funds	16		613,028		592,992
<b>Total Funds</b>	20		<u><b>613,028</b></u>		<u><b>592,992</b></u>

The trustees are satisfied that the company was entitled to exemption from audit under section 477 of the Companies Act 2006 and that members have not required an audit in accordance with section 476. However, an audit is required in accordance with the Charities Act 2011.

The trustees acknowledge their responsibilities for:

- i) ensuring that the company keeps accounting records which comply with section 476; and
- ii) for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

Janet Dore

Date:

**Company Number**

**3082546**

**Alzheimer's Support**  
**Cash Flow Statement**  
**For the year ended 31 March 2023**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
<b>Cash generated from operating activities</b>		
Operating surplus	15,562	312,097
Reconciliation to cash generated from operations:		
Depreciation	31,580	32,882
Unrealised losses on investment assets	672	-
Decrease/(increase) in debtors	64,178	(23,299)
Increase in creditors	14,275	8,182
	<u>126,267</u>	<u>329,862</u>
<b>Cashflow incoming from investing activities</b>		
Interest received	4,474	90
	<u>4,474</u>	<u>90</u>
<b>Cashflow outgoing from non trading activities</b>		
Purchase of tangible fixed assets	(109,433)	(11,038)
Purchase of investments	(100,000)	-
	<u>(209,433)</u>	<u>(11,038)</u>
<b>Net (decrease)/increase in cash</b>	<b>(78,692)</b>	<b>318,914</b>
Cash at bank and in hand less overdrafts at 1 April	<u>615,492</u>	<u>296,578</u>
<b>Cash at bank and in hand less overdrafts at 31 March</b>	<u><b>536,800</b></u>	<u><b>615,492</b></u>
<b>Consisting of:</b>		
Cash at bank and in hand	<u>536,800</u>	<u>615,492</u>

**Alzheimer's Support**  
**Notes to the Accounts**  
**For the year ended 31 March 2023**

**1 Summary of significant accounting policies**

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

**a) General information and basis of preparation**

The financial statements have been prepared in accordance with the Financial Reporting Standard 102 (FRS 102), the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities" published in 2019 and applicable charity and company law. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

**b) Funds**

Unrestricted funds are available for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are funds which are to be used in accordance with specific instructions imposed by donors or which have been raised by the charity for a particular purpose. The costs of raising and administering such funds and the costs incurred in complying with the specific restrictions are charged against the specific fund.

**c) Income recognition**

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income after performance conditions are met, when the amount can be measured reliably and it is probable that the income will be received.

Grant income is recognised on an accruals basis and is allocated to accounting periods specified by the donor.

Grants awarded for the provision of a particular service are shown as charitable activities income and where a service level agreement is in place or a period of funding support is specified in the terms of the award the income is allocated across the period specified in that agreement.

Where no period is specified grant income is allocated equally over a period of twelve months from the month of receipt.

Client repayments are fees for the provision of services or charges for travel and ancillary items and are accounted for as Charitable Activities income on an accruals basis.

Funds raised by events, gifts, donations and legacies and other sources of funds raised are accounted for as Donations and legacies and are taken to the SOFA when received.

**d) Expenditure recognition**

Expenditure is recognised when 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.

- Costs of raising funds are those incurred by the fundraising department in attracting grants from trust, voluntary donations and in activities to raise funds.
- Charitable activities costs include both direct and indirect support costs relating to the activities. The salary element of indirect support costs are allocated to the activity in proportion to staff time spent on the particular activity and all other costs are allocated according to usage of the service provided. The value of services provided by volunteers is not included.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include a proportion of indirect support costs.

Expenditure incurred by the head office function is allocated to specific projects in accordance with the level of management time and cost incurred and is charged directly to the restricted and unrestricted funds and projects as each cost is incurred.

**Alzheimer's Support**  
**Notes to the Accounts**  
**For the year ended 31 March 2023**

***e) Tangible Fixed assets***

Fixed assets are recorded at their original cost. Assets costing less than £100 are charged to resources expended in the year they are purchased. The net residual value of the asset base is estimated to be nil.

***Depreciation***

Depreciation has been provided at the following rates in order to write off the assets over their estimated useful lives.

Leasehold improvements	Over the length of the leases
Computer equipment	33% straight line
Other equipment	20% straight line

***f) Debtors and creditors receivable or payable within one year***

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

***g) Pensions***

The company operates a defined contribution pension scheme. Contributions are charged as they become payable in accordance with the rules of the scheme.

