

Registered number: 10690071  
Charity number: 1173379



**TRUSTEES REPORT AND FINANCIAL  
STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**Lindeyer Francis Ferguson Limited  
Chartered Accountants & Statutory Auditors  
198 High Street  
Tonbridge  
Kent  
TN9 1BE**

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## **ALZHEIMER'S & DEMENTIA SUPPORT SERVICES**

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

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**Registered Charity Number:** 1173379

**Registered Company Number:** 10690071

#### **Principal Office**

Safeharbour  
Coldharbour Road  
NORTHFLEET  
Kent  
DA11 8AE

#### **Trustees**

Justin Bateman	Resigned 11/10/2021
Alan Spencer	Resigned 05/11/2021
Karen du Rocher	
Chris Inwood	
Samuel Barton	
Denise Osborn	
David Mackenzie	
Parris Durant	Resigned 09/05/2022
Martin Charlton	Appointed 12/07/2021, resigned 10/03/2022
Catherine Jones	Appointed 06/09/2021

#### **Chair of Trustees**

Sam Barton

#### **Treasurer**

Alan Spencer until 5/11/2021

#### **Joint Treasurers**

Catherine Jones	from 10/01/2022
Martin Charlton	from 10/01/2022 until resignation

#### **Chief Executive Officer**

Katie Antill

#### **Joint Chief Executive Officers**

Sarah Taylor (resigned 01/06/21) and Katie Antill

#### **Auditors**

Lindeyer Francis Ferguson Limited  
North House  
198 High Street  
TONBRIDGE  
Kent  
TN9 1BE

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

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

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#### Bankers

CAF Bank Ltd  
Kings Hill  
WEST MALLING  
Kent  
ME19 4JQ

Charity Bank  
Fosse House  
182 High St  
TONBRIDGE  
Kent  
TN9 1BE

Shawbrook Bank Ltd  
Lutea House  
Warley Hill Business Park  
The Drive  
Great Warley  
BRENTWOOD  
Essex  
CM13 3BE

#### Advisors

Peninsula Employment Consultants  
Peninsula Health and Safety Consultants



**TRUSTEES' REPORT**

**FOR THE YEAR ENDED 31 MARCH 2022**

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The Trustees are pleased to present their report with financial statements of the Charity for the year ending 31 March 2022. The Trustees confirm that the report and financial statements of the Charity comply with the current statutory requirements, the requirements of the governing document, and the provisions of "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019) (Charities SORP (FRS 102)).

**Status**

Alzheimer's & Dementia Support Services (ADSS) is a charitable company limited by guarantee and has no share capital. The company was incorporated on 24 March 2017 and is governed by a Memorandum and Articles of Association.

**Structure, Management and Governance**

**Method of appointment or election of Trustees**

The management of the Charity is the responsibility of the Trustees who are elected at the Annual General Meeting or co-opted under the terms of the Articles of Association. The Board reviews its strengths and weaknesses to ensure its effectiveness with achieving the Charity's mission, governing the organisation, and leading the strategy. This helps identify when new Trustees should be recruited. During the year of 2021-22 two new Trustees have been recruited, Catherine Jones and Martin Charlton, who went on to be Joint Treasurers, however Martin Charlton resigned and currently the Board is looking for another Joint Treasurer. The Board of Trustees has due regard for the limited tenure best practice; however, it is prioritising having a regular in-flow of new talent to the Board.

**Policies adopted for the induction and training of Trustees**

There is an agreed procedure for inducting and training Trustees, which ensures they are provided with the relevant information about the Charity for the effective governance and leadership of the organisation.

**Organisational structure and decision making**

The overall management of the Charity is in the hands of the Trustees who currently meet quarterly. There are also two committees, Funding & Finance and Quality, Risk & Compliance, that also meet quarterly. The Board delegates the day-to-day running of the organisation to the Chief Executive Officer, Katie Antill. The CEO forms the Senior Leadership Team with Matt Thurston, Chief Operating Officer; Sarah Taylor, Service Development Manager; Kelly Clark, Dementia Care Manager; and Denise Kilshaw, Dementia Support Manager.

**Risk management**

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks. The Board of Trustees has undertaken Risk Management Training. The risk register is reviewed by the full Board and the relevant risks are discussed in further detail at the Funding & Finance and Quality, Risk & Compliance Committee meetings.

## **Constitution, Objectives and Policies**

The organisation is governed by a constitution, which was adopted on 24 March 2017. Its objectives are to give continued practical and emotional support to people with dementia, their carers, other relatives, and supporters, and to deliver such support in a respectful way which recognises individuality and safeguards dignity.

### **Purpose**

Too many people affected by dementia do not get the vital social care, support and guidance they need. We use our person-centred experience of dementia to define and implement social care services, from diagnosis to end of life, that reduce the devastating impact the disease can have.

### **Vision**

Everyone living with dementia, in Kent and Medway, gets the support they need to live the life they want.

### **Mission**

Our mission is to give people affected by dementia the knowledge, support and care they need to take back control of their lives, take part in family and community life, and manage their symptoms.

### **Values**

We believe:

- That everyone's rights and dignity should be promoted.
- In being person centred and focused on people's abilities.
- In being inclusive and embracing everyone in our community.
- In working together to deliver excellence in the information, support and services we provide.
- In being caring and compassionate in all we do.
- In acting with integrity and honesty at all times.

## **Investment Powers**

The constitution authorises the Trustees to apply the assets and property of the Charity solely towards the promotion and purpose of ADSS as laid down in the constitution.

## **Public Benefit**

The Trustees have had due regard to the guidance issued by the Charity Commission on public benefit when reviewing the Charity's objectives and planning future activities.

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

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### **An Introduction from our Chair**

While much of 2021-22 was spent dealing with the ongoing challenges brought by the Covid-19 pandemic, combined with significant uncertainty about the future, ADSS ended the year on a very positive note.

In early 2022 we were delighted to be awarded three major new contracts from Kent County Council for Post-Diagnostic Support in North Kent and for Dementia Coordinators in North Kent and West Kent. The mobilisation of these contracts is progressing well, and I would like to thank the entire team at ADSS for their extraordinary work in securing and now delivering these contracts, which provide vital support for people across the county. I would also like to thank KCC and the Commissioners for their faith in ADSS and their continued support for the Charity's work.

I am pleased to say that ADSS now boasts the largest team in its 31-year history, and this year we will support more people in Kent than ever before.

The year ahead looks just as exciting. We are continuing to expand our fundraising activities, which will help diversify our income and support the expansion of our services to reach more people. And we are planning to increase our team with capable and caring people to ensure we can meet the growing demand for our services, as well as further develop our Senior Leadership Team.

There is also more work to be done on digitising our back office to boost efficiency and improve performance, and we have a much-anticipated refurbishment project at Safeharbour to create a dementia friendly garden, which will increase the space and variety of activities we are able to offer to visitors. We also plan to deepen our ties with the community around us and develop partnerships that enable us to support the ethnically diverse population of Kent.

I firmly believe that we will look back on the past two years as a transformative period for ADSS, and one which confirms our commitment to our vision that everyone living with dementia in Kent and Medway gets the support they need to live the life they want.

I am excited by what the future holds for the fantastic team at ADSS, and look forward to supporting them during the busy years ahead.

*Sam Barton*

### **A few words from our CEO**

If I was to think of a word that summed up 2021-22, I would probably say uncertainty. It was a year of uncertainty on many fronts but, yet again, the wonderful team at ADSS has risen to the challenge. It was a year of uncertainty because we were still dealing with ever-changing Covid-19 restrictions, and the impact of the virus on our team and the people we support. We also spent much of the year preparing for the biggest tendering process the Charity had ever undergone, and then the resultant, agonising wait for the outcome.

