

## **ANNUAL REVIEW 2020-2021**



**Cliff House Community Support Services Limited**

***Formerly known as Age UK Knaresborough & District***

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## Reference and Admin Details

<b>Trustees</b>	M Armitage, Chair C I W Bromet R Coad F A Lawton S Walton
<b>Company registered number</b>	03403668
<b>Charity registered number</b>	1063803
<b>Registered office</b>	Cliff House Hilton Lane Knaresborough North Yorkshire HG5 8BX
<b>Company secretary</b>	D F J Farquharson
<b>Chief executive officer</b>	D F J Farquharson
<b>Accountants</b>	BHP LLP 1 <sup>st</sup> Floor, Mayesbrook House Lawnswood Business Park Redvers Close Leeds LS16 6QY
<b>Bankers</b>	HSBC Bank plc 7 Prospect Crescent Harrogate North Yorkshire HG1 1RN
<b>Solicitors</b>	LCF Barber Titleys The Exchange Station Parage Harrogate North Yorkshire HG1 1TS
<b>Senior management team</b>	K Mullen J Terry

## **Message from the CHIEF EXECUTIVE OFFICER for the year ended 31 March 2021**

My message is a simple one to firstly acknowledge the courage and incredible resilience of our clients who have battled through... unable to access so many of the services they needed in old age such as face to face GP appointments, chiropody so they could walk without discomfort, dental care and importantly group activities to relieve the loneliness of isolation, to name a few.

Secondly to the fantastic team of staff who I am lucky enough to lead who have gone out to help our clients in all circumstances (including many personal family worries and issues) and complied with every rule I was forced to put in place including wearing masks and gloves and aprons in hot weather, as well as asking them not to mix or socialise themselves as it would place more risk on our vulnerable clients. They all did this without a single complaint or thought for themselves. Thanks also to families who complied with our infection control policy so willingly in order to keep their loved ones safe.

We closed our resource centre on 16<sup>th</sup> March 2020 a week before the government closed all such services and the first lockdown began. It was obvious a serious infectious disease was going to affect the lives of our client group due to their frailty. It seems a long way off now and we could never have anticipated the length of time we have had to suspend services in our Resource Centre or how it would affect so many who were not so frail as our clients.

**The year since has been a very difficult one for the charity as the pandemic continued to disrupt people's lives** with continued shielding for vulnerable people encouraged and a further lockdown for the second wave of the virus preventing normal activities and indeed face to face healthcare being provided in many cases. Our services continued to be suspended in Cliff House but we carried on shopping and providing support in the home with full PPE being used at all times together with social distancing to mitigate risk to both clients and staff.

The real difference made to older people's lives in providing practical, individually planned services which help to ensure a fulfilling, meaningful and enjoyable later life was brought sharply into focus when freedoms taken for granted were suddenly restricted, and the impact of these restrictions on older and vulnerable people and their families will manifest itself in years to come. Our mission to provide services that make a real difference to the lives of older people, supporting them and their families with practical and individually planned services, helping to give our clients a fulfilling, meaningful and enjoyable later life and to remain well supported living in their own homes for as long as possible, became part of the national conversation, with all areas of the community looking to support people isolating and facing similar issues to those that many older people have been dealing with for so many years in a society geared up for the digital generation. Ensuring the safety, security and welfare of large number of people isolating within society became the focus of government through national and local groups delivering medication, food and emotional support, services we have been focussed on for many years. In a small way the whole of society came to appreciate the loneliness of the isolated and the importance of decisions made to avoid hospital admissions, and I hope that this understanding will continue even after restrictions are lifted. The challenge for a small charity such as ours is to show a wider audience what we can do and achieve.

I want to use this opportunity to thank all of our staff and volunteers for their continued hard work and dedication, and to express my sincere thanks for their huge commitment at what has been a most difficult time for all involved with the charity and wider society. Our team have proved flexible and adaptable in the face of fast paced change and have remained professional, positive and with our client's interests foremost throughout this time, going above and beyond what they had previously thought possible.

Comments from clients over the year clearly show their appreciation for the support we all provide as a team, and the desire of clients and their families to resume services, which provide both practical and emotional support and enjoyment, illustrates the benefits of what we do.

***"Couldn't manage without their visits. Mum could not make her lunch at all so was eating virtually nothing until we set up Support at Home."***

***"The girls are so kind and helpful Mum really looks forward to their daily visits, she was so lonely before."***

***"Dad's meds were all over the place we were so worried it was making him poorly and he could not manage them at all until support at home started."***

***"So grateful they come round to care for my wife so I can get a break"***

***"Thank you for changing the lunch club which dad enjoyed so much, into weekly visits from the kind girls."***

After leaving the Age UK Federation in 2019, the charity has positioned itself as a local truly independent charity focussing on the really urgent needs of older people around us, delivering high quality, affordable services in our community and remaining financially sustainable in the longer term. Empowering older people (and/or their representatives) to be in the driving seat and to exercise control over their care and support is a fundamental part of our service process. With the continued pressure on health and social care services and the decline in grants from government and the NHS to support organisations like our own, it is imperative that we maintain a robust financial footing so that our services and the value and support they bring to the community continue for the foreseeable future. The challenges presented by the significant downturn in client activity as a result of government shielding and social distancing recommendations for older and vulnerable people relating to the coronavirus (COVID-19) pandemic means that we have faced with decisions to ensure that the charity remains financially viable, reducing fixed overheads where possible and reducing the workforce to match levels of client activity, which has, unfortunately, resulted in a permanent reduction in job roles. The charity also decided to close its shop to focus management attention on service delivery.

We have had to look carefully at the Lunch Club and all activities in light of social distancing needs.

