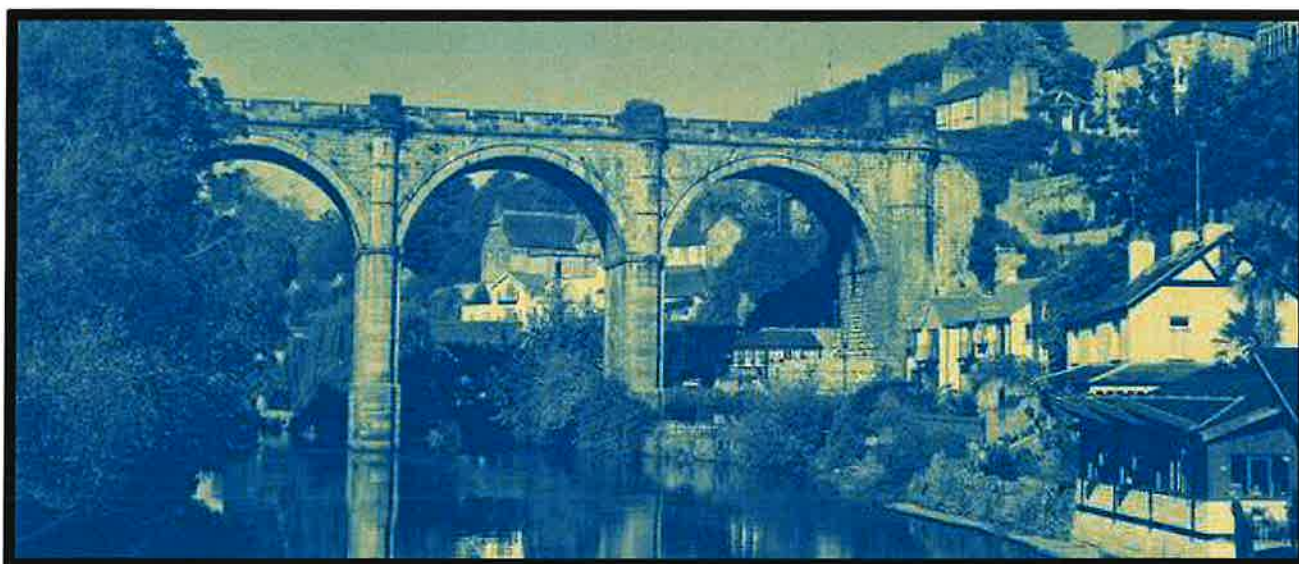


ANNUAL REVIEW 2022-2023





Cliff House Community Support Services Limited
Chain Lane Community Hub
Chain Lane
Knaresborough
Charity Number: 1063803
A company limited by guarantee

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

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITABLE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees	M Armitage, Chair C Bromet (resigned 25 October 2022) R Coad F A Lawton S Walton S Archer (appointed 2 August 2022)
Company registered number	03403668
Charity registered number	1063803
Registered office	Chain Lane Community Hub Chain Lane Knaresborough North Yorkshire HG5 0AS
Company secretary	Jane Farquharson
Chief executive officer	Jane 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	Jane Farquharson (CEO) Julian Terry (Director of Services) Clare Hardman (Head of Care)

Message from the CHIEF EXECUTIVE OFFICER for the Year Ended 31 March 2023

It has been a very challenging year with a good deal of uncertainty over our future. Access to GP face to face appointments has remained difficult for older people. There is a real need for our higher level of support which fits into the prevention agenda being promoted by both NHS England and the plans of North Yorkshire County Council Health and Adult Services. The limitations of the NHS and Social Care for frail elderly people is becoming increasingly obvious with ever pressurised budgets. We often find 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 from Covid.

Having opened up both day care and bathing we found initially people were often too anxious to come back and due also to 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, on present evidence very little has been learnt from the pandemic in terms of how to alleviate pressure on the NHS and especially elderly people ending up in Accident and Emergency. The challenge for a small charity such as ours is to show a wider audience what we can do and achieve in keeping older people safe and healthy living in their own homes avoiding these crises.

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.

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.

We have had to look carefully at the use of the building which is expensive to maintain as it grows older and needs more upkeep. Attracting good staff is costing ever higher wages.

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. Our aim remains to support older people to live independently for longer and ensure their lives are fulfilled, meaningful and enjoyable. Risks associated with care services must be correctly assessed and any identified mitigated appropriately. 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 prevention agendas. 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 are a high priority for us as numbers diagnosed increases with this devastating disease.

Thank you to all our volunteers

Volunteering has been badly affected in common with other voluntary groups in the area, as most of our kind volunteers were older themselves and vulnerable to Covid so had to cease their activities. It will take time and effort to recruit volunteers going forward.

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), 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.

Many local GP surgeries have been most helpful and supportive in the interests of older patients and worked with us in constructive ways such as using photo evidence for clinical evaluation. Pharmacy staff have been very supportive too in working collaboratively getting medication ordered and to the clients in their homes to people who, through cognitive, eyesight or manual dexterity issues, need our service to remain medication compliant and physically well.

Thank you to one and all. We will continue with an uncertain future ahead but thinking positively 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 2023

The Trustees present their annual report together with the financial statements of the company for the year ended 31 March 2023. 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 people's 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 2022/2023 the Charity's delivery of services continued to be impacted by the COVID-19 coronavirus pandemic, ongoing government recommendations for vulnerable members of society and policy requirements intended to mitigate the worst effects of the pandemic on our client group, 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. 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 continuing to use full PPE to protect clients and themselves from infection. Activities such as outings and medical appointments were resumed. Vulnerable clients were 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. 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.

The Support at Home 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 ran throughout the year at our resource centre in Knaresborough with stimulating activities and crafts offered, along with a hot midday meal. An experienced Co-ordinator leads the group and is supported by experienced care staff and volunteers to provide focus and assistance to frailer members of the group.

This service continued to be impacted by 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 in our newly refurbished Assisted Bathing suite ran throughout the year.

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 have proved an enduring service to clients, 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 resumed during the year and provided a opportunity to socialise as well as choose their own shopping for many of our clients.

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 preferred to concentrate on social outings for individuals which have provided much needed outdoor exercise and social interaction for clients whose activities had been severely restricted rather than restarting social groups.

The Charity celebrated the late Queen's Platinum Jubilee with a free indoor 'street party' event hosted by the Mayor of Knaresborough, Kathryn Davies, supported by all the staff and volunteers at Cliff House.



Cliff House Community Support Services Limited

Chain Lane Community Hub

Chain Lane

Knaresborough

Charity Number: 1063803

Company Number: 03403668

A company limited by guarantee

Government funding, grant support and donations

The following grant funding was awarded in the year.

- **NHS North Yorkshire CCG £25k to be spent by end March 23**
 - Grant provided to support delivery of Support at Home services to provide essential support to primarily keep people out of hospital.

The Charity was generously supported by several donations from private individuals in the year and was delighted to be nominated as the Mayor of Knaresborough, Kathryn Davies' Charity of the year giving access to a number of fundraising opportunities.

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 fulfilling, enjoyable and productive by providing a full range of support services 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.



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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 which remain post the pandemic. This continues to attract statutory funding from the Harrogate and Rural District CCG. 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.

The trustees have explored several options to achieve sustainability of the Charity in the long term and have determined that selling the resource centre in Knaresborough and relocating to the Community Hub in Chain Lane, Knaresborough, a shared resource space with 'Anchor' status for services in North Yorkshire, will provide a better springboard to re-energise the Charity and its services. The public profile and visibility at the Community Hub will bring the Charity's services to the attention of a wider group within the local community and will support access to grants and collaborative working with local likeminded organisations helping to widen our service offering and strengthen relationships with North Yorkshire Council, NHS and community groups.

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 £519k, which include designated reserves in relation to the fixed assets of £343k, 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 £250,000 and £260,000 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 £156k at 31 March 2023. The trustees are keen to increase reserves and the plans to do this potential sale of fixed assets should ensure this outcome.

b. Results

The Charity has generated incoming resources of £301,605, (2022: £292,232 as restated), the increase is due to the recovery of trading post pandemic. The resources expended in the year are £390,428 (2022: £329,130). The increase is mainly because of higher staff costs as a result of wage inflation. This has resulted in a deficit of £88,823 (2022: deficit £36,898 as restated).