I am really pleased to say that in February 2022 we were notified that we had been successful with all three of the tenders we had submitted, and from 1<sup>st</sup> April 2022, we would be providing a Dementia Coordinator Service across north Kent and west Kent, and post-diagnostic services in north Kent.

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

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This news was very welcome as we are now financially supported to achieve our aims of reaching more people and expanding our services outside of the Dartford, Gravesham and Swanley areas. We are in a position where we have recruited a wonderful new team and, already, they are working hard to provide the life-enhancing, empowering support to people affected by dementia that ADSS is known for.

Looking back on 2021-22, it is hard to remember the difficulties that Covid-19 continued to bring to all our lives. It had a profound impact on our team, and we had to cope with the high infection rates. It is also important to remember the huge impact it has continued to have on people affected by dementia; that impact will continue to be seen for years to come. We have seen people's dementia symptoms worsen and frailty increase due to the lack of activity, isolation, and lack of routine. That is why we were so committed to operating within the guidelines but keeping all our services running.

We are excited for the future of ADSS and will continue to do everything we can to help people affected by dementia to recover and rebuild their lives after what has been a very tough time.

Best wishes,

*Katie Antill*

### Review of our strategy

2021-22 was the first year of our ambitious new five-year strategy. We knew that there were still people out there who didn't know about us, and big parts of Kent and Medway that were not receiving the same level of support that we are offering in Dartford, Gravesham and Swanley. We wanted to do something about this. We set ourselves ambitious goals to make Kent a better place for people with dementia, but also looked inwards at what we can do better. Here is what we said we would do:

#### Five-year strategy

- We will increase our reach by 10% each year so that everyone living with dementia in the community can benefit from our guidance, support and care.
- We will demonstrate excellence and specialism throughout every aspect of our work.
- We will coproduce a wellbeing service model that offers flexibility and choice and includes evidence-based activities.
- We will expand our Dementia Support and Wellbeing Services across Kent and Medway.
- We will increase our efficiency by 20% over five years.

To find out more information about our strategy, please take a look at our website [www.alz-dem.org](http://www.alz-dem.org)

#### What we have achieved so far

- Achieved a 11.9% increase, year on year, in the number of people we have supported.
- Worked on influencing the system to meet the needs of people affected by dementia by attending the Darent Valley Hospital Dementia Steering Group, NHS Dementia Support Working Groups, and the Dartford and Gravesham Local Care Board.
- Trained 25 of our team members in the accredited 'Dementia Interpreter' training: 17 at Level 1, two at Level 2, two at Level 3 and four at Level 4.

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

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- Five of our team have gained accredited qualifications: one in Certificate in Dementia Care, one at Level 2 NVQ in Social Care, one at Level 3 NVQ in Social Care, one at Level 5 Leadership and Management in Social Care and another who has gained the NEBOSH General Certificate in Health and Safety.
- Conducted a service-wide evaluation in which 99 people who use our services took part.
- Were awarded new contracts to deliver Post Diagnostic Support in North Kent and Dementia Coordination Services in West Kent and North Kent. These three new contracts will enable us to deliver our specialist, person-centred support across a much wider area.
- Were successful in securing funding from Kent Community Foundation to help us with our sustainability. This will enable us to train and upskill our team to meet the requirements of our new contracts and develop our leadership capabilities to meet the demands of our growing team.

### What else have we achieved?

- ADSS supported 1,787 unique people in 2021-22 – a 14.6% increase on the previous year.
- We supported an average of 768 people each month – a 26% increase on last year.
- We had 1,219 new referrals to the services: 843 people living with dementia and 376 carers. This is an 11% increase on last year.
- Our amazing volunteers provided a huge amount of their time to support our work. We were given 701.8 hours of time by these fantastic people.

### Evaluation

We have again undertaken an organisational evaluation to help us understand what we are doing well, what we could do better and what impact we are having. The insight we gained from our last evaluation, and feedback obtained during the year, led us to create a service for carers, and also create a programme of activities including tea dances, chair fit, and much more.

We used the learning we had from last year's evaluation to redesign our questions, and some of our methods, to make the process as accessible as possible, and to ensure it enables us to gain useful information that facilitates our continuous improvement. It is clear from the feedback received that our services have had a very positive impact on people. Over 50% of people answered 'always' to all questions, demonstrating that people that access our services feel less lonely, feel supported, feel listened to and are accessing activities that they enjoy. In cases where people stated 'never', they gave reasons that in most cases were beyond the services' control.

Across the whole evaluation, people praised our staff, explaining how helpful, friendly, polite, professional and responsive they are.

"Staff making us feel like WE matter. Being friendly, telling us about events, encouraging us to join in new ventures. My husband appears to have forged some good friendships. I have started to get to know some other carers and feel I can talk to them now in a relaxed way. That is a big thing for me."

Carer of someone with dementia

"I feel that my carer has great knowledge and really supports me. I don't feel I'm as bad with my dementia."

Someone living with dementia



## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT

#### FOR THE YEAR ENDED 31 MARCH 2022

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We have continued to develop our process for handling compliments and complaints and, as our evaluation shows, we are spending much more time talking to the people we support to gain insight into what we do well and what we need to improve.

During 2021 -22 we received:

- Number of Compliments - 27
- Number of Complaints - 5

We are pleased to say that, thanks to the skill, responsiveness and care of our management team, we have been able to resolve all our complaints at an informal level. A key piece of feedback we received from a carer for someone we have supported for many years led us to look at the support we provide for carers. While our primary focus will always be the person who has dementia, we recognise the difficulties that a carer will experience and their need for peer support, information and guidance. A result of this was setting up our Eastgate Carers group, which provides a peer support group for carers and a fun activity session to cater to the needs of the person who has dementia.

We continue to ensure that the Charity is a place where people want to work, and have spent a great deal of time talking to our people about our Covid-19 response and the ways in which we now work. We also continuously work on our culture and ensuring our values are embedded. In March 2022, the Board of Trustees and the Senior Management team met with values specialist Jackie Le Fevre to understand our personal values and our collective values, and how they fit with the organisation's values. For the first time, we also put the organisational values into a priority order (the order they are listed earlier in this report), which is an important part of knowing how to respond and make decisions.

We have also continued to support our team by:

- Supporting our employees' mental health and trained further Mental Health First Aiders.
- Opened up an organisational conversation about mental health using social media and team meetings.
- Held facilitated stress awareness sessions in partnership with Ellenor for Stress Awareness Month.
- Developed our Employee forum to be able to hear ideas, suggestions and comments to drive our services forward, and make our Charity a place where people love to work.
- Utilised the Infection Control Funding to ensure our team did not lose out financially with the impact of Covid.
- Supported our team as we find new ways of working in a hybrid way.
- For 2022-23 we are also introducing a health plan to help our team take a preventative approach to their own health and look after themselves.

### Volunteer development

In late 2021 we recruited the Charity's first ever Volunteer Coordinator, Maria Cronin. We knew we needed to do more to raise awareness of the volunteering opportunities we had, and also to ensure that volunteers have a good experience with us. In addition, we wanted to ensure that we attract volunteers who understand the role and share our organisational values.

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

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#### The impact of Covid-19

The pandemic continued to be a major factor of 2021-22. We started the year with the country coping with many restrictions but with the vaccination programme in full force. Our brilliant team understood the importance of getting vaccinated and 98% have been fully vaccinated.

#### Dementia Care

Dementia Care consists of our Support at Home Service (Support at Home is activity-led and enabling, and Support at Home+ is our home care service), and our Beacon Day Support Centre. It is our aim to offer life-enhancing, stimulating support and care through these services. They are predominantly aimed at people whose dementia is quite advanced, and with our specialist knowledge and experience we enable people affected by dementia to live the life they want to live and take part in activities they enjoy.