Our plans for the future have been impacted by coronavirus restrictions and made us focus even more attention on supporting clients in their own home as part of an integrated care model which remains at the heart of good joined up health and social care for everyone but especially those with age related long term conditions. We may in the not too distant future be able to safely open some of our suspended services; Day Activities; Assisted Bathing; Outings and Group Activities as soon as is safe and practical for clients, staff and volunteers alike but there is no certainty in this. Our aim remains to support older people to live independently for longer and ensure their lives are fulfilled, meaningful and enjoyable, albeit with reduced services in the short term. We continue to be deeply involved with local healthcare teams and social services helping to shape thinking on ways to support older people through the later part of their lives, particularly through these unprecedented times. The organisation remains focussed on helping those with more complex and multi-faceted social care needs living in the community. In particular those suffering from or those caring for people with Dementia.



## **Thank you to all our volunteers and supporters**

We have long benefitted from a fantastic volunteer team actively supporting all areas of our work. Restriction in 2020/21 have limited their contribution in Lunch Clubs, Reception in Cliff House, Administration, Handyperson services, Transport and Shopping with befriending services, however, we still received valuable support in fundraising, local links, and our trustee board. This has been a fantastic contribution for which we are most grateful and without which we would suffer greatly.

We received financial support during the year in the form of grants and donations from many sources, including Harrogate and Rural District CCG (now North Yorkshire CCG) The Edward Gosling Foundation, Trusthouse Charitable Foundation and many other Friends of Cliff House who make regular contributions.

We would also like to thank Sainsbury's, Waitrose and Morrison's for their generosity in donating consumable goods in support of our services, and all who have generously donated goods to be sold in our charity shop.

And finally a big thank you to all those who supported our services through the generous personal donations and legacies received during the year. Hopefully as I write this, plans continue to allow the country to return to some more normal life but although we are planning to reopen as soon as possible and when safe to do so, we will expect continue, with our particular client group, to exercise some caution going past the summer months and into the winter with top up vaccines anticipated for clinically vulnerable people in the autumn.

We managed to adjust our day services into home visits for most people so we could still keep in touch and support them. This has worked but obviously as detailed elsewhere in this report led to some considerable loss of client income during the year.

We are looking forward to new technology taking us forward and learning lessons from how we have had to adapt our methods of communication as one example. Another being sending photographs to GP's so diagnosis for some illnesses could be done remotely. Even using email to surgeries, something that was difficult in many surgeries before Covid, is now becoming the norm.

Many surgeries have been very helpful and supportive in the interests of worried patients during this time and worked with us in a constructive way for which we are grateful. Pharmacy staff have been very supportive too in working collaboratively getting meds out to people who, through cognitive, eyesight or manual dexterity issues, need our service to remain medication compliant and physically well.

Working from home has meant new lessons learnt can be continued in order to save resources such as remote meetings saving petrol costs and thereby addressing environmental concerns as well as the practicalities of parking. PPE has reduced the common cold incidents and days lost in sickness. This may (if continued as a practice) prevent the spread of seasonal flu.

Thank you to one and all. We will continue with an uncertain future ahead but thinking positively for the future and striving to help as many older people as possible. We will build on every positive we can think of and continue to hopefully thrive and not just survive well into the future

Your support is invaluable so THANK YOU.

**Jane Farquharson**  
**Chief Executive Officer**

## **Trustees Report for the Year Ended 31 March 2021**

The Trustees present their annual report together with the financial statements of the company for the year ended 31 March 2021. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (issued in October 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

## **Structure, Governance and Management**

### **Governing Document**

The Charity registered with the Charity Commission on 6 August 1997 under number 1063803 and was incorporated as a company limited by guarantee, company number 3403668, on 15 July 1997. The governing documents of the Charity are the Memorandum and Articles of Association. The Charity changed its name from Age UK Knaresborough & District to Cliff House Community Support Services on 1<sup>st</sup> April 2019.

### **Appointment of Trustees**

The Council of Management (Executive Committee) is the governing body of the Charity and its members are elected by the Executive Committee at the Annual General Meeting. The Executive Committee members are the Trustees of the Charity.

### **Trustee Induction and Training**

All new Trustees are provided with an induction pack, which includes details of their responsibilities, and they undertake training that includes visits to clients, which provides them with a good insight into the day to day running of the Charity and the specific needs of our client group. The Trustees' skills are assessed, and development opportunities explored.

### **Risk Management**

The Charity has a risk register which is regularly reviewed and prioritised by the Trustees. The Trustees are satisfied that there are systems in place to mitigate exposure to the major risks, including financial risk, as well as policies and procedures to ensure services are delivered safely. The board reviews these policies annually or more often if needed as part of good governance practice.

### **Fundraising Policy**

The Charity has published its own fundraising charter, which has been developed with donors and older people in mind. The Charity does not undertake any door-to-door fundraising activity; or ask for direct debit donations on the street; or share or sell peoples data; or 'cold-call' for fundraising purposes. The Charity only contacts people who have already given them permission to do so and always includes how to opt out of communications in the future when contacting them.

The Charity always stops direct payments received if told that the donor is vulnerable and keeps its fundraising practices under review at Trustees meetings. The Charity does not work with professional fundraisers. The Charity's fundraising is regulated by the Fundraising Standards Board and as such the Charity always abides by the Institute of Fundraising Code of Fundraising Practice. This charter is clearly displayed in the building.

The Charity encourages supporters to share feedback so it can address any enquiries and concerns and if any are received, they are considered at Trustee meetings. In the current financial year, no fundraising complaints have been received. All donations to the Charity are acknowledged. The Chief Officer of the Charity will always meet with those proposing to fundraise on its behalf to ensure they comply with our fundraising charter.

## **Services**

During 2020/2021 the charity's delivery of services was heavily impacted by the COVID-19 coronavirus pandemic, government-imposed restrictions and social distancing requirements intended to mitigate the worst effects of the pandemic on the population of the country and particularly on the most vulnerable. This was most especially our client group i.e., frail elderly people with co-morbidities of long-term age-related conditions who were identified early in the pandemic as most at risk of serious illness or death from COVID-19. The following summary gives details of services the charity ran during the year and the impact of restrictions on these services. The charity benefitted from accessing government support in the form of furlough payments for staff and grant funding intended to support businesses. Information on grants awarded is included after the details of services, along with information on support received in the form of donations.