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.



Cliff House Community Support Services Limited

Chain Lane Community Hub

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LOOKING AHEAD TO THE FUTURE

The year just ended has again been a difficult one for the Charity, its staff, volunteers, and clients, with services in the community continuing to feel the effects of the pandemic.

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.

The Charity has benefitted from grant payments to support its operations distributed by the following organisations: NHS North Yorkshire CCG and received generous donations from a number of local individuals as well as through the Mayor of Knaresborough, Kathryn Davies. This support has helped the Charity to continue delivering its vital services during the past year.

The Charity returned to our full programme of services at our Knaresborough based resource centre including Day Care and Activities, Assisted Bathing and continued expansion of 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 planned relocation to a shared Community Hub offers an opportunity to support older and vulnerable members of society through its varied activities.

The Charity has also welcomed 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 move to a new location and the team are enthusiastic and focussed to deliver even better high-quality services to more people in our local community.

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2023

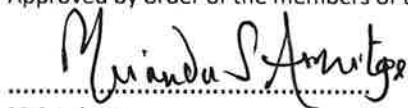
The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. 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 charitable company and of its incoming resources and application of resources, including the income and expenditure of the charitable company, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP 2019 (FRS 102);
- make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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



M Armitage

Chair of Trustees

Date: 4 November 2023

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

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023

Independent Examiner's Report to the Trustees of Cliff House Community Support Services Limited ('the charitable company')

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2023, which are set out on pages 14 to 33.

Responsibilities and Basis of Report

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

Having satisfied myself that the accounts of the company 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 your company's accounts as 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 company'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 that in any material respect:

1. accounting records were not kept in respect of the company 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.

Signed:



Dated: 16 November 2023

Nicola Adams ACA 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 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
	Note				
Income from:					
Donations and legacies	3	2,611	-	2,611	3,561
Charitable activities	4	261,627	25,251	286,878	280,097
Other trading activities	5	9,275	-	9,275	8,500
Investments	6	2,841	-	2,841	74
Total income		276,354	25,251	301,605	292,232
Expenditure on:					
Raising funds	7	14	-	14	-
Charitable activities	8	365,163	25,251	390,414	329,130
Total expenditure		365,177	25,251	390,428	329,130
Net movement in funds		(88,823)	-	(88,823)	(36,898)
Reconciliation of funds:					
Total funds brought forward as previously stated		593,249	5,312	598,561	647,972
Prior year adjustment		15,000	(2,487)	12,513	-
Total funds brought forward as restated		608,249	2,825	611,074	647,972
Net movement in funds		(88,823)	-	(88,823)	(36,898)
Total funds carried forward		519,426	2,825	522,251	611,074

The Statement of Financial Activities complies with the requirements for an income and expenditure account under the Companies Act 2006 and includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	As restated 2022 £
Fixed assets			
Tangible assets	13	343,541	363,965
		343,541	363,965
Current assets			
Debtors	14	30,118	35,003
Cash at bank and in hand		191,366	249,402
		221,484	284,405
Creditors: amounts falling due within one year	15	(42,774)	(37,296)
Net current assets		178,710	247,109
Total assets less current liabilities		522,251	611,074
Total net assets		522,251	611,074
Charity funds			
Restricted funds	17	2,825	2,825
Unrestricted funds	17	519,426	608,249
Total funds		522,251	611,074

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED

(A company limited by guarantee)

REGISTERED NUMBER: 03403668

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2023

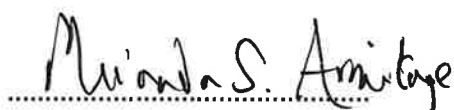
For the financial year ended 31 March 2023 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors 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

(Chair of Trustees)

Date: 4 November 2023

The notes on pages 17 to 33 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 2023

1. General information

Cliff House Community Support Services Limited is a company limited by guarantee. It is incorporated in England and Wales. The members of the company are the trustees named on Page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited £1 per member of the company. The registered office is:

Chain Lane Community Hub
Chain Lane
Knaresborough
North Yorkshire
HG5 0AS

The principal operation of the company remains the provision of services to the vulnerable and elderly.

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) 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. The financial statements are presented in £ sterling, which is the functional currency of the charity, and rounded to the nearest £.

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 charity had general funds/reserves at the year end of £155,885 (down from £224,283 in the prior year, as restated). Given that the general reserves are below the desired level set out in the reserves policy and that the deficit has increased compared to the prior year, the trustees made the decision during the year to sell 1 Hilton Ln, Knaresborough HG5 8BX and this took place shortly after the year-end.

The trustees believe the funds realised from the property sale and the reduction in property costs moving forward should ensure the continued operation of the charity. Hence, the trustees believe it is reasonable to prepare the financial statements on a going concern basis.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charitable company 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.

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 raising funds includes all expenditure incurred by the charitable company to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charitable company'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 charitable company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Taxation

The company is considered to pass the tests set out in Sch. 6, para. 1 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Pt. 11, Ch. 3 of the Corporation Tax Act 2010 or s. 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.7 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	- 4 years straight line

2.8 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.

2.9 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.

2.10 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 charitable company 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.

2.11 Financial instruments

The charitable company 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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.12 Employee benefits

When employees have rendered service to the charity short-term employee benefits to which the employees are entitled are recognised at the amount expected to be paid in exchange for that service.

2.13 Pensions

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

2.14 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 charitable company 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 charitable company 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.

2.15 Judgements and key sources of estimation uncertainty

Critical accounting estimates and areas of judgement

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

3. Income from donations and legacies

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	2,611	2,611	3,561
Total 2022	3,561	3,561	

4. Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
Grants and contracts	2,520	25,251	27,771	55,721
Care fees and services	259,107	-	259,107	224,376
Total 2023	261,627	25,251	286,878	280,097
Total 2022 as restated	223,726	56,371	280,097	

5. Income from other trading activities

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Lettings and amenities income	9,275	9,275	8,500
Total 2022	8,500	8,500	

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Interest received on cash funds held	2,841	2,841	74
	<hr/>	<hr/>	<hr/>
Total 2022	74	74	
	<hr/>	<hr/>	

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Costs of raising voluntary income	14	14	-
	<hr/>	<hr/>	<hr/>

8. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Service delivery	365,163	25,251	390,414	329,130
	<hr/>	<hr/>	<hr/>	<hr/>
Total 2022	288,456	40,674	329,130	
	<hr/>	<hr/>	<hr/>	

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	Total funds 2022 £
Service delivery	243,717	146,697	390,414	329,130
Total 2022	243,151	85,979	329,130	

Analysis of direct costs

	Service delivery 2023 £	Total funds 2023 £	Total funds 2022 £
Staff costs	165,085	165,085	174,334
Depreciation	23,767	23,767	19,408
Staff and volunteer expenses	14,702	14,702	20,335
Recruitment expenses	(3,500)	(3,500)	3,075
Day centre and community	3,833	3,833	1,538
Premises expenses	39,414	39,414	19,857
Other direct costs	416	416	4,604
	243,717	243,717	243,151
Total 2022	243,151	243,151	

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Analysis of expenditure by activities (continued)

Analysis of support costs

	Service delivery 2023 £	Total funds 2023 £	Total funds 2022 £
Staff costs	121,221	121,221	70,991
Telephone	6,916	6,916	6,714
Postage and stationery	6,268	6,268	6,094
Subscriptions	197	197	265
Advertising	2,516	2,516	295
Professional fees	2,938	2,938	(3,876)
Governance costs	6,641	6,641	5,496
	<u>146,697</u>	<u>146,697</u>	<u>85,979</u>
Total 2022	<u>85,979</u>	<u>85,979</u>	

10. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £5,712 (2022 - £5,280).