##### Support at Home

- On average 29 people supported per month.
- 63 people benefited from the service across the year.
- 4,372 hours of support provided.

##### Support at Home+

- On average 50 people supported per month.
- 93 people benefited from the service across the year.
- 20,791 hours of support provided.

##### Bridging care

- We provided 2,203 hours of emergency care packages.
- 93 people were offered an emergency care package and 84 went on to use the service privately.
- We supported 28 people to leave hospital.

#### Ongoing response to Covid

Throughout the pandemic, infection control guidelines for home care staff changed frequently, which meant changes were reviewed and shared with the Dementia Care Team within 24 hours of the revised guidelines being made public. Because our staff have followed the guidelines so stringently, we are proud to share we have a 0% transmission rate between staff and the people we support. We also have 100% compliance with infection control procedures which are monitored through spot checks.

#### Digitalisation

In October 2021, we finally transitioned from paper-based Care Planning to Digital. This now means that confidential information is stored electronically, and people's changing needs can be updated quickly and reflected in their Care Plan instantly. The level of detail taken at the time of assessment means that the care the person receives from the team truly is delivered in the way that the person wishes to be supported. Medication administration is now monitored electronically, meaning that errors and missed doses can be picked up and rectified quickly. Family members can also access the Care Logs digitally, in real time.

### TRUSTEES' REPORT

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#### Development of our team and support

Over the last 12 months, many members of the team have progressed into different roles; Support Workers have been promoted into Senior roles and Seniors have been promoted into other areas of the organisation. We have also had new faces join our team who bring with them plenty of experience and passion for improving the lives of people living with dementia. Our values continue to be instilled amongst the team and these values are recognised both by the people who use the service and their families:

*'I just wanted to say what a superb visit my Mum and Christine had last week – she really went the extra mile and made it so lovely for Mum. When I walked in, they were playing Snap and there was music playing from the 50's that Mum remembered and could sing along to. It was just so lovely of her. This is just one of the many reasons why we chose ADSS to care for Mum.'*

#### Plans for the forthcoming year

Our plan for this year is to focus on growing our team, sourcing the right people, with the right skills and behaviours to help us reach more people within our community.

This year, we are also going to be basing two Enablement Support Workers within Darent Valley Hospital to work alongside two new Dementia Coordinators. The Enablement team will help support the hospital with discharging people with dementia, safely and appropriately back into their community. They will work alongside hospital-based Dementia Coordinators who will ensure that families are kept up to date with developments within the hospital, and are supported to make decisions about their future by ensuring they receive sound advice, information and support. Once discharged from hospital, the Dementia Coordinators within the community will take over supporting the person and their family.

#### The Beacon Day Support

- 88 unique individuals attended The Beacon
- 1,510 hours of Day Support provided
- 2,666 yummy hot meals eaten

The Beacon Day Support Centre was heavily impacted due to the pandemic and resulting restrictions. We had to limit the number of attendees, but we made sure we kept the service open. 2020 showed us all too starkly the devastating impact that lockdowns were having on people with dementia, so we worked within the guidelines to ensure we could continue to provide this life-enhancing support. Day Support enables people to take part in activities, make friends and, most importantly, have some fun.

#### Achievements of the service

The Beacon team has worked hard to rebuild the attendance figures to pre-Covid levels since re-opening towards the latter end of 2020. We have a new attendance capacity target of 18 individuals per day, 6 days a week and we are making steady progress towards achieving this target.



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The Beacon team facilitated the evaluation process, and it was a privilege to be able to read the comments made by the people who use the service, and to really understand how much The Beacon is an integral part of so many people's lives. It was abundantly clear from reading the feedback just how the staff within The Beacon work together to create an environment that people feel part of, safe in, confident to be themselves in, and where they can feel that they belong to a community outside of their family/neighbourhood.

#### Quotes about the service

*'Coming here has completely changed my life. I used to sit indoors and get fed up, take myself off to bed. This has given me something to look forward to.'*

*'I enjoy quizzes and word games. I feel comfortable answering questions and getting them wrong, because no one takes the mickey out of you.'*

#### Plans for the year ahead

We plan to continue growing the service to reach as many people as possible. New processes and ways of working will be implemented throughout the course of the year to ensure the service runs more efficiently, and new working patterns are to be devised to ensure financial viability.

#### Dementia Support

Our Dementia Support services are our information, community and wellbeing-focused services. In usual times the Dementia Support Team would offer: one-to-one information and guidance; dementia cafés; peer support groups; support groups; Kindred Spirits (our young onset peer support group); Carers Learning Groups; and other activities. Apart from a small hiatus with the emergence of the Omicron variant of Covid-19, we have been able to deliver this vital support. When we have had to, we have taken our support online.

- We held 92 Dementia Cafes.
- 231 people took part in our fun and lively activity groups.
- 399 hours of peer support were provided in Gravesend and Dartford.
- 1,648 meaningful outcomes were worked on with the people being supported.
- We held 12 Dementia Drop-ins in partnership with the team from the Memory Clinic, Imago, and Mark from Findon Legal.

Throughout 2021-22 we have had to keep on adapting the ways of delivering the support groups. We have also been challenged by finding appropriate Covid-safe venues that were affordable. The people we support wanted and needed face-to-face social support and interaction after such a disruptive lockdown. Having noticed a significant deterioration in confidence and a reluctance from people with dementia to separate from their carers, we really have made an extra effort to encourage engagement.

#### Achievements of the service

The Dementia Support Team has done an admirable job in keeping our groups open. To do this we have had to operate a booking system that allowed us to maintain a maximum attendance level, to allow for social distancing. Although the remote groups were a great way to keep in contact throughout lockdown, the people we support really wanted and needed the face-to-face interaction. So, it was our priority to make this happen as quickly and as safely as possible.

### TRUSTEES' REPORT

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We reorganised our Dementia Support Team during 2021 to put us in the best position possible to secure the KCC contracts, to find efficiencies, and to enable us to work with our Commissioners at Kent and Medway CCG to pilot the Dementia Coordinator role that they would be commissioning fully from 1<sup>st</sup> April 2022. We trialled and implemented a Dementia Wellbeing Coordinator role, which enabled specific team members to focus on our group services. The team also developed their working methods to become truly hybrid and have found successful methods to communicate and stay connected.

Having a Volunteer Coordinator as part of the Dementia Support Team has allowed us to maximise the capacity of our volunteers, even introducing an admin volunteer to support the team. We have also continued to develop our volunteer experience. Unfortunately, in 2021 we said goodbye to our Gravesend and Meopham Volunteer-led carers support group. As we came out of the pandemic and embedded our new strategy, it became clear that, whilst we all wanted to support people, we had very different ideas on the way to achieve that. For that reason, the Gravesend Volunteer Group and the Meopham Volunteer Group have set up as independent groups to continue to provide friendship groups for the carers they support.

We have continued to make sure that the support groups have purpose and have a real and meaningful impact on people's lives. This can be seen in the new Eastgate Carers group which, since November 2021, has grown to the extent where we now need to hire four rooms to accommodate the large number of people wishing to attend.