### **1. Support at Home, with Care Support Planning and Information and Advice**

Our Support at Home service continued to serve clients throughout the year, with carers using appropriate PPE and social distancing to protect clients and themselves from infection. Some activities such as outings and medical appointments were curtailed to comply with lockdown restrictions and social distancing requirements, however the vast majority of Support at Home services were delivered as normal, with vulnerable clients supported to stay safe and well during the pandemic. Where appropriate, clients were supported to access one of the approved coronavirus vaccinations. Contact with families and other agencies/parties utilised video calling as well as email and telephone to ensure that communication was effective at this difficult time.

This innovative project was set up in 2009 as a Social Enterprise to offer a comprehensive range of support to enable older people to live as independently as possible for longer in their own homes, avoiding hospital admissions or placement in care homes. It is our flagship service, matching our aims exactly. The service typically provides a mixture of health and social care with medication prompting and meal preparation, household and domestic help together with emotional support and when appropriate outings and opportunities to get out and about.

The service was set up in direct response to the many enquiries for a high quality and good value home support service, excluding personal care. The aim is to empower older people (and/or their representatives) to be in the driving seat and exercise control over their care and support, to avoid expensive and unnecessary personal care packages and repeat hospital admissions through timely intervention and the setting up of a more imaginative service that greatly reduces the risk of a health or social care crisis.

Following a referral (either by self, family, carer or professional agency), an assessment is offered together with a personalised package of support. This includes ensuring that entitlement to benefits is investigated and appropriate applications are made. The care is provided as agreed over seven days a week, between 8am and 8pm. Support can range from a couple of short visits a week to several visits a day, with possible sleepover cover offered, for example immediately after hospital discharge.

Clients typically suffer from physical disability and mental frailty (but do not have personal care needs). Involving clients (or their carers/family if appropriate) in managing their own care pathway is a vital element. Should personal care also be required, we refer to and can work alongside any local care agency of the client's choice. Client situations are regularly reviewed, and close contact is kept with other agencies/parties involved in the care of the service user such as their GP, County Council Health and Adult Services care managers, district nurses and relatives and carers (if appropriate).



## **2. Day Activities**

Day Activities were suspended throughout the year to comply with lockdown restrictions and social distancing requirements. Once restrictions had eased, and it was appropriate, Support at Home was offered as an alternative to Day Activities to provide stimulating activities and social interaction for clients in their own homes and to try to mitigate the obvious decline anticipated in health and well-being for those unable to get out and about to make their usual social connections. Shopping services were also provided for many frail older people who were unable to get out through fear of infection or during periods of lockdown and who needed more intensive support with their shopping than has been available through the many good initiatives in the voluntary sector due to their individual physical and mental frailties, particular dietary requirements etc.

The charity intends to resume Day Activities at its resource centre in Knaresborough in the second half of 2021/2022, rebuilding client numbers to previous levels over the remainder of the year. The charity intends to enhance its Day Activities by offering extended opening hours and specialist dementia care sessions.

Once resumed, Day Activities will operate 4 days each week at our resource centre in Knaresborough with a total of 40 client places available over the week. Each group will cater to different client needs and will offer different stimulating activities and crafts, along with a hot midday meal. Each group will be led by a co-ordinator and supported by paid staff and a team of volunteers, who often focus on helping frailer members of the group take part in enjoyable activities.

Clients, once referred, are carefully assessed and placed in the most suitable group for them. The assessment process includes a review of all their circumstances including their health and social care needs, hobbies and interests. The aim is to provide regular social interaction to reduce the risks associated with social isolation caused by age related issues, illness or disability leading to loneliness and poor wellbeing. The groups will all operate to strict health and safety protocols with social distancing in operation and checking of double vaccination for both clients and staff and any visitors. PPE requirements will be adhered to as appropriate and suggested by NHS England at the time.

Client situations are regularly reviewed, and close contact is kept with other agencies/parties involved in the care of the service user such as their GP, County Council Health and Adult Services care managers, district nurses and relatives and carers (if appropriate). Many clients have mild to moderate levels of dementia related illness. The day centres provide, in many cases, the only opportunity to meet other people and are therefore vital to the improvement of the general wellbeing of these individuals who have few if any opportunities for social interaction. Despite this type of care being considered by some as old fashioned and of little benefit, attendance at and feedback received from our Day Care Activities contradict this view, and when we recover with the anticipated lifting of social distancing rules and lockdown restrictions, it is anticipated that the need for this service will increase.

## **3. Assisted Bathing**

The Assisted Bathing service was suspended for the vast majority of the year to comply with pandemic restrictions and social distancing requirements. Once restrictions had eased, and it was appropriate, the Assisted Bathing service resumed for a small number of clients who were assessed as having a clinical need. The service provided an opportunity for particularly vulnerable clients to take a relaxing bath in our purpose-built bathing suite, together with a hairdo or shave. The service was provided by highly trained care staff and full PPE was adhered to. The bathing suite is now being refurbished with the intention of resuming a full Assisted Bathing service in the third quarter of 2021/2022.

#### **4. Shopping**

Shopping services proved a particularly badly needed service to clients during the pandemic, with many elderly and vulnerable people unable to access delivery services as these could only be accessed online. Our Shopping services were provided by paid staff, using appropriate PPE and social distancing measures to ensure that vulnerable clients received regular supplies of fresh food and essential household items and that their overall health and wellbeing was monitored.

Our staff went above and beyond expectations in sourcing hard to come by items to ensure that clients received all they had asked for. Management was able to utilise priority access to supermarkets for our care staff.

Escorted shopping remains suspended until all pandemic restrictions and social distancing measures are eased.

The Shopping Club grew out of a pilot project set up in 2010 in response to large numbers of enquiries received from or on behalf of older people no longer able to manage their own shopping.