11. Staff costs

	2023 £	2022 £
Wages and salaries	258,701	225,988
Social security costs	22,486	14,630
Contribution to defined contribution pension schemes	5,119	4,707
	<u>286,306</u>	<u>245,325</u>

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

11. Staff costs (continued)

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

	2023	2022
	No.	No.
Care	16	13
Administration	3	3
	19	16

The average headcount expressed as full-time equivalents was:

	2023	2022
	No.	No.
Care	7	7
Administration	1	1
	8	8

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

Remuneration of key management personnel amounted to £107,205 (2022: £109,343). Key management personnel are listed on page 1 and include the Chief Executive Officer, Director of Services and Head of Care.

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, no Trustee expenses have been incurred (2022 - £NIL).

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

13. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
<i>Cost or valuation</i>			
At 1 April 2022	548,559	155,217	703,776
Additions	-	3,343	3,343
Disposals	-	(102,382)	(102,382)
At 31 March 2023	548,559	56,178	604,737
<i>Depreciation</i>			
At 1 April 2022	222,390	117,421	339,811
Charge for the year	10,971	12,796	23,767
On disposals	-	(102,382)	(102,382)
At 31 March 2023	233,361	27,835	261,196
<i>Net book value</i>			
At 31 March 2023	315,198	28,343	343,541
At 31 March 2022	326,169	37,796	363,965

14. Debtors

	2023 £	2022 £
<i>Due within one year</i>		
Trade debtors	27,098	33,953
Other debtors	376	-
Prepayments and accrued income	2,644	1,050
	30,118	35,003

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

15. Creditors: Amounts falling due within one year

	2023	As restated 2022
	£	£
Trade creditors	7,304	3,584
Other taxation and social security	7,686	-
Other creditors	938	7,174
Accruals and deferred income	26,846	26,538
	42,774	37,296

16. Prior year adjustments

There has been a prior year adjustment to recognise two grants provided to the charitable company in respect of fixed asset purchases received in full during the year to 31 March 2022 and remove amounts in deferred income as at 31 March 2022. Previously these grant amounts were being released over the useful economic life of the assets, in line with depreciation. The impact to net assets as at 31 March 2022 was an increase of £12,513, which was an increase in unrestricted funds of £15,000 and decrease in restricted funds of £2,487.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Statement of funds

Statement of funds - current year

	As restated Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Buildings	326,169	-	(10,971)	-	315,198
Fixtures and fittings	37,797	-	(12,796)	3,342	28,343
Capital improvements	20,000	-	-	-	20,000
	383,966	-	(23,767)	3,342	363,541
General funds					
General Funds - all funds	224,283	276,354	(341,410)	(3,342)	155,885
Total Unrestricted funds	608,249	276,354	(365,177)	-	519,426
Restricted funds					
Support at home	445	-	-	-	445
Bathing services	1,620	-	-	-	1,620
Independent Age	760	-	-	-	760
Better Care	-	25,251	(25,251)	-	-
	2,825	25,251	(25,251)	-	2,825
Total of funds	611,074	301,605	(390,428)	-	522,251

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	As restated Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
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>
General funds					
General Funds - all funds	<u>270,475</u>	<u>235,861</u>	<u>(269,048)</u>	<u>(13,005)</u>	<u>224,283</u>
Total Unrestricted funds	<u>645,844</u>	<u>235,861</u>	<u>(288,456)</u>	<u>15,000</u>	<u>608,249</u>
Restricted funds					
Support at home	445	25,251	(25,251)	-	445
Bathing services	1,620	15,000	-	(15,000)	1,620
Independent Age	63	16,120	(15,423)	-	760
	<u>2,128</u>	<u>56,371</u>	<u>(40,674)</u>	<u>(15,000)</u>	<u>2,825</u>
Total of funds	<u>647,972</u>	<u>292,232</u>	<u>(329,130)</u>	<u>-</u>	<u>611,074</u>

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

18. Summary of funds

Summary of funds - current year

	As restated Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	383,966	-	(23,767)	3,342	363,541
General funds	224,283	276,354	(341,410)	(3,342)	155,885
Restricted funds	2,825	25,251	(25,251)	-	2,825
	611,074	301,605	(390,428)	-	522,251

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	As restated Balance at 31 March 2022 £
Designated funds	375,369	-	(19,408)	28,005	383,966
General funds	270,475	235,861	(269,048)	(13,005)	224,283
Restricted funds	2,128	56,371	(40,674)	(15,000)	2,825
	647,972	292,232	(329,130)	-	611,074

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

18. 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.

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 GPs and hospital discharge teams to ensure the most frail and 'hard to find' older people are offered appropriate support to prevent avoidable hospital admission.

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.

Fund transfers:

A Transfer has been made between designated funds and general funds, and also between restricted funds and general funds in the prior year, to reflect fixed asset additions purchased in the year.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

19. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	343,541	-	343,541
Current assets	218,659	2,825	221,484
Creditors due within one year	(42,774)	-	(42,774)
Total	519,426	2,825	522,251

Analysis of net assets between funds - prior year

	As restated Unrestricted funds 2022 £	As restated Restricted funds 2022 £	As restated Total funds 2022 £
Tangible fixed assets	363,965	-	363,965
Current assets	281,580	2,825	284,405
Creditors due within one year	(37,296)	-	(37,296)
Total As restated	608,249	2,825	611,074

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

20. 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 £5,119 (2022 - £4,707). Contributions totalling £905 (2022 - £Nil) were payable to the fund at the balance sheet date and are included in creditors.

21. Operating lease commitments

At 31 March 2023 the charitable company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023	2022
	£	£
Not later than 1 year	3,720	4,272
Later than 1 year and not later than 5 years	10,229	5,340
	13,949	9,612

22. Related party transactions

There were no related party transactions requiring disclosure in either year.

23. Post balance sheet events

Following the year end, the property owned by the charity, at 1 Hilton Ln, Knaresborough HG5 8BX, was sold by the charity to a third party for an amount of £350,000 less costs. Following the sale, the charitable company relocated their activities to the Chain Lane Community Hub in Knaresborough, where they continue to operate.

ANNUAL REVIEW 2022-2023





Cliff House Community Support Services Limited
Chain Lane Community Hub
Chain Lane
Knaresborough
Charity Number: 1063803
A company limited by guarantee

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

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITABLE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees	M Armitage, Chair C Bromet (resigned 25 October 2022) R Coad F A Lawton S Walton S Archer (appointed 2 August 2022)
Company registered number	03403668
Charity registered number	1063803
Registered office	Chain Lane Community Hub Chain Lane Knaresborough North Yorkshire HG5 0AS
Company secretary	Jane Farquharson
Chief executive officer	Jane 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	Jane Farquharson (CEO) Julian Terry (Director of Services) Clare Hardman (Head of Care)

Message from the CHIEF EXECUTIVE OFFICER for the Year Ended 31 March 2023

It has been a very challenging year with a good deal of uncertainty over our future. Access to GP face to face appointments has remained difficult for older people. There is a real need for our higher level of support which fits into the prevention agenda being promoted by both NHS England and the plans of North Yorkshire County Council Health and Adult Services. The limitations of the NHS and Social Care for frail elderly people is becoming increasingly obvious with ever pressurised budgets. We often find 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 from Covid.

Having opened up both day care and bathing we found initially people were often too anxious to come back and due also to 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, on present evidence very little has been learnt from the pandemic in terms of how to alleviate pressure on the NHS and especially elderly people ending up in Accident and Emergency. The challenge for a small charity such as ours is to show a wider audience what we can do and achieve in keeping older people safe and healthy living in their own homes avoiding these crises.

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.

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.

We have had to look carefully at the use of the building which is expensive to maintain as it grows older and needs more upkeep. Attracting good staff is costing ever higher wages.

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. Our aim remains to support older people to live independently for longer and ensure their lives are fulfilled, meaningful and enjoyable. Risks associated with care services must be correctly assessed and any identified mitigated appropriately. 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 prevention agendas. 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 are a high priority for us as numbers diagnosed increases with this devastating disease.

Thank you to all our volunteers

Volunteering has been badly affected in common with other voluntary groups in the area, as most of our kind volunteers were older themselves and vulnerable to Covid so had to cease their activities. It will take time and effort to recruit volunteers going forward.

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), 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.