<b>2</b>	<b>Income from donations and legacies</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>2023 Total Funds £</b>	<b>2022 Total Funds £</b>
	Gifts, legacies and donations	210,899	71,102	282,001	481,402
	Fundraising events	37,626	-	37,626	29,235
		<u>248,525</u>	<u>71,102</u>	<u>319,627</u>	<u>510,637</u>
<b>3</b>	<b>Income from charitable activities</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>2023 Total Funds £</b>	<b>2022 Total Funds £</b>
	Grants and contracts (see note 15)	466,321	371,888	838,209	748,609
	Client repayments: fees	996,680	-	996,680	927,323
	Client repayments: travel	37,627	-	37,627	35,989
	Client repayments: other	7,946	-	7,946	7,768
		<u>1,508,574</u>	<u>371,888</u>	<u>1,880,462</u>	<u>1,719,689</u>
<b>4</b>	<b>Expenditure on raising funds</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>2023 Total Funds £</b>	<b>2022 Total Funds £</b>
	Staff costs	91,958	-	91,958	71,705
	IT equipment and support	5,647	-	5,647	5,040
	Other Fundraising costs	7,827	-	7,827	6,040
		<u>105,432</u>	<u>-</u>	<u>105,432</u>	<u>82,785</u>

**Alzheimer's Support**  
**Notes to the Accounts**  
**For the year ended 31 March 2023**

<b>5 Expenditure on charitable activities</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>2023 Total Funds</b>	<b>2022 Total Funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Information and support	15,666		15,666	15,091
Community activities	192,450	20,994	213,444	203,772
Dementia adviser service	97,031	252,565	349,596	326,039
Home support	956,264	2,141	958,405	868,565
Day care	367,299	167,290	534,589	418,577
Governance	6,723	-	6,723	3,400
	<u>1,635,433</u>	<u>442,990</u>	<u>2,078,423</u>	<u>1,835,444</u>

<b>6 Governance costs</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>2023 Total Funds</b>	<b>2022 Total Funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Audit	2,400	-	2,400	2,400
Accountancy	1,871	-	1,871	1,000
Legal and professional	2,452	-	2,452	
	<u>6,723</u>	<u>-</u>	<u>6,723</u>	<u>3,400</u>

<b>7 Operating surplus/(deficit)</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
This is stated after charging:		
Depreciation of fixtures fittings and equipment	10,197	11,874
Amortisation of leasehold improvements	21,383	21,009
Salaries	1,571,228	1,408,722
Social security costs	73,141	61,903
Pension costs	56,535	33,134
Auditors' remuneration:		
- Audit Fee	2,400	2,400
- Other services	-	-

The total number of employees during the year was 146 (2022 - 142).

No employees received emoluments as defined for taxation purposes of over £60,000.

The company contributes to the employees' personal pension schemes which are defined contribution schemes.

The key management personnel of the charity comprises the trustees and the Chief Executive, to whom responsibility for the day-to-day activities of the charity is delegated. The total employee benefits received by key management personnel during the year amounted to £43,561 (2022: £44,907).

**8 Related Party Transactions**

There were no related party transactions in the year to 31st March 2023.