Typically, the service is provided on a weekly basis with the client either being escorted, and assisted with their shopping, or their shopping being done for them (from a list they have compiled) and delivered. Clients are invariably disabled and, due to poor mobility, are quite isolated and the service helps to address the isolation as well as shopping needs, as it provides for a weekly contact and in normal times an opportunity for a cup of tea and a chat once the shopping has been packed away. The service also allows for the client's fridge and kitchen to be checked for health hazards if a client has cognitive issues or poor sight, and for their overall health and wellbeing to be regularly monitored. In a number of cases, this has enabled a timely offer to be made to particularly frail clients of a Support at Home or Day Activity service to address other areas of need before any higher level of NHS care is needed, especially hospitalisation through stomach upsets/infections which are often caused by eating out-of-date food.

The Shopping Club continues to provide a useful first step of low-level involvement for some clients who may have other needs, which they are not initially willing to acknowledge or whose situations deteriorate.

#### **5. Social Groups**

The charity was unable to provide any social groups during the year due to pandemic restrictions and social distancing requirements. The regular Bridge Club was suspended in March 2020, and the group hopes to resume in September 2021.

#### **6. Information and Advice**

During the year we have supported many people not only with services but with information and advice on a wide range of issues affecting older people and demand continues to grow with many people seeking our help by contacting our resource centre every day. We have also enabled and reminded many people to get their COVID-19 vaccinations by helping them navigate the system whether via their GP or a vaccination centre.

## **7. Government funding, grant support and donations**

The charity was able to access government funding in the form of furlough payments for staff and was awarded a number of grants to support it financially to ensure it remained financially viable during the pandemic with the restrictions placed on trading. The charity took the difficult decision to close its charity shop, as management could not foresee when it would be possible to reopen the premises and operate the shop safely and in an economically viable way.

The following grant funding was awarded in the year:

- **NHS North Yorkshire CCG £25k to be spent by end Mar 21**
  - Grant provided to support delivery of Support at Home services to provide essential support to primarily keep people out of hospital.
- **Independent Age £15k to be spent by end Feb 21**
  - Grant provided to support payment of senior managers over 6 month period from Sep 20 to Feb 21, to provide training for staff redeploying from other roles within the organisation due to lockdown restrictions and to support marketing of services to 'hard to find' older people through GP's and hospital discharge teams.
- **The National Lottery Community Fund – Restart Community Fund (distributed by B1s Issue Invest) £20k to be spent by end Feb 21**
  - Grant provided to support payment of Director of Services to return from furlough to resume operational responsibilities and redevelop services to make them fit for whatever new 'normal' situation develops.
- **The National Lottery Community Fund – Coronavirus Community Support Fund – Reaching Out £10k to be spent by Mar 21**
  - Grant provided to support resumption of services suspended due to pandemic restrictions and social distancing requirements, to provide rounded, holistic support for very frail, older people many with dementia, disability, long term health conditions and those disadvantaged due to the pandemic and hard to reach people.
- **North Yorkshire County Council – COVID-19 Restore and Recover £1k to be spent by Mar 21**
  - Grant provided to maintain, expand and develop Assisted Shopping services and to develop alternatives to Day Activities during the pandemic restrictions.
- **Charities Aid Foundation – Resilience Fund £25k to be spent by Mar 21**
  - Grant provided to support payment of Chief Executive to ensure continuity of leadership and to enable service levels to be maintained, whilst leading the charity beyond April 2021 ensuring suspended services can be restarted to serve the needs of the frailest, older people in a sustainable way, encompassing Support at Home, Assisted Shopping, Assisted Bathing and Day Activities.

The charity received donations from a number of private individuals in the year and £1k donation from Persimmon Homes Community Champions scheme.

## **Structure and Organisation**

The Board meets 4 times a year as a minimum, together with extraordinary meetings as required, to further explore issues that can arise during the year. The day to day running of the Charity is delegated to the Chief Executive Officer, Jane Farquharson.

## **Public Benefit**

All our charitable activities focus on providing health and social care and support for older people in order that they may continue living an independent and fulfilled life in their later years and are undertaken to further our charitable purposes for the public benefit. The impact of our work goes far beyond those we help directly and includes reducing the distress and concern suffered by families and friends who want the best for their friends and relatives in later life. It also reduces the burden on health and social services whose services would be called upon if we were not here and who are under increasing financial pressures.

## **Objectives, Strategy and Activity**

Cliff House Community Support Services is an independent charity whose aim is to help older people to live as independently as possible for as long as possible, making later life as fulfilling, enjoyable and productive as possible, by providing as full a range of support services as possible for all older people.

## **Our Vision**

Cliff House Community Support Services exists to provide high quality services and direct support for older people, which is personalised and responsive to the changing needs of an ageing population and enables informed choice for the service users.

Service provision should relieve the loneliness of the isolated and allow relief for carers who, in turn, should have the confidence that the service user will have an improved quality of life. Service users will be encouraged and supported in whatever way they wish to remain involved in their local communities and the decision-making process as well as remaining central in support planning for their own care. The charity will help shape older people's health and social care services for the better in the future. We will work in partnership with organisations who share this vision of improved care and support for older people.

## **Mission Statement and Aims**

Cliff House Community Support Services provides health and social care and support for older people in order that they may continue to remain living as independently as possible in their own homes and prevent avoidable hospital admission or higher-level care being needed, with timely and meaningful multi contact approach support that meets their needs and wishes. This comprises tailored packages (following a comprehensive health and social care assessment) with practical and emotional support and a range of services including Information with future care planning; Lunch Clubs; Support in the Home and Assisted Bathing in Cliff House as well as a range of Shopping services, befriending services and social group which all meet individual needs and clinical and social care planning objectives.

## **Support services**

Older people, often living alone, will receive regular visits and help from well-trained support workers liaising with all other health and social care providers, as well as their families or carers as appropriate, working in close knit teams. They will be supported with domestic tasks, medication compliance, transport for medical appointments, falls prevention and exercise programmes to improve mobility, self-management and self-care, outings and other opportunities for social integration and building confidence. They are assisted and encouraged to remain engaged in daily community activity with social groups or one to one outings - preventing loneliness, depression, ill health through self-neglect and frequent crisis or hospital admission.