Many local GP surgeries have been most helpful and supportive in the interests of older patients and worked with us in constructive ways such as using photo evidence for clinical evaluation. Pharmacy staff have been very supportive too in working collaboratively getting medication ordered and to the clients in their homes to people who, through cognitive, eyesight or manual dexterity issues, need our service to remain medication compliant and physically well.

Thank you to one and all. We will continue with an uncertain future ahead but thinking positively 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 2023

The Trustees present their annual report together with the financial statements of the company for the year ended 31 March 2023. 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 people's 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 2022/2023 the Charity's delivery of services continued to be impacted by the COVID-19 coronavirus pandemic, ongoing government recommendations for vulnerable members of society and policy requirements intended to mitigate the worst effects of the pandemic on our client group, 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. 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 continuing to use full PPE to protect clients and themselves from infection. Activities such as outings and medical appointments were resumed. Vulnerable clients were 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. 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.

The Support at Home 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 ran throughout the year at our resource centre in Knaresborough with stimulating activities and crafts offered, along with a hot midday meal. An experienced Co-ordinator leads the group and is supported by experienced care staff and volunteers to provide focus and assistance to frailer members of the group.

This service continued to be impacted by 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 in our newly refurbished Assisted Bathing suite ran throughout the year.

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 have proved an enduring service to clients, 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 resumed during the year and provided a opportunity to socialise as well as choose their own shopping for many of our clients.

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 preferred to concentrate on social outings for individuals which have provided much needed outdoor exercise and social interaction for clients whose activities had been severely restricted rather than restarting social groups.

The Charity celebrated the late Queen's Platinum Jubilee with a free indoor 'street party' event hosted by the Mayor of Knaresborough, Kathryn Davies, supported by all the staff and volunteers at Cliff House.



Cliff House Community Support Services Limited

Chain Lane Community Hub

Chain Lane

Knaresborough

Charity Number: 1063803

Company Number: 03403668

A company limited by guarantee

Government funding, grant support and donations

The following grant funding was awarded in the year.

- **NHS North Yorkshire CCG £25k to be spent by end March 23**
 - Grant provided to support delivery of Support at Home services to provide essential support to primarily keep people out of hospital.

The Charity was generously supported by several donations from private individuals in the year and was delighted to be nominated as the Mayor of Knaresborough, Kathryn Davies' Charity of the year giving access to a number of fundraising opportunities.

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 fulfilling, enjoyable and productive by providing a full range of support services 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.



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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 which remain post the pandemic. This continues to attract statutory funding from the Harrogate and Rural District CCG. 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.

The trustees have explored several options to achieve sustainability of the Charity in the long term and have determined that selling the resource centre in Knaresborough and relocating to the Community Hub in Chain Lane, Knaresborough, a shared resource space with 'Anchor' status for services in North Yorkshire, will provide a better springboard to re-energise the Charity and its services. The public profile and visibility at the Community Hub will bring the Charity's services to the attention of a wider group within the local community and will support access to grants and collaborative working with local likeminded organisations helping to widen our service offering and strengthen relationships with North Yorkshire Council, NHS and community groups.

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 £519k, which include designated reserves in relation to the fixed assets of £343k, 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 £250,000 and £260,000 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 £156k at 31 March 2023. The trustees are keen to increase reserves and the plans to do this potential sale of fixed assets should ensure this outcome.

b. Results

The Charity has generated incoming resources of £301,605, (2022: £292,232 as restated), the increase is due to the recovery of trading post pandemic. The resources expended in the year are £390,428 (2022: £329,130). The increase is mainly because of higher staff costs as a result of wage inflation. This has resulted in a deficit of £88,823 (2022: deficit £36,898 as restated).

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.



Cliff House Community Support Services Limited

Chain Lane Community Hub

Chain Lane

Knaresborough

Charity Number: 1063803

Company Number: 03403668

A company limited by guarantee

LOOKING AHEAD TO THE FUTURE

The year just ended has again been a difficult one for the Charity, its staff, volunteers, and clients, with services in the community continuing to feel the effects of the pandemic.

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.

The Charity has benefitted from grant payments to support its operations distributed by the following organisations: NHS North Yorkshire CCG and received generous donations from a number of local individuals as well as through the Mayor of Knaresborough, Kathryn Davies. This support has helped the Charity to continue delivering its vital services during the past year.

The Charity returned to our full programme of services at our Knaresborough based resource centre including Day Care and Activities, Assisted Bathing and continued expansion of 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 planned relocation to a shared Community Hub offers an opportunity to support older and vulnerable members of society through its varied activities.

The Charity has also welcomed 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 move to a new location and the team are enthusiastic and focussed to deliver even better high-quality services to more people in our local community.

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2023

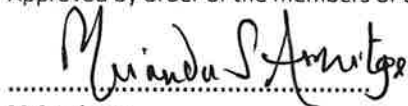
The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. 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 charitable company and of its incoming resources and application of resources, including the income and expenditure of the charitable company, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP 2019 (FRS 102);
- make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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



M Armitage

Chair of Trustees

Date: 4 November 2023

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

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023

Independent Examiner's Report to the Trustees of Cliff House Community Support Services Limited ('the charitable company')

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2023, which are set out on pages 14 to 33.

Responsibilities and Basis of Report

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

Having satisfied myself that the accounts of the company 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 your company's accounts as 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 company'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 that in any material respect:

1. accounting records were not kept in respect of the company 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.

Signed:



Dated: 16 November 2023

Nicola Adams ACA 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 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
	Note				
Income from:					
Donations and legacies	3	2,611	-	2,611	3,561
Charitable activities	4	261,627	25,251	286,878	280,097
Other trading activities	5	9,275	-	9,275	8,500
Investments	6	2,841	-	2,841	74
Total income		276,354	25,251	301,605	292,232
Expenditure on:					
Raising funds	7	14	-	14	-
Charitable activities	8	365,163	25,251	390,414	329,130
Total expenditure		365,177	25,251	390,428	329,130
Net movement in funds		(88,823)	-	(88,823)	(36,898)
Reconciliation of funds:					
Total funds brought forward as previously stated		593,249	5,312	598,561	647,972
Prior year adjustment		15,000	(2,487)	12,513	-
Total funds brought forward as restated		608,249	2,825	611,074	647,972
Net movement in funds		(88,823)	-	(88,823)	(36,898)
Total funds carried forward		519,426	2,825	522,251	611,074

The Statement of Financial Activities complies with the requirements for an income and expenditure account under the Companies Act 2006 and includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

BALANCE SHEET
AS AT 31 MARCH 2023

			2023	As restated
	Note		£	2022
				£
Fixed assets				
Tangible assets	13		343,541	363,965
			343,541	363,965
Current assets				
Debtors	14	30,118	35,003	
Cash at bank and in hand		191,366	249,402	
		221,484	284,405	
Creditors: amounts falling due within one year	15	(42,774)	(37,296)	
Net current assets			178,710	247,109
Total assets less current liabilities			522,251	611,074
Total net assets			522,251	611,074
Charity funds				
Restricted funds	17	2,825	2,825	
Unrestricted funds	17	519,426	608,249	
Total funds			522,251	611,074

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED

(A company limited by guarantee)

REGISTERED NUMBER: 03403668

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2023

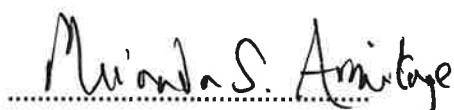
For the financial year ended 31 March 2023 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors 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

(Chair of Trustees)

Date: 4 November 2023

The notes on pages 17 to 33 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 2023

1. General information

Cliff House Community Support Services Limited is a company limited by guarantee. It is incorporated in England and Wales. The members of the company are the trustees named on Page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited £1 per member of the company. The registered office is:

Chain Lane Community Hub
Chain Lane
Knaresborough
North Yorkshire
HG5 0AS

The principal operation of the company remains the provision of services to the vulnerable and elderly.

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) 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. The financial statements are presented in £ sterling, which is the functional currency of the charity, and rounded to the nearest £.

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 charity had general funds/reserves at the year end of £155,885 (down from £224,283 in the prior year, as restated). Given that the general reserves are below the desired level set out in the reserves policy and that the deficit has increased compared to the prior year, the trustees made the decision during the year to sell 1 Hilton Ln, Knaresborough HG5 8BX and this took place shortly after the year-end.

