

ANNUAL REVIEW 2021-2022



Formerly known as Age UK Knaresborough & District

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

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2022**

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

Message from the CHIEF EXECUTIVE OFFICER for the Year Ended 31 March 2022

It has been a very challenging year with a good deal of uncertainty over whether services should or not open for vulnerable people whilst there are still many cases of Covid. Access to GP face to face appointments has remained difficult for older people. The limitations of the NHS and Social Care for them has hit them harder than younger people. We have found many cases of poor or inadequate support for older people in the community.

I want to thank the staff who have remained with us through all these difficulties and who have covered extra shifts due to the difficulty in recruiting suitable staff. Thanks also to families who complied with our infection control policy so willingly to keep their loved ones safe.

We opened day care again and the bathing service but found initially people were often too anxious to come back and recruitment issues meant we were forced to close again.

Our Support at Home and Shopping Services were unchanged and have been very busy.

The real difference made to older people's lives in providing practical, individually planned services in their own homes often means they do not have to go into residential care and can remain at home well supported by CHCSS. There has been much debate in government regarding the poor funding situation in social care leading to bed blocking in hospitals and it seems despite all this rhetoric it is down to communities to sort the social needs of people who live amongst them and need support. We need to continue the work we do around loneliness and isolation and the importance of decisions made to avoid hospital admissions by proper rounded support at home, and we can only hope that lessons learnt during the pandemic will lead to a better understanding of the real needs of older people. 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 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.

They come and clean but they are much more than cleaners they are my friends.

LOOKING FORWARD

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 are 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 may, unfortunately, result in a permanent reduction in job roles.

We have had to look carefully at the Lunch Club and all activities to make sure they are safe in the future as these services re open.

Our plans have been severely 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. However, recruitment into home care is proving a huge challenge to this service. We may in the not-too-distant future be able to safely open some of our suspended services, Outings and Group Activities as soon as is safe and practical for clients, staff, and volunteers alike but there is no certainty in this, and the need to potentially suspend services again remains an ever-present risk. 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 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. We are a good example of integrated support. The organisation remains focussed on helping those with more complex and multi-faceted social care needs living in the community. Those suffering from or those caring for people with Dementia.

Thank you to all our volunteers

Volunteering has been badly affected as most of our kind volunteers were older themselves and vulnerable so had to cease their activities. It will take time and effort to recruit volunteers going forward as services re open.

Thank you to our funders and supporters

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), Garfield Weston Foundation, Bernard Sunley Foundation, Howdens Joinery and many other Friends of Cliff House who make regular contributions.

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 to continue, with our client group, to exercise some caution going past the summer months and into the winter with top up vaccines anticipated.

We managed to adjust our day services into home visits for most people so we could 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 medication 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 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

Jane Farquharson (Aug 11, 2022 12:58 GMT+1)

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Jane Farquharson
Chief Executive Officer

Trustees Report for the Year Ended 31 March 2022

The Trustees present their annual report together with the financial statements of the company for the year ended 31 March 2022. 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 1st 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 2021/2022 the charity's delivery of services continued to be heavily impacted by the COVID-19 coronavirus pandemic, government recommendations for vulnerable members of society and social distancing requirements intended to mitigate the worst effects of the pandemic on the population. These factors clearly affected 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 COVID-19 related statutory sickness payments for staff absence and some 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.



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 social distancing requirements and the effects of ongoing restrictions at hospitals and GP surgeries. Most Support at Home services were delivered as normal, with vulnerable clients supported to stay safe and well during the year. We have also enabled and reminded many people to get their COVID-19 booster vaccinations by helping them navigate the system whether via their GP or a vaccination centre. Contact with families and other agencies/parties utilised video calling as well as email and telephone to ensure that communication was effective during this time when face to face meetings were still discouraged. Our Gardening Service, introduced in 2020, continued to grow, adding a new element to our rounded service. 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.

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.

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).



Day Activities

Day Activities were suspended until September 2021 in response to social distancing requirements and the vulnerability of our client group. Once restrictions had eased Day Activities resumed at our resource centre in Knaresborough with stimulating activities and crafts offered, along with a hot midday meal. An experienced Co-ordinator was recruited to lead the group and was supported by experienced care staff to provide focus and assistance to frailer members of the group.