## Plans

Cliff House Community Support Services' aim is to provide a comprehensive range of practical services in a multi-faceted approach in order to directly address the individual needs of older people living in the community. The client is always at the centre of the process, identifying and managing their own care pathway. As the statutory sector finds itself at a crossroads with an overburdened NHS and councils cutting social care budgets leading to often inadequate levels of community support, the need for CHCSS to work in different ways and provide a "wrap around" service which addresses often serious levels of unmet need can only increase. In order to respond effectively to the needs of older people during this time of financial constraint, CHCSS continues to provide bold and creative solutions which are intended to both meet real need and to develop new income streams which can sustain services beyond the initial set up costs.

In the past year, we have continued to focus on frailer clients, who particularly have been struggling to deal with the practical, social and emotional challenges of the pandemic. This continues to attract statutory funding from the Harrogate and Rural District CCG and has also attracted emergency funding from grant making bodies to support the charity through the short to medium term pressures involved. We continue to work in an INTEGRATED WAY to help deliver care as part of a joined-up approach with the statutory sector, both primary and secondary health care, as well as Health and Adult Services and vitally, together with carers of family or other voluntary sector providers. The aim is to enable the client to receive joined up efficient support, which has been properly planned without unnecessary cost to the taxpayer or indeed the client themselves or their family. A Social Enterprise approach involving charges to service users for some services is therefore inevitable and is a key element, not only in continuing to deliver services from Knaresborough throughout the Harrogate District but also throughout North Yorkshire by expanding to other areas which would benefit from this type of service provision. Our work over the last year and our plans for the future hopefully demonstrate good practice with clear outcomes of improved health and wellbeing.

With traditional funding streams under pressure, adequate reserves must be maintained to sustain services in future. Opportunities may exist to work in closer partnership with likeminded organisations who feel comfortable about a social enterprise approach as the means for providing more intensive levels of support.

## Financial review

### a. Reserves policy

Cliff House Community Support Services funds comprise both restricted (money to be spent on specific activity, as determined by the funder) and unrestricted funds. The unrestricted funds of £645,844, which include designated reserves in relation to the fixed assets of £375,369, enable the Charity to have an adequate working reserve and funding to contribute to the continued development and sustainability of the charity.

The Trustees have considered the level of working reserves that are needed based on:-

- Operating costs.
- Possible redundancy costs arising from unexpected termination of contractual arrangements or grants; and
- Provisions for a development/dilapidation fund.

In their opinion the working reserves therefore need to be between £230,000 and £255,000 - around 6 months of expenditure after adding back depreciation plus 12 months building services costs. The working reserves are the general funds. These amounted to £270,475 at 31 March 2021. The trustees are therefore keen to continue to maintain this level of reserves and their focus is on control of costs and growing income to support this aim and the sustainability of the Charity.

## **b. Results**

The charity has generated incoming resources of £345,538 (2020: £412,501), the reduction is mainly due to the pandemic and the suspension of several services as a result. The resources expended in the year are £345,421 (2020: £482,207). The reduction is mainly as a result of savings brought about by reduced activity, closure of the charity shop and other cost saving measures taken as a direct result of the COVID-19. This has resulted in a surplus of £117 (2020: deficit £69,706).

## **c. Going Concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

## **Looking Ahead to the Future**

The year just ended has been an unprecedented one for the charity, its staff, volunteers and clients, as well as our wider society. Pandemic restrictions have had a profound effect on the operations of the charity with in-house services suspended for the whole year, and services in the community drastically affected by the need for social distancing and government lockdown restrictions.

The adoption of enhanced infection control procedures and adherence to social distancing have kept staff and clients safe and well, with no reported instances of staff contracting or transmitting the COVID-19 virus.

Staff have been resilient in working within a constantly changing environment, adapting to new working practices to ensure high quality practical and professional services are delivered to our most vulnerable in society.

The Charity has worked in collaboration with health and social care organisations locally to ensure that the needs of clients are met and families are supported to make decisions at this difficult time. The relief of loneliness and isolation provided by our services cannot be underestimated with some of our clients not having left their homes for over 12 months.

The charity has benefitted from grant payments to support its operations distributed by the following organisations: Independent Age; The National Lottery Community Fund; NHS North Yorkshire CCG; North Yorkshire County Council; CAF Resilience Fund and also received generous donations from a number of local individuals and Persimmon Homes. This support has helped the charity to continue delivering its vital services during the past year. Some of this funding has also allowed us to upgrade our website and marketing materials.

As mass vaccination and the effects of government policy start to see an end to the need for self-isolation, we look towards the future when we can reopen our inhouse services of Day Care and Activities, Assisted Bathing and Social Groups and start to expand Support at Home services to include escorted attendance at appointments and going on outings. The Trustees and Management team are developing a programme to upgrade facilities at the resource centre to ensure that the charity can meet the needs of the most vulnerable for the coming years. Our dedicated resource centre in the heart of the community offers a unique opportunity to support older and vulnerable members of society as they re-join wider society. We recognise the important and now urgent need to get older frail isolated and often very lonely people back to their usual activities to prevent any further deterioration of their health and mental well-being.

The charity is also looking forward to welcoming back volunteers to support its service delivery and advance plans to hopefully attract and recruit more voluntary help which is such a valuable resource to the work of the charity.

The need to achieve more with less resources is a constant challenge at a time when many more frail people are struggling to manage at home and no clear government vision for social care funding is forthcoming. Recruitment and retention of quality care staff to provide our services is key but very challenging in the Harrogate District with so many other competing factors and so few staff. In this rapidly changing work environment a practical, flexible approach with the ability and willingness to embrace change and acquire new skills are attributes we are looking for along with traditional care related qualities and social skills.