***'I feel like I am back to where I was when I come to the groups. Seeing other people and talking to people makes you feel better, doesn't feel like people were saying something I didn't understand.'***

***Someone with dementia***

***'Staff make me feel comfortable and relaxed and are always friendly. I feel that we have a good relationship with Tom and Tracy who I feel I can talk with them about any problems.'***

***Someone with dementia***

#### Plans for the year ahead

- As we now have a large team of Dementia Coordinators, we will see an increased number of referrals and people needing support. We will offer a selection of activity and social groups to attract new people to join us. Offer something for everyone!
- Collaborative working with Age UK to deliver six additional singing sessions across the Swale area.
- Seek additional funding to engage with our BME communities to support them and raise awareness.
- Train our partners to deliver the Carers Learning sessions and deliver across DGS.
- Identify effective tools to evaluate the impact of the post diagnostic service and collect regular feedback from the groups as a priority.
- Launch our 'volunteer Befriending Team' and develop our volunteer team across the organisation.
- Focus on volunteer recruitment and create new volunteer roles to complement the staff team.

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**COMF funding**

In late 2021, we were awarded funding from Kent County Council's Contain Outbreak Management Fund (COMF), and Kent Sport's COMF were asked to respond to the needs of people disproportionately affected by the pandemic and lockdowns. We knew this was the people we support, and we knew we could do so much to support them to take part in physical activities to help with mobility decline and increased frailty, build their confidence to go back out to community events and have some much-needed fun. We achieved:

- Five Carers support groups
- Three indoor bowling trips
- Two Dinner and Karaoke nights for our young Onset group
- Five Tea Dances
- One Christmas trip and meal to Rochester for 28 people
- One social evening of fun, dancing and fish and chips for 47 people
- Four art sessions

This was all achieved with some great partnerships with Gravesham Borough Council, The Cyclo-Park, Bright Shadow, and Goodmans Dance, to set up and deliver a wide range of activities to help people feel motivated to participate and increase their confidence.

***'My dad was diagnosed with dementia on the day of the lockdown 23rd March 2020. We have found the support from ADSS invaluable.***

***Since the easing of lockdown Dad has been attending the various groups. He really enjoyed the art classes and table tennis. When I was taking him there he would often say "I like it there don't I." I believe he would say that because he felt safe there and not judged. On the way home from groups I would ask how it was and he would often say "yes its good they are a good bunch of people". I think that although my dad would not remember what he had done, he obviously felt secure. He is always calm and happy when returning from the groups. I think they improve his mental health.***

***Table tennis was good for dad's physical health. He would always eat a good lunch afterwards. He is very slow at eating, but we noticed after table tennis he would eat slightly quicker and seem to enjoy the food more as he had built up an appetite.***

***The disco was very well organised and an activity for the whole family. We didn't have to worry about dad that people would judge him, it was lovely for us to see my dad dance and relax and smile, something he doesn't do so much as he did. There was a glimpse of the old dad, dancing and socialising with the ladies!! I knew he had enjoyed it because he went up to people on his own at the end to say goodbye. The atmosphere was relaxed that he felt he had the confidence to do this.***

***We have all benefited from the groups. They give us a break; we know dad is somewhere where he is being motivated in a friendly compassionate way. The groups have really improved all of our quality of lives. It would be lovely to have something every day!!! Although he cannot remember what he has done he always comes out relaxed and we are so grateful that ADSS have enabled him to engage in activities that are appropriate and achievable for him. Well done everyone, can we please have more groups!!!'***

***Julie (David's daughter)***

### TRUSTEES' REPORT

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#### Learning

- We identified that delivering an activity with a mix of social interaction and activity was preferred by the people we support and so we developed the idea of an Activity Café, which will be launched in 2022-23.
- The language we use to describe the activity sessions is very important. At first, we saw resistance to the new activity sessions. As we experienced a lot of '**I can't do**', we quickly realised we had to reword fliers, otherwise people would feel that the exercises would be too rigorous for them.
- Our young onset group like going out together as a group; the social meals and outings are very popular.
- We need to plan ahead and take time to introduce new activities, using photos and videos to promote sessions.

#### Dementia Coordinator Pilot

In October 2021, we began the pilot of two Dementia Coordinator roles working with Gravesend Central and Gravesend Alliance Primary Care Networks (PCN). The idea of this pilot was to try out the job role in preparation for the Commissioners at Kent and Medway CCG to commission 42 Dementia Coordinators across Kent and Medway. We were delighted to be asked and knew that this would give us vital learning to take forward into our tender, and hopefully into the mobilisation. The pilot went really well, and our two Dementia Coordinators supported many people and built great working relationships with the GP surgeries within their PCNs.

#### We achieved:

- 141 home assessments.
- Supported with the achievement of 445 outcomes.
- Established ways of working with the GP surgeries, including around information transfer between parties.
- Created an assessment tool and support plan that would be used for all Dementia Coordinators across Kent and Medway.

#### We learnt:

- How difficult it was to get the service and coordinators known to the GPs and the staff.
- Having relationships and building a rapport with external agencies is beneficial, to ensure outcomes are met for those we are supporting.
- The importance of supporting people pre-diagnosis, and ensuring they are aware of the dementia pathway. Enabling them to have a "go to" person for the duration of their diagnosis journey.
- How to access GP systems, such as EMIS. Initially this was difficult and there was little training to be offered, however, the two Coordinators worked well together to support one another, and the well-engaged GP surgeries also offered general guidance.
- Having access to Dementia Registers was beneficial in contacting those who were not already known to ADSS, widening the awareness of the support available to some in the local community who may never have had any previously.

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

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- Having regular case studies from the two Dementia Coordinators allowed us to gather evidence on how they have supported and made a difference to people's lives. It also highlighted challenges within the Health and Social Care system which were often challenging for carers/families to understand and navigate.
- GP staff such as care coordinators engaged well with the Dementia Coordinators. Enabling thorough support in a timely manner and effective communication, thus reducing workloads on GPs.
- Dementia Coordinators were able to give education around Dementia to external agencies and the families of those they were supporting. This was a fantastic way of raising awareness about the condition.

We also delivered training to enable all the other organisations that took part in the Dementia Coordinator Pilot to assist their team members in carrying out the role. We trained them in Dementia Awareness Level 2, Communication and Dementia, Nutrition and Hydration, Behaviour that Challenges Us, Diagnosis, and the Diagnostic Process, and Rare and Young Dementias.

The response was very positive:

***"I really benefitted from this training and the different experiences and skills that were shared"***

***Course delegate***

***"I found all of the training courses very helpful and also learnt a lot of things I wasn't aware of about dementia."***

***Course delegate***

***"Thank you for providing excellent training, it was interactive as well which always makes it easier to remember topics discussed"***

***Course delegate***

### Medway Dementia Buddies

Unfortunately, again this year, our volunteer buddy service in Medway Maritime Hospital was hugely disrupted due to Covid-19. However, our Coordinators have worked very hard to ensure we keep as many of our volunteers as possible engaged, and 25 were ready to return and have provided support to the many patients affected by dementia. They also supported the Dementia and Delirium Team with completing 'This is Me' documents with family members. This was critical at a time when family members were unable to visit loved ones, and our team embraced this piece of work sensitively and compassionately. We unfortunately had to say goodbye to one of our Dementia Buddy Coordinators, Kristy Lee Adamas, who is already very missed.

### Fundraising and Thank Yous

Fundraising continues to be an ongoing challenge and focus for us to support the work we do. As ever our appreciation goes to Kent Community Foundation, who do so much to support us and so many other charities across Kent and Medway. Our Specific thanks goes to Bernard Sunley, Foundation, Kent Community Fund, Clothworkers Foundation, Neighbourly Fund, Childwick Trust, Kent County Council, Gravesend Borough Council, BDO LLP and Edward Gostling Foundation. We would also like to thank the many businesses and groups that show us so much kindness and support, and they are Gravesend Rotary Club, Ebbsfleet & Northfleet Lions Club, East Kent Freemasons, The Oddfellows, DHL/Sainsburys, Co-op Local Community Fund, Hergest & Cavell and Tesco.