The trustees believe the funds realised from the property sale and the reduction in property costs moving forward should ensure the continued operation of the charity. Hence, the trustees believe it is reasonable to prepare the financial statements on a going concern basis.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charitable company 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.

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 raising funds includes all expenditure incurred by the charitable company to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charitable company'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 charitable company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Taxation

The company is considered to pass the tests set out in Sch. 6, para. 1 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Pt. 11, Ch. 3 of the Corporation Tax Act 2010 or s. 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.7 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	- 4 years straight line

2.8 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.

2.9 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.

2.10 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 charitable company 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.

2.11 Financial instruments

The charitable company 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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.12 Employee benefits

When employees have rendered service to the charity short-term employee benefits to which the employees are entitled are recognised at the amount expected to be paid in exchange for that service.

2.13 Pensions

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

2.14 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 charitable company 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 charitable company 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.

2.15 Judgements and key sources of estimation uncertainty

Critical accounting estimates and areas of judgement

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

3. Income from donations and legacies

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	2,611	2,611	3,561
	<hr/>	<hr/>	
Total 2022	3,561	3,561	
	<hr/>	<hr/>	

4. Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
Grants and contracts	2,520	25,251	27,771	55,721
Care fees and services	259,107	-	259,107	224,376
	<hr/>	<hr/>	<hr/>	
Total 2023	261,627	25,251	286,878	280,097
	<hr/>	<hr/>	<hr/>	
Total 2022 as restated	223,726	56,371	280,097	
	<hr/>	<hr/>	<hr/>	

5. Income from other trading activities

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Lettings and amenities income	9,275	9,275	8,500
	<hr/>	<hr/>	
Total 2022	8,500	8,500	
	<hr/>	<hr/>	

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Interest received on cash funds held	2,841	2,841	74
	<hr/>	<hr/>	<hr/>
Total 2022	74	74	
	<hr/>	<hr/>	

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Costs of raising voluntary income	14	14	-
	<hr/>	<hr/>	<hr/>

8. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Service delivery	365,163	25,251	390,414	329,130
	<hr/>	<hr/>	<hr/>	<hr/>
Total 2022	288,456	40,674	329,130	
	<hr/>	<hr/>	<hr/>	

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	Total funds 2022 £
Service delivery	243,717	146,697	390,414	329,130
Total 2022	243,151	85,979	329,130	

Analysis of direct costs

	Service delivery 2023 £	Total funds 2023 £	Total funds 2022 £
Staff costs	165,085	165,085	174,334
Depreciation	23,767	23,767	19,408
Staff and volunteer expenses	14,702	14,702	20,335
Recruitment expenses	(3,500)	(3,500)	3,075
Day centre and community	3,833	3,833	1,538
Premises expenses	39,414	39,414	19,857
Other direct costs	416	416	4,604
	243,717	243,717	243,151
Total 2022	243,151	243,151	

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Analysis of expenditure by activities (continued)

Analysis of support costs

	Service delivery 2023 £	Total funds 2023 £	Total funds 2022 £
Staff costs	121,221	121,221	70,991
Telephone	6,916	6,916	6,714
Postage and stationery	6,268	6,268	6,094
Subscriptions	197	197	265
Advertising	2,516	2,516	295
Professional fees	2,938	2,938	(3,876)
Governance costs	6,641	6,641	5,496
	<u>146,697</u>	<u>146,697</u>	<u>85,979</u>
Total 2022	<u>85,979</u>	<u>85,979</u>	

10. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £5,712 (2022 - £5,280).

11. Staff costs

	2023 £	2022 £
Wages and salaries	258,701	225,988
Social security costs	22,486	14,630
Contribution to defined contribution pension schemes	5,119	4,707
	<u>286,306</u>	<u>245,325</u>

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

11. Staff costs (continued)

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

	2023	2022
	No.	No.
Care	16	13
Administration	3	3
	19	16

The average headcount expressed as full-time equivalents was:

	2023	2022
	No.	No.
Care	7	7
Administration	1	1
	8	8

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

Remuneration of key management personnel amounted to £107,205 (2022: £109,343). Key management personnel are listed on page 1 and include the Chief Executive Officer, Director of Services and Head of Care.

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, no Trustee expenses have been incurred (2022 - £NIL).

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

13. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
<i>Cost or valuation</i>			
At 1 April 2022	548,559	155,217	703,776
Additions	-	3,343	3,343
Disposals	-	(102,382)	(102,382)
At 31 March 2023	548,559	56,178	604,737
<i>Depreciation</i>			
At 1 April 2022	222,390	117,421	339,811
Charge for the year	10,971	12,796	23,767
On disposals	-	(102,382)	(102,382)
At 31 March 2023	233,361	27,835	261,196
<i>Net book value</i>			
At 31 March 2023	315,198	28,343	343,541
At 31 March 2022	326,169	37,796	363,965

14. Debtors

	2023 £	2022 £
<i>Due within one year</i>		
Trade debtors	27,098	33,953
Other debtors	376	-
Prepayments and accrued income	2,644	1,050
	30,118	35,003

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

15. Creditors: Amounts falling due within one year

	2023	As restated 2022
	£	£
Trade creditors	7,304	3,584
Other taxation and social security	7,686	-
Other creditors	938	7,174
Accruals and deferred income	26,846	26,538
	42,774	37,296

16. Prior year adjustments

There has been a prior year adjustment to recognise two grants provided to the charitable company in respect of fixed asset purchases received in full during the year to 31 March 2022 and remove amounts in deferred income as at 31 March 2022. Previously these grant amounts were being released over the useful economic life of the assets, in line with depreciation. The impact to net assets as at 31 March 2022 was an increase of £12,513, which was an increase in unrestricted funds of £15,000 and decrease in restricted funds of £2,487.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Statement of funds

Statement of funds - current year

	As restated Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Buildings	326,169	-	(10,971)	-	315,198
Fixtures and fittings	37,797	-	(12,796)	3,342	28,343
Capital improvements	20,000	-	-	-	20,000
	383,966	-	(23,767)	3,342	363,541
General funds					
General Funds - all funds	224,283	276,354	(341,410)	(3,342)	155,885
Total Unrestricted funds	608,249	276,354	(365,177)	-	519,426
Restricted funds					
Support at home	445	-	-	-	445
Bathing services	1,620	-	-	-	1,620
Independent Age	760	-	-	-	760
Better Care	-	25,251	(25,251)	-	-
	2,825	25,251	(25,251)	-	2,825
Total of funds	611,074	301,605	(390,428)	-	522,251

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	As restated Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
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>
General funds					
General Funds - all funds	<u>270,475</u>	<u>235,861</u>	<u>(269,048)</u>	<u>(13,005)</u>	<u>224,283</u>
Total Unrestricted funds	<u>645,844</u>	<u>235,861</u>	<u>(288,456)</u>	<u>15,000</u>	<u>608,249</u>
Restricted funds					
Support at home	445	25,251	(25,251)	-	445
Bathing services	1,620	15,000	-	(15,000)	1,620
Independent Age	63	16,120	(15,423)	-	760
	<u>2,128</u>	<u>56,371</u>	<u>(40,674)</u>	<u>(15,000)</u>	<u>2,825</u>
Total of funds	<u>647,972</u>	<u>292,232</u>	<u>(329,130)</u>	<u>-</u>	<u>611,074</u>

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

18. Summary of funds

Summary of funds - current year

	As restated Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	383,966	-	(23,767)	3,342	363,541
General funds	224,283	276,354	(341,410)	(3,342)	155,885
Restricted funds	2,825	25,251	(25,251)	-	2,825
	611,074	301,605	(390,428)	-	522,251

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	As restated Balance at 31 March 2022 £
Designated funds	375,369	-	(19,408)	28,005	383,966
General funds	270,475	235,861	(269,048)	(13,005)	224,283
Restricted funds	2,128	56,371	(40,674)	(15,000)	2,825
	647,972	292,232	(329,130)	-	611,074

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

18. 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.