**Alzheimer's Support**  
**Notes to the Accounts**  
**For the year ended 31 March 2023**

**9 Resources analysis**

	Information and support £	Dementia advisors £	Community activities £	Home Support £	Day Care £	Governance £	Fundraising £	2023 Total £	2022 Total £
<b>Costs directly allocated to activities</b>									
Staff costs	10,909	312,221	142,881	787,505	370,012	-	91,958	1,715,486	1,506,921
Volunteer costs	-	50	129	124	1,278	-	-	1,581	1,605
Consultants	17	650	31,150	-	2,756	-	-	34,573	33,144
Travel	68	8,095	4,592	33,331	4,853	-	-	50,939	45,709
Recoverable travel	-	671	833	37,081	545	-	-	39,130	36,408
Subsistence and hospitality	120	1,792	1,980	13,680	13,922	-	-	31,494	26,932
Client shopping	-	-	-	-	-	-	-	-	175
Recruitment	7	477	72	719	740	-	-	2,015	705
Training	17	1,643	661	4,904	765	-	-	7,990	3,436
Rent and rates	967	4,069	18,468	10,367	49,361	-	-	83,232	75,548
Light and heat	206	1,091	689	2,698	19,734	-	-	24,418	14,655
Insurance	225	770	486	1,903	2,732	-	-	6,116	7,723
Printing postage & stationery	235	1,248	758	2,985	1,838	-	-	7,064	7,565
Subscriptions	293	3,072	1,841	7,871	4,437	-	-	17,514	12,279
Repairs and renewals	120	313	198	1,253	22,909	-	-	24,793	24,372
IT support	1,447	6,918	4,125	32,494	7,184	-	5,647	57,815	57,512
Photocopier leasing	568	3,460	2,186	8,563	3,461	-	-	18,238	15,929
Telephone and fax	197	1,810	1,287	7,097	875	-	-	11,266	4,621
Accountancy fees	119	421	266	1,041	1,609	1,871	-	1,871	1,000
Audit fees	-	-	-	-	-	2,400	-	2,400	2,400
Legal fees	-	-	-	-	-	2,452	-	2,452	-
Bank charges	100	725	459	1,797	890	-	-	3,971	2,772
Fundraising costs	-	-	-	-	-	-	7,827	7,827	6,040
Depreciation & amortisation	126	927	906	4,947	24,673	-	-	31,579	32,883
Bad debts (recovered)	(75)	15	9	127	15	-	-	91	(2,105)
<b>Total Resources Expended</b>	<b>15,666</b>	<b>349,596</b>	<b>213,444</b>	<b>958,405</b>	<b>534,589</b>	<b>6,723</b>	<b>105,432</b>	<b>2,183,855</b>	<b>1,918,229</b>

**Alzheimer's Support**  
**Notes to the Accounts**  
**For the year ended 31 March 2023**

**10 Taxation**

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

**11 Tangible fixed assets**

	<b>Property improvements £</b>	<b>Computer equipment £</b>	<b>Other equipment £</b>	<b>Total £</b>
<b>Cost</b>				
At 1 April 2022	271,215	95,673	66,814	433,702
Additions	106,921	1,019	1,493	109,433
At 31 March 2023	<u>378,136</u>	<u>96,692</u>	<u>68,307</u>	<u>543,135</u>
<b>Depreciation</b>				
At 1 April 2022	151,945	82,981	57,177	292,103
Charge for the year	21,383	7,263	2,934	31,580
At 31 March 2023	<u>173,328</u>	<u>90,244</u>	<u>60,111</u>	<u>323,683</u>
<b>Net book value</b>				
At 31 March 2023	<u>204,808</u>	<u>6,448</u>	<u>8,196</u>	<u>219,452</u>
At 31 March 2022	<u>119,270</u>	<u>12,692</u>	<u>9,637</u>	<u>141,599</u>

**12 Investments**

	<b>2023 £</b>	<b>2022 £</b>
Historical cost	100,000	-
less: Loss incurred	(672)	-
	<u>99,328</u>	<u>-</u>

**13 Debtors**

	<b>2023 £</b>	<b>2022 £</b>
Trade debtors	122,263	176,005
Prepayments and accrued income	95,415	105,851
	<u>217,678</u>	<u>281,856</u>

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

	<b>2023 £</b>	<b>2022 £</b>
Trade creditors	32,997	23,042
Other taxes and social security costs	14,340	14,271
Accruals	219,912	172,514
Deferred income (Note 15)	140,330	182,037
Other creditors	52,651	54,091
	<u>460,230</u>	<u>445,955</u>

Deferred income represents grants received that are specified to future periods as set out in Note 15.