Particular thanks must go to our CEO who has led the charity through very uncharted waters during the pandemic.

The Trustee board would like to thank the staff at all levels who have worked so hard to keep services going, especially senior staff who have given voluntary time as well as paid to keep the show on the road and raise badly needed funds. Our carers have gone out into client's homes to help and support them despite the very considerable risk of COVID-19 to themselves and their families in the early days when no vaccinations were even hoped for. Many thanks to everyone who has helped the charity in any way during this time.

The challenges for the future present us with new opportunities as hard times always do and the team are enthusiastic and focussed to deliver even better high-quality services to more people in our local community.

**M Armitage**  
**CHAIR**

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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**STATEMENT OF TRUSTEES' RESPONSIBILITIES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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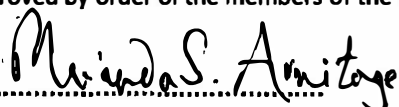
The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. 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.

Approved by order of the members of the board of Trustees and signed on its behalf by:



**M Armitage**

Chair of Trustees

Date: 27 October 2021



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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**

**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**

**FOR THE YEAR ENDED 31 MARCH 2021**

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**Independent examiner's report to the Trustees of Cliff House Community Support Services Limited ('the charity')**

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2021.

**Responsibilities and basis of report**

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**

**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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This report is made solely to the charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:

Michael Jackson FCA DChA

Dated: 4 March 2021

**BHP LLP**

1st Floor, Mayesbrook House  
Lawnswood Business Park  
Redvers Close  
Leeds  
LS16 6QY

**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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

	<b>Note</b>	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
<b>Income from:</b>					
Donations and legacies	3	37,556	-	37,556	2,832
Charitable activities	4	259,280	40,251	299,531	376,312
Other trading activities	5	8,234	-	8,234	32,353
Investments	6	217	-	217	1,004
<b>Total income</b>		<b>305,287</b>	<b>40,251</b>	<b>345,538</b>	<b>412,501</b>
<b>Expenditure on:</b>					
Charitable activities	7	305,233	40,188	345,421	482,207
<b>Total expenditure</b>		<b>305,233</b>	<b>40,188</b>	<b>345,421</b>	<b>482,207</b>
<b>Net movement in funds</b>		<b>54</b>	<b>63</b>	<b>117</b>	<b>(69,706)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		645,790	2,065	647,855	717,561
Net movement in funds		54	63	117	(69,706)
<b>Total funds carried forward</b>		<b>645,844</b>	<b>2,128</b>	<b>647,972</b>	<b>647,855</b>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 21 to 38 form part of these financial statements.

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED****(A company limited by guarantee)****REGISTERED NUMBER: 03403668**

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**BALANCE SHEET**  
**AS AT 31 MARCH 2021**

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	<b>Note</b>	<b>2021</b> <b>£</b>	<b>2020</b> <b>£</b>
<b>Fixed assets</b>			
Tangible assets	12	355,369	354,431
		<u>355,369</u>	<u>354,431</u>
<b>Current assets</b>			
Debtors	13	26,956	38,719
Cash at bank and in hand		311,437	313,471
		<u>338,393</u>	<u>352,190</u>
Creditors: amounts falling due within one year	14	(45,790)	(58,766)
<b>Net current assets</b>		<u>292,603</u>	<u>293,424</u>
<b>Total assets less current liabilities</b>		<u>647,972</u>	<u>647,855</u>
<b>Total net assets</b>		<u>647,972</u>	<u>647,855</u>
<b>Charity funds</b>			
Restricted funds	15	2,128	2,065
Unrestricted funds	15	645,844	645,790
<b>Total funds</b>		<u>647,972</u>	<u>647,855</u>



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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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**BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2021**

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The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....  
M Armitage

Date: 27 October 2021

The notes on pages 21 to 38 form part of these financial statements.

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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

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	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	<b>13,851</b>	<b>(42,524)</b>
<b>Cash flows from investing activities</b>		
Dividends, interests and rents from investments	<b>217</b>	<b>1,004</b>
Purchase of tangible fixed assets	<b>(16,102)</b>	<b>(2,981)</b>
<b>Net cash used in investing activities</b>	<b>(15,885)</b>	<b>(1,977)</b>
<b>Cash flows from financing activities</b>		
<b>Net cash provided by financing activities</b>		
<b>Change in cash and cash equivalents in the year</b>	<b>(2,034)</b>	<b>(44,501)</b>
Cash and cash equivalents at the beginning of the year	<b>313,471</b>	<b>357,972</b>
<b>Cash and cash equivalents at the end of the year</b>	<b>311,437</b>	<b>313,471</b>

The notes on pages 21 to 38 form part of these financial statements

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**1. General information**

Cliff House Community Support Services Limited is a company limited by guarantee. It is incorporated in England and Wales. The registered office is Cliff House, Hilton Lane, Knarsborough, North Yorkshire, HG5 8BX.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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) (issued October 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Cliff House Community Support Services Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**2.2 Going concern**

While the lockdown and social distancing restrictions resulting from Covid19 have had a considerable impact upon the charity, the Trustees have a reasonable expectation that the charity has the resources to continue in operational existence for the foreseeable future. Free reserves stand at £270,475 at the year-end which far exceeds the working reserves required of £120,000. In addition, cost saving measures, for example the closure of the shop, have been made to ensure the charity remains financially viable.

**2.3 Income**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**2. Accounting policies (continued)**

**2.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.5 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 institution with whom the funds are deposited.

**2.6 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- 50 years straight line
Fixtures and fittings	- 3/4/10 years straight line

**2.7 Debtors**

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

**2.8 Cash at bank and in hand**

Cash at bank and 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 2021**

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**2. Accounting policies (continued)**

**2.9 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

**2.10 Financial instruments**

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.