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 GPs and hospital discharge teams to ensure the most frail and 'hard to find' older people are offered appropriate support to prevent avoidable hospital admission.

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.

Fund transfers:

A Transfer has been made between designated funds and general funds, and also between restricted funds and general funds in the prior year, to reflect fixed asset additions purchased in the year.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

19. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	343,541	-	343,541
Current assets	218,659	2,825	221,484
Creditors due within one year	(42,774)	-	(42,774)
Total	519,426	2,825	522,251

Analysis of net assets between funds - prior year

	As restated Unrestricted funds 2022 £	As restated Restricted funds 2022 £	As restated Total funds 2022 £
Tangible fixed assets	363,965	-	363,965
Current assets	281,580	2,825	284,405
Creditors due within one year	(37,296)	-	(37,296)
Total As restated	608,249	2,825	611,074

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

20. 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 £5,119 (2022 - £4,707). Contributions totalling £905 (2022 - £Nil) were payable to the fund at the balance sheet date and are included in creditors.

21. Operating lease commitments

At 31 March 2023 the charitable company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023	2022
	£	£
Not later than 1 year	3,720	4,272
Later than 1 year and not later than 5 years	10,229	5,340
	13,949	9,612

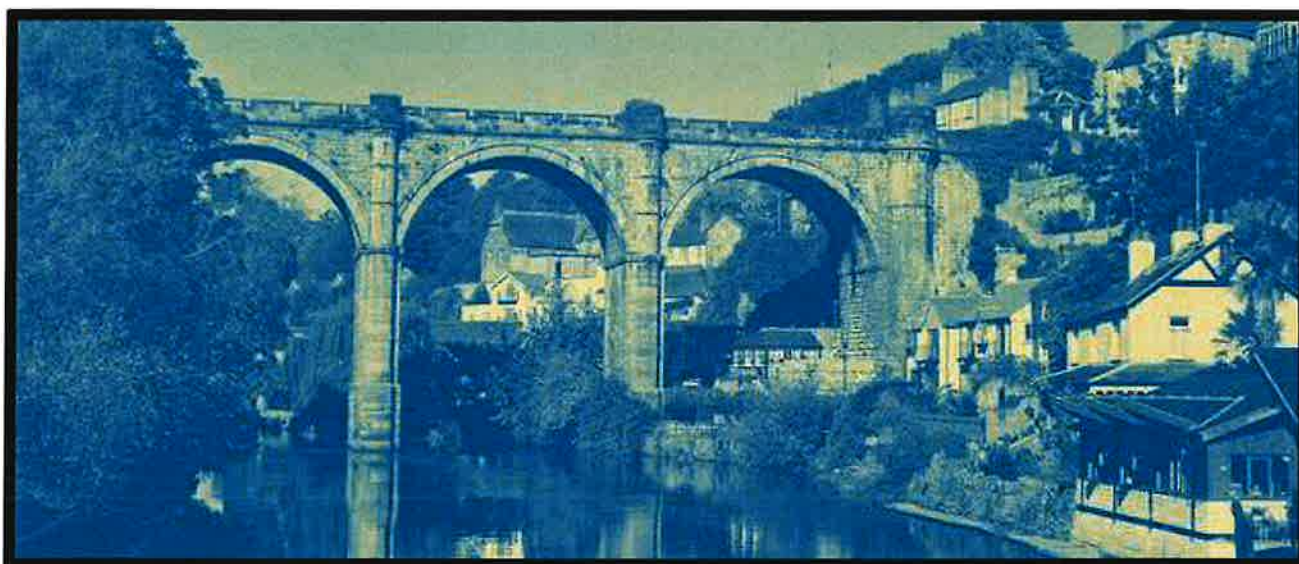
22. Related party transactions

There were no related party transactions requiring disclosure in either year.

23. Post balance sheet events

Following the year end, the property owned by the charity, at 1 Hilton Ln, Knaresborough HG5 8BX, was sold by the charity to a third party for an amount of £350,000 less costs. Following the sale, the charitable company relocated their activities to the Chain Lane Community Hub in Knaresborough, where they continue to operate.

ANNUAL REVIEW 2022-2023





Cliff House Community Support Services Limited
Chain Lane Community Hub
Chain Lane
Knaresborough
Charity Number: 1063803
A company limited by guarantee

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

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITABLE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees	M Armitage, Chair C Bromet (resigned 25 October 2022) R Coad F A Lawton S Walton S Archer (appointed 2 August 2022)
Company registered number	03403668
Charity registered number	1063803
Registered office	Chain Lane Community Hub Chain Lane Knaresborough North Yorkshire HG5 0AS
Company secretary	Jane Farquharson
Chief executive officer	Jane 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	Jane Farquharson (CEO) Julian Terry (Director of Services) Clare Hardman (Head of Care)

Message from the CHIEF EXECUTIVE OFFICER for the Year Ended 31 March 2023

It has been a very challenging year with a good deal of uncertainty over our future. Access to GP face to face appointments has remained difficult for older people. There is a real need for our higher level of support which fits into the prevention agenda being promoted by both NHS England and the plans of North Yorkshire County Council Health and Adult Services. The limitations of the NHS and Social Care for frail elderly people is becoming increasingly obvious with ever pressurised budgets. We often find 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 from Covid.

Having opened up both day care and bathing we found initially people were often too anxious to come back and due also to 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, on present evidence very little has been learnt from the pandemic in terms of how to alleviate pressure on the NHS and especially elderly people ending up in Accident and Emergency. The challenge for a small charity such as ours is to show a wider audience what we can do and achieve in keeping older people safe and healthy living in their own homes avoiding these crises.

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.

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.

We have had to look carefully at the use of the building which is expensive to maintain as it grows older and needs more upkeep. Attracting good staff is costing ever higher wages.

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. Our aim remains to support older people to live independently for longer and ensure their lives are fulfilled, meaningful and enjoyable. Risks associated with care services must be correctly assessed and any identified mitigated appropriately. 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 prevention agendas. 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 are a high priority for us as numbers diagnosed increases with this devastating disease.

Thank you to all our volunteers

Volunteering has been badly affected in common with other voluntary groups in the area, as most of our kind volunteers were older themselves and vulnerable to Covid so had to cease their activities. It will take time and effort to recruit volunteers going forward.

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), 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.

Many local GP surgeries have been most helpful and supportive in the interests of older patients and worked with us in constructive ways such as using photo evidence for clinical evaluation. Pharmacy staff have been very supportive too in working collaboratively getting medication ordered and to the clients in their homes to people who, through cognitive, eyesight or manual dexterity issues, need our service to remain medication compliant and physically well.

Thank you to one and all. We will continue with an uncertain future ahead but thinking positively 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 2023

The Trustees present their annual report together with the financial statements of the company for the year ended 31 March 2023. 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 people's 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 2022/2023 the Charity's delivery of services continued to be impacted by the COVID-19 coronavirus pandemic, ongoing government recommendations for vulnerable members of society and policy requirements intended to mitigate the worst effects of the pandemic on our client group, 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. 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 continuing to use full PPE to protect clients and themselves from infection. Activities such as outings and medical appointments were resumed. Vulnerable clients were 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. 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.

The Support at Home 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 ran throughout the year at our resource centre in Knaresborough with stimulating activities and crafts offered, along with a hot midday meal. An experienced Co-ordinator leads the group and is supported by experienced care staff and volunteers to provide focus and assistance to frailer members of the group.

This service continued to be impacted by 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 in our newly refurbished Assisted Bathing suite ran throughout the year.

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 have proved an enduring service to clients, 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 resumed during the year and provided a opportunity to socialise as well as choose their own shopping for many of our clients.

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 preferred to concentrate on social outings for individuals which have provided much needed outdoor exercise and social interaction for clients whose activities had been severely restricted rather than restarting social groups.

The Charity celebrated the late Queen's Platinum Jubilee with a free indoor 'street party' event hosted by the Mayor of Knaresborough, Kathryn Davies, supported by all the staff and volunteers at Cliff House.



Cliff House Community Support Services Limited

Chain Lane Community Hub

Chain Lane

Knaresborough

Charity Number: 1063803

Company Number: 03403668

A company limited by guarantee

Government funding, grant support and donations

The following grant funding was awarded in the year.