This service continued to be impacted by social distancing, and the reluctance of many elderly and frail people to return to group situations. Enhanced infection control at our resource centre meant that we could assure all clients and their families that attendance would be safe and provide much needed social, mental, and physical stimulation. Promotion of this service through local events and partner agencies is ongoing to reach those most in need of its benefits.

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 operate to strict health and safety protocols checking of vaccination for both clients and staff and any visitors. PPE requirements are 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.



Assisted Bathing

The Assisted Bathing service was suspended for much of the year in response to social distancing requirements and the vulnerability of our client group. Whilst the service was suspended, the Charity took the opportunity to refurbish the Assisted Bathing suite, including installation of a new bath and waterproof flooring. The service then resumed for a small number of clients identified as having a particular clinical need, and fully reopened in March 2022.

The service provides 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 is provided by highly trained care staff and full PPE is adhered to.



Shopping

Shopping services proved a particularly badly needed service to clients during the ongoing social distancing restrictions, 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.

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

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 several 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.



Social Groups

The Charity was unable to provide any social groups during the year due to pandemic restrictions and social distancing requirements. Social outings for individuals did resume towards the end of the year providing much needed outdoor exercise and social interaction for clients whose activities had been severely restricted in the past 18 months. It is anticipated that more individual social outings will be delivered in the next year with group outings also planned.

Government funding, grant support and donations

The Charity was able to access government funding in the form of COVID-19 related statutory sickness payments for staff and was awarded several grants to support it financially to resume services and to replace fixed assets.

The following grant funding was awarded in the year

- **NHS North Yorkshire CCG £25k to be spent by end March 22**
 - 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 December 21**
 - Grant provided to support resumption of Day Care services suspended due to the pandemic.
- **Garfield Weston Foundation £10k towards Capital improvements**
 - Grant provided to support upgrade of heating and ventilation system in public areas to provide enhanced filtration and cross contamination control, total project cost £11k
- **Bernard Sunley Foundation £5k towards Capital improvements**
 - Grant provided to support upgrade of Assisted Bathing suite to include new bath and waterproof flooring, total project cost £11k.

The Charity was generously supported by several donations from private individuals in the year and £4k donation from Howdens Joinery community support 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 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. 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 hopefully demonstrates 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 £598k, which include designated reserves in relation to the fixed assets of £364k, 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 £240,000 and £250,000 around 6 months of business expenditure after adding back depreciation plus a contingency towards professional fees. The working reserves are the general funds, these amounted to £234k at 31 March 2022. The trustees are keen to increase reserves and are currently developing plans to do this through trading and potential sale of fixed assets.

b. Results

The charity has generated incoming resources of £283,231 (2021: £345,538), the reduction is mainly due to the ongoing effects of the pandemic on trading, where grants were no longer available to supplement the loss of trading income. The resources expended in the year are £332,579 (2021: £345,421). The reduction is mainly because of lower staff costs where previous year included redundancy, offset by wage and price inflation. This has resulted in a deficit of £49,348 (2021: surplus £117).

c. Going Concern

The trustees have assessed the going concern aspect of the accounts, carefully looking forward 12 months from the date of this annual report being approved by the trustees.

Their detailed knowledge of the crisis, so evident in the care sector, has informed their statement.

The pandemic has made social care challenges more severe with national issues due to personnel leaving, some due to Brexit some through a lifestyle change. In addition to this Covid-funding for care providers such as CHCSS has come to an end.

The key issues are a severe shortage of workers across the social care sector and the increasing number of urgent referrals to both NYCC social care who refer on to CHCSS. This is versus the ability of CHCSS to respond, with limited fundraising opportunities and fewer grants available, together with great difficulty recruiting care staff in sufficient numbers to meet referrals and indeed the now very urgent needs of older increasingly frail people in our community.

This has been carefully considered and has resulted in a proposal to cut overhead costs by, at this stage, renting out the Cliff House building and moving operations to one of the many community buildings in the town, where there will be lower core costs going forward.

The trustees believe that the changes proposed will put the charity on a better financial footing with less core costs for the future, whilst at the same time retaining the building as an asset for the charity and addressing the projected deficit for the financial year 22/23.

LOOKING AHEAD TO THE FUTURE

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

The adoption of enhanced infection control procedures and adherence to social distancing have kept staff and clients safe and well. 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 almost 24 months.