**2.11 Pensions**

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

**2.12 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**3. Income from donations and legacies**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
Donations	3,927	<b>3,927</b>	2,832
Government grants	33,629	<b>33,629</b>	-
	<b>37,556</b>	<b>37,556</b>	<b>2,832</b>
Total 2020	<b>2,832</b>	<b>2,832</b>	

**4. Income from charitable activities**

	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
Grants and contracts	58,420	40,251	<b>98,671</b>	44,099
Care fees and services	200,860	-	<b>200,860</b>	332,213
<b>Total 2021</b>	<b>259,280</b>	<b>40,251</b>	<b>299,531</b>	<b>376,312</b>
Total 2020	<b>351,061</b>	<b>25,251</b>	<b>376,312</b>	

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**5. Income from other trading activities**

**Income from fundraising events**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
Lettings and amenities income	8,074	8,074	15,211
Shop income	160	160	17,142
	<u>8,234</u>	<u>8,234</u>	<u>32,353</u>
Total 2020	<u>32,353</u>	<u>32,353</u>	

**6. Investment income**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
Interest received on cash funds held	217	217	1,004
	<u>1,004</u>	<u>1,004</u>	
Total 2020	<u>1,004</u>	<u>1,004</u>	

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**7. Analysis of expenditure on charitable activities**

*Summary by fund type*

	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
Service delivery	305,233	40,188	345,421	482,207
Total 2020	454,164	28,043	482,207	

**8. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2021 £</b>	<b>Support costs 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
Service delivery	262,689	82,732	345,421	482,207
Total 2020	397,520	84,687	482,207	

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**8. Analysis of expenditure by activities (continued)**

**Analysis of direct costs**

	<b>Service delivery 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
Staff costs	173,574	<b>173,574</b>	273,633
Depreciation	14,867	<b>14,867</b>	13,667
Staff and volunteer expenses	19,473	<b>19,473</b>	30,739
Recruitment expenses	3,000	<b>3,000</b>	-
Day centre and community	1,533	<b>1,533</b>	16,241
Premises expenses	46,525	<b>46,525</b>	61,150
Shopping club	9	<b>9</b>	306
Other direct costs	3,412	<b>3,412</b>	1,784
Loss on disposal of fixed assets	296	<b>296</b>	-
	<b>262,689</b>	<b>262,689</b>	<b>397,520</b>
<b>Total 2020</b>	<b>397,520</b>	<b>397,520</b>	

**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**8. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	<b>Service delivery 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
Staff costs	63,483	<b>63,483</b>	68,943
Telephone	6,546	<b>6,546</b>	6,977
Postage and stationery	5,644	<b>5,644</b>	2,509
Subscriptions	190	<b>190</b>	156
Advertising	1,439	<b>1,439</b>	842
Professional fees	590	<b>590</b>	760
Governance costs	4,840	<b>4,840</b>	4,500
	<b>82,732</b>	<b>82,732</b>	<b>84,687</b>
Total 2020	<b>84,687</b>	<b>84,687</b>	

**9. Independent examiner's remuneration**

The independent examiner's remuneration amounts to an independent examiner fee of £4,840 (2020 - £4,500).

**10. Staff costs**

	<b>2021 £</b>	<b>2020 £</b>
Wages and salaries	<b>220,481</b>	318,127
Social security costs	<b>12,205</b>	18,695
Contribution to defined contribution pension schemes	<b>4,371</b>	5,754
	<b>237,057</b>	<b>342,576</b>

Included in wages and salaries in the prior year are redundancy payments of £5,915 which have been accrued at the 2020 year-end.



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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**10. Staff costs (continued)**

The average number of persons employed by the charity during the year was as follows:

	<b>2021 No.</b>	<b>2020 No.</b>
Care	<b>16</b>	<b>23</b>
Administration	<b>3</b>	<b>3</b>
	<b>19</b>	<b>26</b>

The average headcount expressed as full-time equivalents was:

	<b>2021 No.</b>	<b>2020 No.</b>
Care	<b>9</b>	<b>11</b>
Administration	<b>1</b>	<b>2</b>
	<b>10</b>	<b>13</b>

No employee received remuneration amounting to more than £60,000 in either year.

Remuneration of key management personnel amounted to £99,402 (2020 - £110,582).

**11. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £NIL).

**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**12. Tangible fixed assets**

	Freehold property £	Fixtures and fittings £	Total £
<b><i>Cost or valuation</i></b>			
At 1 April 2020	548,559	134,468	683,027
Additions	-	16,102	16,102
Disposals	-	(23,358)	(23,358)
At 31 March 2021	548,559	127,212	675,771
<b><i>Depreciation</i></b>			
At 1 April 2020	200,447	128,149	328,596
Charge for the year	10,972	3,895	14,867
On disposals	-	(23,061)	(23,061)
At 31 March 2021	211,419	108,983	320,402
<b><i>Net book value</i></b>			
At 31 March 2021	337,140	18,229	355,369
At 31 March 2020	348,112	6,319	354,431

**13. Debtors**

	2021 £	2020 £
<b><i>Due within one year</i></b>		
Trade debtors	19,716	33,560
Other debtors	4,195	393
Prepayments and accrued income	3,045	4,766
	26,956	38,719

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**14. Creditors: Amounts falling due within one year**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Trade creditors	<b>1,918</b>	<b>16,115</b>
Other taxation and social security	<b>3,624</b>	<b>4,648</b>
Other creditors	<b>766</b>	<b>193</b>
Accruals and deferred income	<b>39,482</b>	<b>37,810</b>
	<b>45,790</b>	<b>58,766</b>