- **NHS North Yorkshire CCG £25k to be spent by end March 23**
 - Grant provided to support delivery of Support at Home services to provide essential support to primarily keep people out of hospital.

The Charity was generously supported by several donations from private individuals in the year and was delighted to be nominated as the Mayor of Knaresborough, Kathryn Davies' Charity of the year giving access to a number of fundraising opportunities.

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 fulfilling, enjoyable and productive by providing a full range of support services 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.



Cliff House Community Support Services Limited

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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 which remain post the pandemic. This continues to attract statutory funding from the Harrogate and Rural District CCG. 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.

The trustees have explored several options to achieve sustainability of the Charity in the long term and have determined that selling the resource centre in Knaresborough and relocating to the Community Hub in Chain Lane, Knaresborough, a shared resource space with 'Anchor' status for services in North Yorkshire, will provide a better springboard to re-energise the Charity and its services. The public profile and visibility at the Community Hub will bring the Charity's services to the attention of a wider group within the local community and will support access to grants and collaborative working with local likeminded organisations helping to widen our service offering and strengthen relationships with North Yorkshire Council, NHS and community groups.

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 £519k, which include designated reserves in relation to the fixed assets of £343k, 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 £250,000 and £260,000 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 £156k at 31 March 2023. The trustees are keen to increase reserves and the plans to do this potential sale of fixed assets should ensure this outcome.

b. Results

The Charity has generated incoming resources of £301,605, (2022: £292,232 as restated), the increase is due to the recovery of trading post pandemic. The resources expended in the year are £390,428 (2022: £329,130). The increase is mainly because of higher staff costs as a result of wage inflation. This has resulted in a deficit of £88,823 (2022: deficit £36,898 as restated).

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.



Cliff House Community Support Services Limited

Chain Lane Community Hub

Chain Lane

Knaresborough

Charity Number: 1063803

Company Number: 03403668

A company limited by guarantee

LOOKING AHEAD TO THE FUTURE

The year just ended has again been a difficult one for the Charity, its staff, volunteers, and clients, with services in the community continuing to feel the effects of the pandemic.

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.

The Charity has benefitted from grant payments to support its operations distributed by the following organisations: NHS North Yorkshire CCG and received generous donations from a number of local individuals as well as through the Mayor of Knaresborough, Kathryn Davies. This support has helped the Charity to continue delivering its vital services during the past year.

The Charity returned to our full programme of services at our Knaresborough based resource centre including Day Care and Activities, Assisted Bathing and continued expansion of 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 planned relocation to a shared Community Hub offers an opportunity to support older and vulnerable members of society through its varied activities.

The Charity has also welcomed 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 move to a new location and the team are enthusiastic and focussed to deliver even better high-quality services to more people in our local community.

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2023

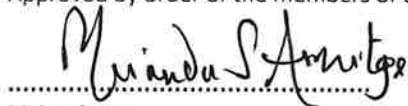
The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. 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 charitable company and of its incoming resources and application of resources, including the income and expenditure of the charitable company, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP 2019 (FRS 102);
- make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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



M Armitage

Chair of Trustees

Date: 4 November 2023

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

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023

Independent Examiner's Report to the Trustees of Cliff House Community Support Services Limited ('the charitable company')

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2023, which are set out on pages 14 to 33.

Responsibilities and Basis of Report

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

Having satisfied myself that the accounts of the company 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 your company's accounts as 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 company'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 that in any material respect:

1. accounting records were not kept in respect of the company 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.

Signed:



Dated: 16 November 2023

Nicola Adams ACA 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 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
	Note				
Income from:					
Donations and legacies	3	2,611	-	2,611	3,561
Charitable activities	4	261,627	25,251	286,878	280,097
Other trading activities	5	9,275	-	9,275	8,500
Investments	6	2,841	-	2,841	74
Total income		276,354	25,251	301,605	292,232
Expenditure on:					
Raising funds	7	14	-	14	-
Charitable activities	8	365,163	25,251	390,414	329,130
Total expenditure		365,177	25,251	390,428	329,130
Net movement in funds		(88,823)	-	(88,823)	(36,898)
Reconciliation of funds:					
Total funds brought forward as previously stated		593,249	5,312	598,561	647,972
Prior year adjustment		15,000	(2,487)	12,513	-
Total funds brought forward as restated		608,249	2,825	611,074	647,972
Net movement in funds		(88,823)	-	(88,823)	(36,898)
Total funds carried forward		519,426	2,825	522,251	611,074

The Statement of Financial Activities complies with the requirements for an income and expenditure account under the Companies Act 2006 and includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	As restated 2022 £
Fixed assets			
Tangible assets	13	343,541	363,965
		<u>343,541</u>	<u>363,965</u>
Current assets			
Debtors	14	30,118	35,003
Cash at bank and in hand		191,366	249,402
		<u>221,484</u>	<u>284,405</u>
Creditors: amounts falling due within one year	15	(42,774)	(37,296)
Net current assets		<u>178,710</u>	<u>247,109</u>
Total assets less current liabilities		<u>522,251</u>	<u>611,074</u>
Total net assets		<u><u>522,251</u></u>	<u><u>611,074</u></u>
Charity funds			
Restricted funds	17	2,825	2,825
Unrestricted funds	17	519,426	608,249
Total funds		<u><u>522,251</u></u>	<u><u>611,074</u></u>

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED

(A company limited by guarantee)

REGISTERED NUMBER: 03403668

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2023

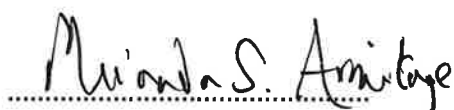
For the financial year ended 31 March 2023 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors 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

(Chair of Trustees)

Date: 4 November 2023

The notes on pages 17 to 33 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 2023

1. General information

Cliff House Community Support Services Limited is a company limited by guarantee. It is incorporated in England and Wales. The members of the company are the trustees named on Page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited £1 per member of the company. The registered office is:

Chain Lane Community Hub
Chain Lane
Knaresborough
North Yorkshire
HG5 0AS

The principal operation of the company remains the provision of services to the vulnerable and elderly.

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) 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. The financial statements are presented in £ sterling, which is the functional currency of the charity, and rounded to the nearest £.

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 charity had general funds/reserves at the year end of £155,885 (down from £224,283 in the prior year, as restated). Given that the general reserves are below the desired level set out in the reserves policy and that the deficit has increased compared to the prior year, the trustees made the decision during the year to sell 1 Hilton Ln, Knaresborough HG5 8BX and this took place shortly after the year-end.

The trustees believe the funds realised from the property sale and the reduction in property costs moving forward should ensure the continued operation of the charity. Hence, the trustees believe it is reasonable to prepare the financial statements on a going concern basis.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charitable company 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.

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 raising funds includes all expenditure incurred by the charitable company to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charitable company'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 charitable company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Taxation

The company is considered to pass the tests set out in Sch. 6, para. 1 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Pt. 11, Ch. 3 of the Corporation Tax Act 2010 or s. 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.7 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	- 4 years straight line

2.8 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.

2.9 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.

2.10 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 charitable company 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.

2.11 Financial instruments

The charitable company 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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.12 Employee benefits

When employees have rendered service to the charity short-term employee benefits to which the employees are entitled are recognised at the amount expected to be paid in exchange for that service.

2.13 Pensions

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

2.14 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 charitable company 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 charitable company 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.