The Charity has benefitted from grant payments to support its operations distributed by the following organisations: Independent Age; NHS North Yorkshire CCG; Garfield Weston Foundation and Bernard Sunley Foundation and received generous donations from a number of local individuals and Howdens Joinery. 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 heating and ventilation system and Assisted Bathing suite.

As mass vaccination and the effects of government policy have seen an end to the need for self-isolation, we look towards the future with a return to our full programme of services at our Knaresborough based resource centre including Day Care and Activities, Assisted Bathing and Social Groups and continue to expand our Support at Home services including escorted attendance at appointments and outings. The Trustees and Management team are focussed on ensuring that the Charity can meet the needs of the most vulnerable for the coming years through collaboration with statutory providers and other local social enterprises. Our dedicated resource centre in the heart of the community offers a unique opportunity to support older and vulnerable members of society through its varied activities.

The charity is also looking forward to welcoming back volunteers to support its service delivery and has in place plans to 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. 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. 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.

Thanks must go to our CEO who has led the charity through very uncharted waters during this time.

The Trustee board thank the staff at all levels who have worked so hard to keep our much need services delivered to an incredibly high standard in difficult times. 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 we adjust to living with COVID-19 and the team are enthusiastic and focussed to deliver even better high-quality services to more people in our local community.

Miranda S Armitage
Miranda S Armitage (Aug 11, 2022 16:45 GMT+1)

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M Armitage
CHAIR

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2022

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: Miranda S Armitage
Miranda S Armitage (Aug 11, 2022 18:45 GMT+1)

Date: Aug 11, 2022

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

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

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 2022.

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.

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

INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

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.


Mike Jackson (Aug 11, 2022 16:50 GMT+1)

Signed:

Dated: Aug 11, 2022

Michael Jackson FCA DChA

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 2022**

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	3	3,561	-	3,561	37,556
Charitable activities	4	223,726	43,858	267,584	299,531
Other trading activities	5	8,500	-	8,500	8,234
Investments	6	74	-	74	217
Total income		235,861	43,858	279,719	345,538
Expenditure on:					
Charitable activities	7	288,456	40,674	329,130	345,421
Total expenditure		288,456	40,674	329,130	345,421
Net movement in funds		(52,595)	3,184	(49,411)	117
Reconciliation of funds:					
Total funds brought forward		645,844	2,128	647,972	647,855
Net movement in funds		(52,595)	3,184	(49,411)	117
Total funds carried forward		593,249	5,312	598,561	647,972

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.

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

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	12	363,965	355,369
		<u>363,965</u>	<u>355,369</u>
Current assets			
Debtors	13	35,003	26,956
Cash at bank and in hand		249,402	311,437
		<u>284,405</u>	<u>338,393</u>
Creditors: amounts falling due within one year	14	(49,809)	(45,790)
Net current assets		<u>234,596</u>	<u>292,603</u>
Total assets less current liabilities		<u>598,561</u>	<u>647,972</u>
Total net assets		<u><u>598,561</u></u>	<u><u>647,972</u></u>
Charity funds			
Restricted funds	15	5,312	2,128
Unrestricted funds	15	593,249	645,844
Total funds		<u><u>598,561</u></u>	<u><u>647,972</u></u>

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

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

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:

Miranda S Armitage
Miranda S Armitage (Aug 11, 2022 16:45 GMT+1)

.....
M Armitage

Date: Aug 11, 2022

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

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

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022**

	2022 £	2021 £
Cash flows from operating activities		
Net cash used in operating activities	(34,029)	13,851
	<hr/>	<hr/>
Cash flows from investing activities		
Dividends, interests and rents from investments	-	217
Purchase of tangible fixed assets	(28,005)	(16,102)
	<hr/>	<hr/>
Net cash used in investing activities	(28,005)	(15,885)
	<hr/>	<hr/>
Cash flows from financing activities		
	<hr/>	<hr/>
Net cash provided by financing activities	-	-
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	(62,034)	(2,034)
Cash and cash equivalents at the beginning of the year	311,437	313,471
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	<u>249,403</u>	<u>311,437</u>

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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

The trustees recognise the significant challenges within the care sector and have built these into their assessment of the charity's financial position going forward. The pressures on recruitment, increasing salary costs and reduced resilience funding for the charity have led the trustees to re-assess the operations and overhead structure of the charity. The trustees have a number of options to reduce overhead cost and increase other revenues, all of which are currently under consideration. The trustees believe the changes being considered will put the charity on a better financial footing. The charity has free reserves at the year end of £209,000 and, although this is slightly below the target free reserves set out in the reserves policy, the trustees believe it is reasonable to prepare the financial statements on a going concern basis.