**TRUSTEES' REPORT**

**FOR THE YEAR ENDED 31 MARCH 2022**

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Our continued thanks also go to the Albert Hunt Trust who, in 2019, generously loaned us the funds to purchase our building, Safeharbour, which was not only a long-held ambition but also helps ensure our future sustainability.

**Review of the Finances**

Our income for the year of 2021-22 was nearly £119,000 lower than the previous year and this is due to a number of factors; largely due to the grant we receive from Kent County Council going back to its normal level (in 2020-21 we received additional Covid-19 funding from the council). In 2020-21 we had also received additional income from the Government Furlough scheme which we did not need to utilise in 2021-22. We did maximise our usage of the Government's Social Care Infection Control Fund, Recruitment and Retention Fund and free PPE. The Recruitment and Retention Fund enabled us to pay a small staff bonus to reward our team for the extraordinary efforts they had made to continue our services throughout such a tough year.

Our income did not increase on the previous year as 2021-22 had to be about building our capacity back to pre-Covid levels. As mentioned, we recruited a Volunteer Coordinator and filled other vacancies across our teams. We also had an increase in our Day Centre salary bill, since we increased our capacity as we eased out of Covid-19 restrictions, we therefore had to increase our staffing numbers accordingly. We also had to increase our mileage rate to our team in early 2022 to help them manage the dramatically rising fuel costs.

The charitable company's incoming resources for the year ended 31 March 2022 totalled £1,530,166 (previous year: £1,649,026). This reduction is due to KCC funding and grants returning to pre-pandemic levels. Resources expended totalled £1,546,780 (previous year: £1,344,172), resulting in net outgoing resources of £16,614 (previous year: net incoming resources of £304,854). Safeharbour was revalued at the end of the year resulting in a gain of £50,000 and a total net incoming resource of £33,386 (previous year: £304,854).

**Future Financial Planning**

As we move into the Charity's next phase of growth, our future financial planning will focus heavily on building our fundraising team and capacity. We know that the statutory contracts we have been awarded for 2022-23 do not cover all their costs, and we also know that we need the flexibility and control that voluntary income gives us.

We are also focusing on our reporting and monitoring of our income and expenditure to ensure that the costs associated with our new contracts are carefully managed.

**Reserves policy**

The Trustees are very conscious of the need to act prudently with the administration of the funds of the Charity and assess the levels of free reserves they consider the Charity should hold for all existing and planned activities to be financed.

The Trustees are also aware of the need to meet all contractual obligations. If, for any reason, the Charity had to cease activity, the Charity would need to be supported with a sufficient amount of free reserves, due to the complexity of the work we do, and the reliance that some people who use the service have on us.



### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

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The Trustees have a policy of regularly reviewing the levels of reserves each year. This was most recently done in April 2022, where Trustees agreed, in view of the rapid expansion in new service areas and the need to increase our fundraising capacity, free unrestricted reserves (that is unrestricted reserves represented by net current assets) should be maintained at a level that equates to four months of charitable expenditure.

As at the year ended 31 March 2022, the figure in free unrestricted reserves was £352,668 (2021: £255,957). This represents approximately five months of charitable expenditure at the year end. During the year, £12,600 (2021: £116,328) was transferred to designated reserves to cover an additional year repayment of the loan from the Albert Hunt Trust, which is due for repayment in 22 years. A figure of £46,026 (2021: £146,548) is in restricted reserves and therefore is not available for the general purposes of the Charity at the year end. £29,997 has been reserved for the planned replacement of our stolen minibus, which is on order but has been seriously delayed due to the global shortage of new vehicles.

#### Principal Funding

ADSS's income derives from NHS Contracts 17%; KCC Grants 19%; Other Statutory Grants 2%; Client Contributions 52%; and Fundraising 10%.

#### Fundraising Policy

Amounts received from our fundraising activities are presented in our accounts as donations and legacies. In relation to the above, we confirm that all solicitations are managed internally, without involvement of commercial participators or professional fundraisers or third parties. The day-to-day management of all income generation is delegated to the executive team, which is accountable to the Trustees. During 2020-21 we updated our fundraising policies, which have been approved by the Board of Trustees. The Charity complies with all voluntary best practice. We have received no complaints in relation to fundraising activities. Our terms of employment require staff to behave reasonably at all times.

#### Statement of Trustees' Responsibilities

The Trustees 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).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources of the Charity for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity's SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the detection and prevention of fraud and other irregularities.

So far as each of the Trustees is aware at the time the report is approved:

- There is no relevant audit information of which the Charity's auditors are unaware, and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

### Post balance sheet events

Since the closing of the year end our team has worked hard to mobilise our new contracts and raise our profile in the new areas of Kent that we will be working in. We have also had a CQC inspection, that focused on the 'Well Led' and 'Safe' Key Lines of Enquiry. We were awarded "Good" in both areas, which means we have now maintained an overall "Good" rating since 2016. The inspector gave us great feedback and could clearly state the improvements we had made to the service, and the organisational governance of the service. The full report can be found at [https://www.alz-dem.org/wp-content/uploads/2022/06/INS2-12956389431\\_1-226611712\\_Alzheimers-and-Dementia-Support-Services-Safeharbour-Memory-Wellbeing-Centre\\_20220420\\_F1.pdf](https://www.alz-dem.org/wp-content/uploads/2022/06/INS2-12956389431_1-226611712_Alzheimers-and-Dementia-Support-Services-Safeharbour-Memory-Wellbeing-Centre_20220420_F1.pdf)

We have also had it confirmed that the application for Kelly Clark, our Dementia Care Manager, to be registered with the CQC has been accepted and we await a date from them for her to be interviewed.

### The Future...


ADSS is on a journey. We know we need to keep improving and adapting so we can do our best to support people affected by dementia. We won't stop until dementia stops. In 2022-23 we will work hard on mobilising and delivering the new contracts we have been awarded. To deliver for people affected by dementia during the next year we will:

- Improve our skills by understanding and measuring our impact.
- Resource our team with capable and caring people to ensure we can meet the growing demand for our services.
- Develop our fundraising capabilities.
- Continue to improve our process and systems to make us as efficient as possible.
- Continue the refurbishments and upgrades of Safeharbour start work on our dementia friendly garden.
- Reach out into the community by supporting the rebuilding of Dartford, Gravesham and Swanley dementia friendly community, and develop partnerships that enable us to support the ethnically diverse population of Kent.

### Approval

This report was approved by the Trustees on 10/10/22 and signed on their behalf.

  
D.A. OSBORN

  
C Jones



**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022**

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**Opinion**

We have audited the financial statements of Alzheimer's & Dementia Support Services for the year ended 31 March 2022 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

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

**Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you were:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

**Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022**

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to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

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

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022**

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**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

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

We obtained an understanding of the legal and regulatory framework applying to the charity, and the procedures that management adopt to ensure compliance, including those relating to the Care Quality Commission and Charities SORP FRS 102. Disclosure checklist has been performed to ensure compliance with applicable laws and regulations.

The charity is subject to other regulations including employment law, health and safety and General Data Protection Regulation (GDPR). Those identified do not have a direct effect on the amounts or disclosure within the financial statements, however non-compliance would result in penalties or impact on the charity's operations. We designed and performed audit procedures to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations, including:

- Assigning an engagement team familiar with charities.
- Obtaining and reviewing internal policies.
- Enquiry of the Board of Trustees.
- Review of meeting minutes and correspondence.
- Review of legal expenses.
- Confirming DBS checks were in place for staff members.
- Review of Care Quality Commission inspection report dated 27 May 2022.
- Review of the completeness and accuracy of disclosures made in the financial statements.