2.15 Judgements and key sources of estimation uncertainty

Critical accounting estimates and areas of judgement

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

3. Income from donations and legacies

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	2,611	2,611	3,561
	<hr/>	<hr/>	<hr/>
Total 2022	3,561	3,561	
	<hr/>	<hr/>	

4. Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
Grants and contracts	2,520	25,251	27,771	55,721
Care fees and services	259,107	-	259,107	224,376
	<hr/>	<hr/>	<hr/>	<hr/>
Total 2023	261,627	25,251	286,878	280,097
	<hr/>	<hr/>	<hr/>	<hr/>
Total 2022 as restated	223,726	56,371	280,097	
	<hr/>	<hr/>	<hr/>	

5. Income from other trading activities

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Lettings and amenities income	9,275	9,275	8,500
	<hr/>	<hr/>	<hr/>
Total 2022	8,500	8,500	
	<hr/>	<hr/>	

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Interest received on cash funds held	2,841	2,841	74
	<hr/>	<hr/>	<hr/>
Total 2022	74	74	
	<hr/>	<hr/>	

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Costs of raising voluntary income	14	14	-
	<hr/>	<hr/>	<hr/>

8. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Service delivery	365,163	25,251	390,414	329,130
	<hr/>	<hr/>	<hr/>	<hr/>
Total 2022	288,456	40,674	329,130	
	<hr/>	<hr/>	<hr/>	

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	Total funds 2022 £
Service delivery	243,717	146,697	390,414	329,130
Total 2022	243,151	85,979	329,130	

Analysis of direct costs

	Service delivery 2023 £	Total funds 2023 £	Total funds 2022 £
Staff costs	165,085	165,085	174,334
Depreciation	23,767	23,767	19,408
Staff and volunteer expenses	14,702	14,702	20,335
Recruitment expenses	(3,500)	(3,500)	3,075
Day centre and community	3,833	3,833	1,538
Premises expenses	39,414	39,414	19,857
Other direct costs	416	416	4,604
	243,717	243,717	243,151
Total 2022	243,151	243,151	

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Analysis of expenditure by activities (continued)

Analysis of support costs

	Service delivery 2023 £	Total funds 2023 £	Total funds 2022 £
Staff costs	121,221	121,221	70,991
Telephone	6,916	6,916	6,714
Postage and stationery	6,268	6,268	6,094
Subscriptions	197	197	265
Advertising	2,516	2,516	295
Professional fees	2,938	2,938	(3,876)
Governance costs	6,641	6,641	5,496
	<u>146,697</u>	<u>146,697</u>	<u>85,979</u>
Total 2022	<u>85,979</u>	<u>85,979</u>	

10. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £5,712 (2022 - £5,280).

11. Staff costs

	2023 £	2022 £
Wages and salaries	258,701	225,988
Social security costs	22,486	14,630
Contribution to defined contribution pension schemes	5,119	4,707
	<u>286,306</u>	<u>245,325</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

11. Staff costs (continued)

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

	2023	2022
	No.	No.
Care	16	13
Administration	3	3
	19	16

The average headcount expressed as full-time equivalents was:

	2023	2022
	No.	No.
Care	7	7
Administration	1	1
	8	8

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

Remuneration of key management personnel amounted to £107,205 (2022: £109,343). Key management personnel are listed on page 1 and include the Chief Executive Officer, Director of Services and Head of Care.

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, no Trustee expenses have been incurred (2022 - £NIL).

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

13. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
<i>Cost or valuation</i>			
At 1 April 2022	548,559	155,217	703,776
Additions	-	3,343	3,343
Disposals	-	(102,382)	(102,382)
At 31 March 2023	548,559	56,178	604,737
<i>Depreciation</i>			
At 1 April 2022	222,390	117,421	339,811
Charge for the year	10,971	12,796	23,767
On disposals	-	(102,382)	(102,382)
At 31 March 2023	233,361	27,835	261,196
<i>Net book value</i>			
At 31 March 2023	315,198	28,343	343,541
At 31 March 2022	326,169	37,796	363,965

14. Debtors

	2023 £	2022 £
<i>Due within one year</i>		
Trade debtors	27,098	33,953
Other debtors	376	-
Prepayments and accrued income	2,644	1,050
	30,118	35,003

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

15. Creditors: Amounts falling due within one year

	2023	As restated 2022
	£	£
Trade creditors	7,304	3,584
Other taxation and social security	7,686	-
Other creditors	938	7,174
Accruals and deferred income	26,846	26,538
	42,774	37,296

16. Prior year adjustments

There has been a prior year adjustment to recognise two grants provided to the charitable company in respect of fixed asset purchases received in full during the year to 31 March 2022 and remove amounts in deferred income as at 31 March 2022. Previously these grant amounts were being released over the useful economic life of the assets, in line with depreciation. The impact to net assets as at 31 March 2022 was an increase of £12,513, which was an increase in unrestricted funds of £15,000 and decrease in restricted funds of £2,487.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Statement of funds

Statement of funds - current year

	As restated Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Buildings	326,169	-	(10,971)	-	315,198
Fixtures and fittings	37,797	-	(12,796)	3,342	28,343
Capital improvements	20,000	-	-	-	20,000
	383,966	-	(23,767)	3,342	363,541
General funds					
General Funds - all funds	224,283	276,354	(341,410)	(3,342)	155,885
Total Unrestricted funds	608,249	276,354	(365,177)	-	519,426
Restricted funds					
Support at home	445	-	-	-	445
Bathing services	1,620	-	-	-	1,620
Independent Age	760	-	-	-	760
Better Care	-	25,251	(25,251)	-	-
	2,825	25,251	(25,251)	-	2,825
Total of funds	611,074	301,605	(390,428)	-	522,251

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	As restated Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
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>
General funds					
General Funds - all funds	<u>270,475</u>	<u>235,861</u>	<u>(269,048)</u>	<u>(13,005)</u>	<u>224,283</u>
Total Unrestricted funds	<u>645,844</u>	<u>235,861</u>	<u>(288,456)</u>	<u>15,000</u>	<u>608,249</u>
Restricted funds					
Support at home	445	25,251	(25,251)	-	445
Bathing services	1,620	15,000	-	(15,000)	1,620
Independent Age	63	16,120	(15,423)	-	760
	<u>2,128</u>	<u>56,371</u>	<u>(40,674)</u>	<u>(15,000)</u>	<u>2,825</u>
Total of funds	<u>647,972</u>	<u>292,232</u>	<u>(329,130)</u>	<u>-</u>	<u>611,074</u>

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

18. Summary of funds

Summary of funds - current year

	As restated Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	383,966	-	(23,767)	3,342	363,541
General funds	224,283	276,354	(341,410)	(3,342)	155,885
Restricted funds	2,825	25,251	(25,251)	-	2,825
	611,074	301,605	(390,428)	-	522,251

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	As restated Balance at 31 March 2022 £
Designated funds	375,369	-	(19,408)	28,005	383,966
General funds	270,475	235,861	(269,048)	(13,005)	224,283
Restricted funds	2,128	56,371	(40,674)	(15,000)	2,825
	647,972	292,232	(329,130)	-	611,074

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

18. 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.

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 GPs and hospital discharge teams to ensure the most frail and 'hard to find' older people are offered appropriate support to prevent avoidable hospital admission.

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.

Fund transfers:

A Transfer has been made between designated funds and general funds, and also between restricted funds and general funds in the prior year, to reflect fixed asset additions purchased in the year.

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

19. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	343,541	-	343,541
Current assets	218,659	2,825	221,484
Creditors due within one year	(42,774)	-	(42,774)
Total	519,426	2,825	522,251

Analysis of net assets between funds - prior year

	As restated Unrestricted funds 2022 £	As restated Restricted funds 2022 £	As restated Total funds 2022 £
Tangible fixed assets	363,965	-	363,965
Current assets	281,580	2,825	284,405
Creditors due within one year	(37,296)	-	(37,296)
Total As restated	608,249	2,825	611,074

CLIFF HOUSE COMMUNITY SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

20. 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 £5,119 (2022 - £4,707). Contributions totalling £905 (2022 - £Nil) were payable to the fund at the balance sheet date and are included in creditors.

21. Operating lease commitments

At 31 March 2023 the charitable company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023	2022
	£	£
Not later than 1 year	3,720	4,272
Later than 1 year and not later than 5 years	10,229	5,340
	13,949	9,612

22. Related party transactions

There were no related party transactions requiring disclosure in either year.

23. Post balance sheet events

Following the year end, the property owned by the charity, at 1 Hilton Ln, Knaresborough HG5 8BX, was sold by the charity to a third party for an amount of £350,000 less costs. Following the sale, the charitable company relocated their activities to the Chain Lane Community Hub in Knaresborough, where they continue to operate.