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.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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 2022**

3. Income from donations and legacies

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Donations	3,561	3,561	3,927
Government grants	-	-	33,629
	<u>3,561</u>	<u>3,561</u>	<u>37,556</u>
	<u>37,556</u>	<u>37,556</u>	
Total 2021			

4. Income from charitable activities

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Grants and contracts	470	42,738	43,208	98,671
Care fees and services	223,256	1,120	224,376	200,860
Total 2022	<u>223,726</u>	<u>43,858</u>	<u>267,584</u>	<u>299,531</u>
Total 2021	<u>259,280</u>	<u>40,251</u>	<u>299,531</u>	

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Lettings and amenities income	8,500	8,500	8,074
Shop income	-	-	160
	<u>8,500</u>	<u>8,500</u>	<u>8,234</u>
Total 2021	<u>8,234</u>	<u>8,234</u>	

6. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Interest received on cash funds held	74	74	217
	<u>217</u>	<u>217</u>	
Total 2021	<u>217</u>	<u>217</u>	

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Service delivery	288,456	40,674	329,130	345,421
	<u>305,233</u>	<u>40,188</u>	<u>345,421</u>	
Total 2021	<u>305,233</u>	<u>40,188</u>	<u>345,421</u>	

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

7. Analysis of expenditure on charitable activities (continued)

Summary by fund type (continued)

8. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	Total funds 2021 £
Service delivery	243,151	85,979	329,130	345,421
Total 2021	262,689	82,732	345,421	

Analysis of direct costs

	Service delivery 2022 £	Total funds 2022 £	Total funds 2021 £
Staff costs	174,334	174,334	173,574
Depreciation	19,408	19,408	14,867
Staff and volunteer expenses	20,335	20,335	19,473
Recruitment expenses	3,075	3,075	3,000
Day centre and community	1,538	1,538	1,533
Premises expenses	19,857	19,857	46,525
Other direct costs	4,604	4,604	3,421
Loss on disposal of fixed assets	-	-	296
	243,151	243,151	262,689
Total 2021	262,689	262,689	

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Service delivery 2022 £	Total funds 2022 £	Total funds 2021 £
Staff costs	70,991	70,991	63,483
Telephone	6,714	6,714	6,546
Postage and stationery	6,094	6,094	5,644
Subscriptions	265	265	190
Advertising	295	295	1,439
Professional fees	(3,876)	(3,876)	590
Governance costs	5,496	5,496	4,840
	<u>85,979</u>	<u>85,979</u>	<u>82,732</u>
Total 2021	<u>82,732</u>	<u>82,732</u>	

9. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £5,280 (2021 - £4,840).

10. Staff costs

	2022 £	2021 £
Wages and salaries	225,989	220,481
Social security costs	14,630	12,205
Contribution to defined contribution pension schemes	4,707	4,371
	<u>245,326</u>	<u>237,057</u>

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

10. Staff costs (continued)

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

	2022	2021
	No.	No.
Care	13	16
Administration	3	3
	<hr/> 16 <hr/>	<hr/> 19 <hr/>

The average headcount expressed as full-time equivalents was:

	2022	2021
	No.	No.
Care	7	9
Administration	1	1
	<hr/> 8 <hr/>	<hr/> 10 <hr/>

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

Remuneration of key management personnel amounted to £109,343 (2021 £99,402)

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

12. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
<i>Cost or valuation</i>			
At 1 April 2021	548,559	127,212	675,771
Additions	-	28,005	28,005
At 31 March 2022	548,559	155,217	703,776
<i>Depreciation</i>			
At 1 April 2021	211,419	108,983	320,402
Charge for the year	10,971	8,438	19,409
At 31 March 2022	222,390	117,421	339,811
<i>Net book value</i>			
At 31 March 2022	326,169	37,796	363,965
At 31 March 2021	337,140	18,229	355,369

13. Debtors

	2022 £	2021 £
<i>Due within one year</i>		
Trade debtors	33,953	19,716
Other debtors	-	4,195
Prepayments and accrued income	1,050	3,045
	35,003	26,956

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14. Creditors: Amounts falling due within one year