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022**

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We assessed the susceptibility of the charity's financial statement to material misstatement, including considering how fraud might occur. This was performed by:

- Reviewing the charity's systems and controls by performing walkthrough tests to assess for strong controls and segregation of duties.
- Obtaining the Board of Trustees' assessment of fraud risk.
- Considering the ways fraud could be committed, including through fraudulent financial reporting to attract new grant funders or whether management have incentives to manipulate results.
- Reviewing the application of accounting policies and estimates for any signs of management bias.
- Identifying key risks as revenue recognition, cut off, cost allocations and management override of controls.
- Reviewing performance material journals for any signs of management bias or override of controls.

The audit has been planned and performed in such a way as to best identify risks of material misstatement, however the inherent limitations of audit procedures means that there remains a risk that material misstatements may not be identified. In particular we are aware of the inherent difficulties in detecting irregularities, and irregularities that result from fraud may be more difficult to detect than irregularities that result from error, due for example, to override of controls, collusion or misrepresentations. In addition, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.


A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022**

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**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and, the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Jonathan Healey FCA

**Senior Statutory Auditor**

For and on behalf of:

**Lindeyer Francis Ferguson Limited**

Statutory Auditors

Chartered Accountants

Date: 12 October 2022

North House  
198 High Street  
Tonbridge  
Kent TN9 1BE

ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

STATEMENT OF FINANCIAL ACTIVITIES  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2022

		2022 Unrestricted	2022 Restricted	2022 Total	2021 Total as restated
		£	£	£	£
	Notes				
<b>Income from:</b>					
Donations and legacies	2	85,138	102,971	188,109	183,773
Charitable activities	3	1,061,843	263,424	1,325,267	1,413,545
Investments		808	-	808	1,615
Other		15,982	-	15,982	50,093
Total income		1,163,771	366,395	1,530,166	1,649,026
<b>Expenditure on:</b>					
Raising funds	4	23,836	-	23,836	16,149
Charitable activities	5	1,056,027	466,917	1,522,944	1,328,023
Total expenditure		1,079,863	466,917	1,546,780	1,344,172
<b>Net movement in funds</b>		<b>83,908</b>	<b>( 100,522)</b>	<b>( 16,614)</b>	<b>304,854</b>
Gains on revaluation of fixed assets		50,000	-	50,000	-
<b>Net movement in funds</b>		<b>133,908</b>	<b>( 100,522)</b>	<b>33,386</b>	<b>304,854</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		710,130	146,548	856,678	551,824
<b>Total funds carried forward</b>	<b>11</b>	<b>844,038</b>	<b>46,026</b>	<b>890,064</b>	<b>856,678</b>

The statement of financial activities includes all gains and losses recognised in the period.

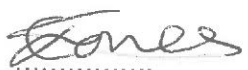
All income and expenditure derives from continuing activities.


# ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

## BALANCE SHEET AS AT 31 MARCH 2022

		2022 £	2022 £	2021 £	2021 £
	Notes				
<b>Fixed assets</b>					
Tangible assets	7		491,370		454,173
<b>Current assets</b>					
Debtors	8	99,886		92,266	
Cash at bank and in hand		713,783		695,747	
		<u>813,669</u>		<u>788,013</u>	
<b>Creditors: amounts falling due within one year</b>	9	<u>( 99,975)</u>		<u>( 70,508)</u>	
<b>Net current assets</b>			713,694		717,505
<b>Creditors: amounts falling due after one year</b>	10		<u>( 315,000)</u>		<u>( 315,000)</u>
<b>Total net assets</b>			<u>890,064</u>		<u>856,678</u>
<b>The funds of the charity</b>					
Unrestricted funds			844,038		710,130
Restricted funds			46,026		146,548
<b>Total funds</b>	11		<u>890,064</u>		<u>856,678</u>

The accounts were approved by the Board of Trustees on 10/10/22 and signed on their behalf by:

  
C JONES

  
D.A. OSBORN

# ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

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

		2022 £	2021 £
	Notes		
<b>Cash flows from operating activities:</b>			
Net cash provided by operating activities	A	48,289	336,338
<b>Cash flows from investing activities:</b>			
Purchase of tangible assets		( 30,253)	( 150,014)
Disposal of tangible fixed assets		-	9,999
Net cash used in investing activities		( 30,253)	( 140,015)
Change in cash and cash equivalents for the year		18,036	196,323
Cash and cash equivalents at the beginning of the year		695,747	499,424
Cash and cash equivalents at the end of the year		713,783	695,747
<b>A Reconciliation of net income to net cash flow from operating activities</b>			
Net income for the year		( 16,614)	304,854
<i>As per statement of financial activities</i>			
<b>Adjustments for:</b>			
Depreciation charges		40,175	27,982
Loss on disposal of assets		2,881	( 2,206)
Increase in debtors		( 7,620)	( 17,542)
Increase in creditors		29,467	23,250
Net cash provided by operating activities		48,289	336,338



**1 Accounting policies**

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

**1.1 Basis of preparation**

The financial statements have been prepared in accordance with "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Alzheimer's & Dementia Support Services 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 policies.

There are no material uncertainties about the charity's ability to continue, and so the going concern basis of accounting has been adopted.

The accounts are presented in pounds sterling and rounded to the nearest pound.

**1.2 Status**

Alzheimer's & Dementia Support Services is a charitable company limited by guarantee and incorporated in England and Wales (charity number 1173379, registered company number 10690071). In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is Safeharbour Memory Wellbeing Centre, Coldharbour Road, Northfleet, Kent, DA11 8AE.

**1.3 Income**

Income from donations and grants is recognised when the charity is entitled to the funds, the receipt is probable and the amount can be measured reliably. For donations, this is usually on receipt. For grants, this is usually when a formal offer is made in writing, unless the grant contains terms and conditions outside of the charity's control which must be met before the charity is entitled to the funds. Investment income is recognised when receivable.

Income from charitable activities is recognised over the period to which the income relates. Charges for services are recognised when the services are provided. Income received in advance of the service provision is accounted for as deferred income.

#### 1.4 Expenditure

Expenditure is recognised when a present legal or constructive obligation exists at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefits will be required to settle the obligation, and the amount can be estimated reliably.

Expenditure has been classified under headings that aggregate all costs related to the category.

Staff costs are allocated across the charitable activities and administrative activities undertaken by the charity on the basis of staff time.

Support costs, which are those costs relating to functions which assist the work of the charity but do not directly relate to its activities, have been allocated to the activities undertaken by the charity on the basis of income.

#### 1.5 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated realisable value of each asset over its expected useful life, as follows:

Motor vehicles	25% reducing balance
Equipment	25% reducing balance
Fixture and fittings	25% reducing balance

Freehold property can be measured reliably based on market value. The property is therefore measured at fair value at each reporting date with changes in fair value recognised in the statement of financial activities. Depreciation is not charged on the property as the residual value of the property is not deemed to be materially different from the market value.

Fixed assets with an individual cost of less than £500 are written off in the year of purchase.

#### 1.6 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid.

#### 1.7 Creditors

Creditors are recognised when a present legal or constructive obligation exists at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefits will be required to settle the obligation, and the amount can be estimated reliably. Creditors are recognised at the settlement amount.

#### 1.8 Financial instruments

The charity only has financial instruments 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.

## ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

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#### 1.9 Pension contributions

The charity makes defined contributions into employee private pension schemes. Contributions are charged to the statement of financial activities as they become payable in accordance with contract terms.

#### 1.10 Operating leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

#### 1.11 Fund accounting

Unrestricted funds are those funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

## 2 Income from donations and legacies

	2022 £	2021 £
Donations	101,638	183,773
Government grants	86,471	53,120
	<u>188,109</u>	<u>236,893</u>

The comparative figure includes £109,838 of restricted income.