**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
**(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**15. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Buildings	348,114	-	(10,972)	(2)	337,140
Fixtures and fittings	6,317	-	(3,895)	15,807	18,229
Capital improvements	20,000	-	-	-	20,000
	<b>374,431</b>	<b>-</b>	<b>(14,867)</b>	<b>15,805</b>	<b>375,369</b>
<b>General funds</b>					
General Funds - all funds	271,359	305,287	(290,366)	(15,805)	270,475
<b>Total Unrestricted funds</b>	<b>645,790</b>	<b>305,287</b>	<b>(305,233)</b>	<b>-</b>	<b>645,844</b>
<b>Restricted funds</b>					
Support at home	445	-	-	-	445
Day Care and Community Services	-	25,251	(25,251)	-	-
Bathing services	1,620	-	-	-	1,620
Independent Age	-	15,000	(14,937)	-	63
	<b>2,065</b>	<b>40,251</b>	<b>(40,188)</b>	<b>-</b>	<b>2,128</b>
<b>Total of funds</b>	<b>647,855</b>	<b>345,538</b>	<b>(345,421)</b>	<b>-</b>	<b>647,972</b>

**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**15. Statement of funds (continued)**

**Statement of funds - prior year**

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Buildings	359,085	-	(10,971)	-	348,114
Fixtures and fittings	6,032	-	(2,696)	2,981	6,317
Capital improvements	20,000	-	-	-	20,000
	<u>385,117</u>	<u>-</u>	<u>(13,667)</u>	<u>2,981</u>	<u>374,431</u>
<b>General funds</b>					
General Funds - all funds	<u>327,587</u>	<u>387,250</u>	<u>(440,497)</u>	<u>(2,981)</u>	<u>271,359</u>
<b>Total Unrestricted funds</b>	<u>712,704</u>	<u>-</u>	<u>(454,164)</u>	<u>-</u>	<u>645,790</u>
<b>Restricted funds</b>					
Support at home	598	-	(153)	-	445
Day Care and Community Services	-	25,251	(25,251)	-	-
Bathing services	1,620	-	-	-	1,620
NYCC Sport	2,500	-	(2,500)	-	-
Aged veterans	139	-	(139)	-	-
	<u>4,857</u>	<u>25,251</u>	<u>(28,043)</u>	<u>-</u>	<u>2,065</u>
<b>Total of funds</b>	<u>717,561</u>	<u>25,251</u>	<u>(482,207)</u>	<u>-</u>	<u>647,855</u>

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**16. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds	374,431	-	(14,867)	15,805	375,369
General funds	271,359	305,287	(290,366)	(15,805)	270,475
Restricted funds	2,065	40,251	(40,188)	-	2,128
	<b>647,855</b>	<b>345,538</b>	<b>(345,421)</b>	<b>-</b>	<b>647,972</b>

**Summary of funds - prior year**

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
Designated funds	385,117	-	(13,667)	2,981	374,431
General funds	327,587	387,250	(440,497)	(2,981)	271,359
Restricted funds	4,857	25,251	(28,043)	-	2,065
	<b>717,561</b>	<b>412,501</b>	<b>(482,207)</b>	<b>-</b>	<b>647,855</b>

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**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**16. Summary of funds (continued)**

**Designated funds:**

**Buildings**

The buildings fund relates to the net book value of the buildings and will decrease as the assets are depreciated.

**Fixtures and fittings**

The fixtures and fittings fund relates to the net book value of fixtures and fittings and will decrease as the assets are depreciated.

**Capital improvements fund**

An amount set aside in order to make the necessary improvements to Cliff House when required.

**Restricted funds:**

**Support at home**

For the provision of assistance and support with small activities to enable people to remain in their home for as long as possible.

**Daycare and community services**

For the provision of day care and other community services.

**Bathing services**

For the provision of bathing facilities.

**Better Care**

A grant from Harrogate and Rural District Clinical Commission Group (CCG) to provide support and care for the elderly.

**NYCC Sport Grant**

A grant for the referral of clients to a programme run by Sports England.

**Independent Age**

Funding to cover senior staff salaries involved with the recruitment, induction and ongoing training and management of new front line staff. Marketing services to GP's and hospital discharge teams to ensure the most frail and 'hard to find' older people are offered appropriate support to prevent avoidable hospital admission.



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**NOTES TO THE FINANCIAL STATEMENTS**  
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**17. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>
Tangible fixed assets	355,369	-	355,369
Current assets	336,265	2,128	338,393
Creditors due within one year	(45,790)	-	(45,790)
<b>Total</b>	<b>645,844</b>	<b>2,128</b>	<b>647,972</b>

**Analysis of net assets between funds - prior year**

	<b>Unrestricted funds 2020 £</b>	<b>Restricted funds 2020 £</b>	<b>Total funds 2020 £</b>
Tangible fixed assets	354,431	-	354,431
Current assets	350,125	2,065	352,190
Creditors due within one year	(58,766)	-	(58,766)
<b>Total</b>	<b>645,790</b>	<b>2,065</b>	<b>647,855</b>

**CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
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**18. Reconciliation of net movement in funds to net cash flow from operating activities**

	2021 £	2020 £
Net income/expenditure for the year (as per Statement of Financial Activities)	117	(69,706)
<b>Adjustments for:</b>		
Depreciation charges	14,867	13,667
Dividends, interests and rents from investments	(217)	(1,004)
Loss on the sale of fixed assets	297	-
Decrease in debtors	11,763	4,585
Increase/(decrease) in creditors	(12,976)	9,934
<b>Net cash provided by/(used in) operating activities</b>	<b>13,851</b>	<b>(42,524)</b>

**19. Analysis of cash and cash equivalents**

	2021 £	2020 £
Cash in hand	311,437	313,471
<b>Total cash and cash equivalents</b>	<b>311,437</b>	<b>313,471</b>

**20. Analysis of changes in net debt**

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	313,471	(2,034)	311,437
	<b>313,471</b>	<b>(2,034)</b>	<b>311,437</b>

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**21. Pension commitments**

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £4,371 (2020 - £5,754). Contributions totalling £753 (2020 - £952) were payable to the fund at the balance sheet date and are included in creditors.

**22. Operating lease commitments**

At 31 March 2021 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	2020 £
Not later than 1 year	4,272	7,477
Later than 1 year and not later than 5 years	9,611	13,883
	<u>13,883</u>	<u>21,360</u>

**23. Related party transactions**

There are no known related party transaction requiring disclosure in these financial statements.