	2022	2021
	£	£
Trade creditors	3,584	1,918
Other taxation and social security	-	3,624
Other creditors	7,174	766
Accruals and deferred income	39,051	39,482
	<hr/> 49,809 <hr/>	<hr/> 45,790 <hr/>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
<i>Unrestricted funds</i>					
<i>Designated funds</i>					
Buildings	337,140	-	(10,971)	-	326,169
Fixtures and fittings	18,229	-	(8,437)	28,005	37,797
Capital improvements	20,000	-	-	-	20,000
	<u>375,369</u>	<u>-</u>	<u>(19,408)</u>	<u>28,005</u>	<u>383,966</u>
<i>General funds</i>					
General Funds - all funds	<u>270,475</u>	<u>235,861</u>	<u>(269,048)</u>	<u>(28,005)</u>	<u>209,283</u>
<i>Total Unrestricted funds</i>	<u>645,844</u>	<u>235,861</u>	<u>(288,456)</u>	<u>-</u>	<u>593,249</u>
<i>Restricted funds</i>					
Support at home	445	25,251	(25,251)	-	445
Bathing services	1,620	2,487	-	-	4,107
Independent Age	63	16,120	(15,423)	-	760
	<u>2,128</u>	<u>43,858</u>	<u>(40,674)</u>	<u>-</u>	<u>5,312</u>
<i>Total of funds</i>	<u><u>647,972</u></u>	<u><u>279,719</u></u>	<u><u>(329,130)</u></u>	<u><u>-</u></u>	<u><u>598,561</u></u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
<i>Unrestricted funds</i>					
<i>Designated funds</i>					
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
	<u>374,431</u>	<u>-</u>	<u>(14,867)</u>	<u>15,805</u>	<u>375,369</u>
<i>General funds</i>					
General Funds - all funds	<u>271,359</u>	<u>305,287</u>	<u>(290,366)</u>	<u>(15,805)</u>	<u>270,475</u>
<i>Total Unrestricted funds</i>	<u>645,790</u>	<u>305,287</u>	<u>(305,233)</u>	<u>-</u>	<u>645,844</u>
<i>Restricted funds</i>					
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
	<u>2,065</u>	<u>40,251</u>	<u>(40,188)</u>	<u>-</u>	<u>2,128</u>
<i>Total of funds</i>	<u>647,855</u>	<u>345,538</u>	<u>(345,421)</u>	<u>-</u>	<u>647,972</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

16. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Designated funds	375,369	-	(19,408)	28,005	383,966
General funds	270,475	235,861	(269,048)	(28,005)	209,283
Restricted funds	2,128	43,858	(40,674)	-	5,312
	<u>647,972</u>	<u>279,719</u>	<u>(329,130)</u>	<u>-</u>	<u>598,561</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

16. Summary of funds (continued)

Summary of funds - prior 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
	<u>647,855</u>	<u>345,538</u>	<u>(345,421)</u>	<u>-</u>	<u>647,972</u>

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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. It is expected this expenditure will take place over the next 10 years.

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.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	361,478	2,487	363,965
Current assets	281,580	2,825	284,405
Creditors due within one year	(49,809)	-	(49,809)
Total	<u>593,249</u>	<u>5,312</u>	<u>598,561</u>

Analysis of net assets between funds - prior year

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income/expenditure for the year (as per Statement of Financial Activities)	(49,411)	117
<i>Adjustments for:</i>		
Depreciation charges	19,410	14,867
Dividends, interests and rents from investments	-	(217)
Loss on the sale of fixed assets	-	297
Decrease/(increase) in debtors	(8,047)	11,763
Increase/(decrease) in creditors	4,019	(12,976)
<i>Net cash provided by/(used in) operating activities</i>	(34,029)	13,851

19. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	249,402	311,437
<i>Total cash and cash equivalents</i>	249,402	311,437

20. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	311,437	(62,035)	249,402
	311,437	(62,035)	249,402

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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 £4,631 (2021 - £4,371). Contributions totalling £nil (2021 - £753) were payable to the fund at the balance sheet date and are included in creditors.

22. Operating lease commitments

At 31 March 2022 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022	2021
	£	£
Not later than 1 year	4,272	4,272
Later than 1 year and not later than 5 years	5,340	9,611
	<hr/> 9,612 <hr/>	<hr/> 13,883 <hr/>

23. Related party transactions

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