# ALZHEIMER'S & DEMENTIA SUPPORT SERVICES

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

### 3 Income from charitable activities

	Kent County Council £	Service user income £	NHS £	Clinical Commissioning Group £	Department for Education and Skills £	Department for Transport £	2022 £	2021 £
Day Care/Transport	52,800	142,129	-	-	-	-	194,929	222,632
Support at Home/Support at Home+	-	659,557	-	-	-	-	659,557	609,680
Dementia Support	210,624	-	-	-	-	-	210,624	169,350
Dementia Buddy	-	-	46,836	-	-	-	46,836	45,912
DGCG Dementia Care & Support	-	-	-	208,200	-	-	208,200	208,200
Carers Assessment & Support	-	-	-	-	-	-	-	121,870
Other	-	-	-	-	3,800	1,321	5,121	20,962
	263,424	801,686	46,836	208,200	3,800	1,321	1,325,267	1,398,606

The comparative figure includes £263,500 of restricted income.

## ALZHEIMER'S &amp; DEMENTIA SUPPORT SERVICES

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

4	Expenditure on raising funds	2022 £	2021 as restated £
	Wages and Salaries	16,081	13,215
	Other fundraising costs	7,755	2,934
		<u>23,836</u>	<u>16,149</u>

5	Costs of Charitable Activities	2022 Direct activities £	2022 Support costs £	2022 Total £	2021 as restated Total £
	<b>Summary by fund type</b>				
	Day Care/Transport	185,828	58,091	243,919	196,677
	Support at Home/Support at Home Plus	623,445	208,352	831,797	692,187
	Dementia Support	134,443	66,536	200,979	169,572
	Dementia Buddy	33,311	14,795	48,106	46,706
	DVH Bridging Service	130,756	65,770	196,526	185,057
	Carers Assessment & Support	-	-	-	31,575
	Other activities	-	1,617	1,617	6,249
		<u>1,107,783</u>	<u>415,161</u>	<u>1,522,944</u>	<u>1,328,023</u>

The comparative figure includes £333,694 of expenditure from restricted funds.

Direct costs	2022 £	2021 as restated £
Wages and Salaries	915,053	789,041
Staff Training	3,047	3,078
Recruitment	3,827	38
Volunteers	168	-
Travel costs	38,795	30,392
Transport costs	12,425	6,533
Client activities	26,690	7,672
Printing, postage and stationery	9,587	11,354
Telephone	22,806	17,688
Equipment	15,329	25,030
Professional fees	11,078	11,476
IT costs	35,126	50,309
Bank charges	172	166
Licences and subscriptions	310	60
Sundry	8,899	4,397
Auditor's remuneration - other accountancy services	4,471	4,560
	<u>1,107,783</u>	<u>961,794</u>

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

5 Costs of Charitable Activities (continued)	2022	2021 as restated
	£	£
<b>Carers Assessment &amp; Support costs</b>		
Wages and Salaries	236,008	226,673
Staff Training	4,478	1,999
Recruitment	3,024	-
Client activities	2,553	670
Community Café Consumables	10,786	3,418
Rent and Rates	758	-
Repairs and renewals	21,782	21,606
Utilities	10,470	10,227
Insurance	9,797	7,638
Cleaning	19,543	16,367
Travel costs	213	45
Printing, marketing, postage and stationery	4,648	4,420
Telephone	6,416	5,090
Equipment	9,786	15,593
Professional fees	1,953	5,306
IT costs	999	5,582
Bank charges	145	111
Bad debts	1,028	-
Licences and subscriptions	990	1,580
Sundry	15,919	4,365
Depreciation	40,175	27,982
Loss/(Profit) on disposal of fixed assets	2,881	(2,206)
Auditor's remuneration - audit fees	4,850	4,850
Auditor's remuneration - other accountancy services	2,758	2,543
Trustee meeting and training expenses	3,201	2,370
	<u>415,161</u>	<u>366,229</u>
<b>6 Staff costs</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Gross salaries	1,079,982	954,405
Social security costs	68,875	58,297
Pension costs	18,285	16,227
	<u>1,167,142</u>	<u>1,028,929</u>
The average number of employees (including part time workers) was:		
Direct charitable workers	68	68
Administrative staff	6	6
	<u>74</u>	<u>74</u>

No employee received emoluments in excess of £60,000 in the year or the previous year.

No Trustee, nor any person connected with a Trustee, received any remuneration.

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

## 7 Tangible fixed assets

	<i>Freehold land and buildings</i>	<i>Fixture &amp; Fittings</i>	<i>Motor vehicles</i>	<i>Equipment</i>	<i>Total</i>
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2021	300,000	123,203	90,357	27,462	541,022
Additions	-	-	-	30,253	30,253
Disposals	-	(12,174)	-	-	(12,174)
Revaluation	50,000	-	-	-	50,000
At 31 March 2022	350,000	111,029	90,357	57,715	609,101
<b>Depreciation</b>					
At 1 April 2021	-	36,328	41,205	9,316	86,849
Disposals	-	(9,293)	-	-	(9,293)
Charge for the year	-	21,719	12,288	6,168	40,175
At 31 March 2022	-	48,754	53,493	15,484	117,731
<b>Net book value</b>					
At 31 March 2022	350,000	62,275	36,864	42,231	491,370
At 31 March 2021	300,000	86,875	49,152	18,146	454,173

Investment property comprises Safeharbour, Coldharbour Road, Northfleet DA11 8AE. The fair value of the investment property has been arrived at on the basis of a valuation carried out at 31 March 2022 by Caxtons Chartered Surveyors, who are not connected with the company. The valuation was made on an open market value basis by reference to market evidence of transaction prices for similar commercial properties.

## 8 Debtors

	2022	2021
	£	£
Fees for services	88,423	82,708
Prepayments	11,463	9,558
	<u>99,886</u>	<u>92,266</u>

## 9 Creditors: amounts falling due within one year

	2022	2021
	£	£
Amounts due to suppliers	30,998	9,019
PAYE/NI	17,338	18,586
Accruals	21,881	16,029
Other creditors	29,758	26,874
	<u>99,975</u>	<u>70,508</u>

Included in other creditors is deferred income, of which the movement is as follows:

	2022	2021
	£	£
Balance at 1 April 2021	13,320	-
Released to income	(13,320)	-
Received in year and deferred	19,845	13,320
Balance at 31 March 2022	<u>19,845</u>	<u>13,320</u>

## 10 Creditors: amounts falling due in greater than one year

	2022	2021
	£	£
Mortgage	<u>315,000</u>	<u>315,000</u>

The Albert Hunt Trust hold a fixed and floating charge created on 17 September 2019, by way of a first legal mortgage over the property known as Safeharbour, Coldharbour Road, Northfleet, Gravesend, Kent DA11 8AE. The loan is repayable by 19 September 2044, and has an interest rate of 0.9% attached.

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022**11 Movement in funds**

Restricted funds hold amounts received for specific activities and expenditure on those activities is set against those amounts.

Unrestricted funds comprise donations and income received for general use of the Charity.