**Alzheimer's Support**  
**Notes to the Accounts**  
**For the year ended 31 March 2023**

**15 Deferred grants and contracts**

	Deferred Income B/Fwd £	Grant Received £	Deferred Income C/fwd £	Income 2023 £
<b>Restricted funds</b>				
<u>Statutory funding: WC/CCG:</u>				
Dementia advisors project	39,865	252,565	(39,334)	253,096
<u>Trusts and Foundations:</u>				
HSBC Garden grant	31,735	-	-	31,735
Wiltshire Council - Malborough Area Board	2,062	-	-	2,062
Wiltshire Charities Fund - Salisbury	5,000	-	-	5,000
Pargiter Trust	10,000	-	(10,000)	-
CHAPS Saturday Hospital Fund	2,000	-	-	2,000
St Thomas' & St Edmunds'	672	-	-	672
Harry and Ali Theobald	1,100	-	-	1,100
Stonehenge Chamber of Commerce	2,000	-	-	2,000
Royal British Legion - Aged Veterans Fund	-	14,224	(14,224)	-
Tidworth Area Board Grant	-	1,381	(206)	1,175
Wessex Water Community Fund	-	2,160	(1,619)	541
Melksham Town Council	-	1,680	(1,400)	280
Dyers Charitable Trust	-	2,000	(2,000)	-
Fulmer Charitable Trust	-	1,200	-	1,200
Girdlers Trust	-	3,750	-	3,750
Asda Foundation	-	1,000	-	1,000
Syder Foundation	-	20,000	-	20,000
Tindall Charitable Trust	-	1,000	-	1,000
Utley Family Charitable Trust	-	1,000	-	1,000
NHS Charities Fund RUH	-	12,777	-	12,777
Garfield Weston Foundation	-	25,000	-	25,000
Friends of Warminster Hospital	-	4,000	-	4,000
Frognal Trust	-	2,000	-	2,000
Lyneham & Bradenstoke PCC	-	500	-	500
	54,569	93,672	(29,449)	118,792
Total restricted grants (see note 16)	94,434	346,237	(68,783)	371,888
<b>Unrestricted</b>				
<u>Statutory funding: WC/CCG:</u>				
Wilts Council Covid grants	71,167	416,935	(71,547)	416,555
Gunter Charitable Trust	16,436	-	-	16,436
Girdlers Trust	-	1,000	-	1,000
Other grants and donations	-	1,500	-	1,500
	-	30,830	-	30,830
Total Unrestricted grants (see note 16)	87,603	450,265	(71,547)	466,321
	182,037	796,502	(140,330)	838,209

**Alzheimer's Support**  
**Notes to the Accounts**  
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**16 Unrestricted funds**

	Balance as at 1 April 2022 £	Income £	Expenditure £	Balance as at 31 March 2023 £
Unrestricted Funds				
General funds	592,992	1,761,573	(1,740,865)	613,700
Unrealised loss on investments	-	-	(672)	(672)
	<u>592,992</u>	<u>1,761,573</u>	<u>(1,740,865)</u>	<u>613,028</u>

**17 Restricted funds**

	Balance as at 1 April 2022 £	Income (See note 14) £	Expenditure £	Balance as at 31 March 2023 £
<u>Statutory funding</u>				
Dementia advisors project per note 15	-	253,096	(253,096)	-
<u>Trusts and Foundations - per note 15</u>	-	118,792	(118,792)	-
<b>Total per Note 15</b>	-	371,888	(371,888)	-
Donations	-	71,102	(71,102)	-
<b>Total restricted funds</b>	<u>-</u>	<u>442,990</u>	<u>(442,990)</u>	<u>-</u>

**18 Other financial commitments**

	2023	2022
As at the year-end the charitable company had total minimum commitments under non-cancellable operating leases as set out below.		
	<b>Land &amp; Buildings</b>	<b>Land &amp; Buildings</b>
	£	£
within one year	47,450	45,925
within two to five years	116,625	133,375
in over five years	-	7,750
	<u>164,075</u>	<u>187,050</u>
	<b>2023</b>	<b>2022</b>
	<b>Equipment</b>	<b>Equipment</b>
	£	£
within one year	20,860	20,860
within two to five years	21,040	41,900
in over five years	-	-
	<u>41,900</u>	<u>62,760</u>

**19 Trustee expenses**

No trustees received emoluments or expenses during the year. (2022 - £ Nil).

**Alzheimer's Support**  
**Notes to the Accounts**  
**For the year ended 31 March 2023**

**20 Ultimate controlling party**

The trustees do not consider that the organisation has an ultimate controlling party.

**21 Analysis of Net Assets Between funds**

	<b>Total</b>	<b>Restricted £</b>	<b>Unrestricted £</b>
Tangible Fixed Assets	318,780	-	318,780
Current Assets	754,478	68,783	685,695
Current Liabilities	(460,230)	(68,783)	(391,447)
	<u>613,028</u>	<u>-</u>	<u>613,028</u>

**21 Going concern**

The charity's accounts are produced under the going concern convention. The charity is reliant for its future operation on the continuing support of its principal funders, in particular, Wiltshire Council and the Wiltshire CCG. These funders have continued to support the Charity for many years and are expected to do so in the future. They ensure the provision of its core services and the fulfilling of the Charity's main aims and objectives.