	<b>1 April 2021 £</b>	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Transfers £</b>	<b>31 March 2022 £</b>
<b>Unrestricted funds</b>					
General reserves	591,799	1,163,771	(1,077,860)	(12,600)	665,110
Revaluation Reserve	-	50,000	-	-	50,000
Designated Funds					
Gravesend Support Group	579	-	(579)	-	-
Meopham Support Group	1,424	-	(1,424)	-	-
Property	116,328	-	-	12,600	128,928
<b>Total unrestricted funds</b>	<b>710,130</b>	<b>1,213,771</b>	<b>( 1,079,863)</b>	<b>-</b>	<b>844,038</b>
<b>Restricted funds</b>					
KCC Service Agreement	92,677	263,424	( 356,101)	-	-
Government Furlough/Job Retention Scheme	-	6,002	( 6,002)	-	-
KCC Infection Control Grant	-	35,580	( 35,580)	-	-
KCC Contain Outbreak Management Fund	-	25,784	( 25,784)	-	-
KCC Sport England	-	3,918	( 3,918)	-	-
WRRF Grant	-	15,187	( 15,187)	-	-
Kent Community Foundation - Young Onset Group	3,225	-	(3,225)	-	-
Morlings for Boiler Replacement	3,872	-	(3,872)	-	-
Childwick Trust for Singing back the Memories Coordinator	9,855	-	(9,855)	-	-
Meopham Parish Council	400	-	(400)	-	-
H Burrow for Meopham	400	-	(400)	-	-
Kent Community Foundation - Carers Relief	4,000	-	(4,000)	-	-
Kent Sport - Activity Video	500	-	(500)	-	-
Appeal re stolen Minibus	19,285	-	-	-	19,285
BDO LLP re stolen Minibus	10,712	-	-	-	10,712
Giveacar re Dolls for SAH	-	277	(277)	-	-
Beacon Garden	-	-	-	-	-
Co-op	1,622	-	-	-	1,622
Tesco	-	1,000	-	-	1,000
DHL/Sainsburys	-	1,526	-	-	1,526
Arnold Clark	-	1,000	-	-	1,000
John Lewis	-	2,000	-	-	2,000
Edward Gostling About Me Boxes	-	4,514	(1,816)	-	2,698
Kent Community Foundation	-	6,183	-	-	6,183
<b>Total restricted funds</b>	<b>146,548</b>	<b>366,395</b>	<b>( 466,917)</b>	<b>-</b>	<b>46,026</b>
<b>Total funds</b>	<b>856,678</b>	<b>1,580,166</b>	<b>( 1,546,780)</b>	<b>-</b>	<b>890,064</b>



## ALZHEIMER'S &amp; DEMENTIA SUPPORT SERVICES

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

## 11 Movement in funds (continued)

	1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	31 March 2021 £
<b>Unrestricted funds</b>					
ADSS unrestricted	494,292	1,046,398	( 832,563)	(81,328)	591,799
Gravesend Support Group	661	1	( 83)	-	579
Meopham Support Group	2,025	134	( 735)	-	1,424
Designated Funds - Property	-	-	-	116,328	116,328
<b>Total unrestricted funds</b>	<b>496,978</b>	<b>1,046,533</b>	<b>( 833,381)</b>	<b>35,000</b>	<b>710,130</b>
<b>Restricted funds</b>					
KCC Service Agreement	-	474,092	( 381,415)	-	92,677
Government Furlough/Job Retention Scheme	-	38,180	( 38,180)	-	-
Gravesham Borough Council Befriending Service	-	18,562	( 18,562)	-	-
KCC Infection Control Grant	-	14,940	( 14,940)	-	-
Kent Community Foundation - Young Onset Group	3,500	-	( 275)	-	3,225
Morlings for Boiler Replacement	11,346	-	( 7,474)	-	3,872
Childwick Trust for Singing back the Memories Coordinator	15,000	-	( 5,145)	-	9,855
New Minibus	-	-	-	-	-
National Lottery	10,000	-	-	( 10,000)	-
Bernard Sunley	5,000	-	-	( 5,000)	-
The Edward Gosling Foundation	10,000	-	-	( 10,000)	-
Graveham Borough Council	-	10,000	-	( 10,000)	-
Clothworkers re laptops	-	4,800	( 4,800)	-	-
Screwfix re Toilet Block	-	5,000	( 5,000)	-	-
Meopham Parish Council	-	400	-	-	400
Co-op for Garden	-	1,622	-	-	1,622
H Burrow for Meopham	-	400	-	-	400
Kent Community Foundation - Carers Relief	-	4,000	-	-	4,000
Kent Sport - Activity Video	-	500	-	-	500
Appeal re stolen Minibus	-	19,285	-	-	19,285
BDO LLP re stolen Minibus	-	10,712	-	-	10,712
<b>Total restricted funds</b>	<b>54,846</b>	<b>602,493</b>	<b>( 475,791)</b>	<b>(35,000)</b>	<b>146,548</b>
<b>Total funds</b>	<b>551,824</b>	<b>1,649,026</b>	<b>( 1,309,172)</b>	<b>-</b>	<b>856,678</b>

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022**Designated funds**

The Trustees have agreed to set aside a designated fund for the repayment of the mortgage on Safeharbour, which is due to be paid in 2044. The designated fund is also for future maintenance and repair works for Safeharbour.

**New minibus**

We still hold the restricted income for the purchase of our new mini bus, to replace the one stolen in 2020. The new minibus is on order as seen in note 13.

**Beacon Garden**

Restricted income for the Beacon Garden has been raised but not spent, but will be spent on creating a sensory garden at Safeharbour in 2022.

**KCC grant agreement**

ADSS continued to receive a grant from KCC to provide services in the community.

**KCC other funds**

ADSS also received additional monies from KCC as part of the funding from central government to support social care providers during the pandemic and resultant recruitment crisis. These funds were the KCC Infection Control Grant and WRRF (Workforce Recruitment and Retention Fund).

**KCC COMF fund**

In addition, KCC also awarded COMF (Contain Outbreak Management Fund) funding to support people with dementia recover from the pandemic. This was used to provide social inclusion activities.

**Government Furlough/ Job Retention Scheme**

In 2021 ADSS continued to furlough one team member and so used the funding from Government.

**Grants from 2020 and 2021**

In 2021-22 ADSS was able to spend funds that had had to be put on hold due to the pandemic and resulting restrictions such as the Childwick Trust grant that was used for Singing Back the Memories and funding from Kent Community Foundation for our young onset services.

**12 Analysis of net assets between funds**

	<b>Unrestricted funds 2022</b>	<b>Restricted funds 2022</b>	<b>Total funds 2022</b>
Fixed assets	491,370	-	491,370
Current assets	767,643	46,026	813,669
Current Liabilities	(414,975)	-	(414,975)
<b>Total net assets</b>	<b>844,038</b>	<b>46,026</b>	<b>890,064</b>
	<b>Unrestricted funds 2021</b>	<b>Restricted funds 2021</b>	<b>Total funds 2021</b>
Fixed assets	454,173	-	454,173
Current assets	641,465	146,548	788,013
Current liabilities	( 385,508)	-	( 385,508)
<b>Total net assets</b>	<b>710,130</b>	<b>146,548</b>	<b>856,678</b>

**13 Capital commitments**

Amounts contracted for but not in the financial statements

	2022	2021
	£	£
Purchase of Minibus	48,210	48,210

**14 Related party transactions**

The charity's key management personnel are the trustees, the Chief Executive Officers, the Chief Operating Officer, the Service Development Manager, the Dementia Care Manager, and the Dementia Support Manager. Total emoluments, including employer's pension contributions, paid to key management personnel were £168,654 (2021: £178,579).

Expenses totalling £91 were reimbursed to one trustee in relation to governance costs (2021: £Nil).

**15 Prior year adjustment**

During the preparation of the charity's financial statements for the year ended 31 March 2022, it was recognised that certain costs could be better allocated to direct activities and fundraising costs, rather than being treated as support costs. The costs affected are: printing, marketing, postage and stationery; telephone; professional fees; IT costs, sundry costs and payroll costs.

To ensure the comparatives are comparable, the same cost allocation approach has been applied to the comparative figures. This has resulted in an increase in direct costs of £74,822, a decrease in support costs of £77,158, and a rise in fundraising costs of £2,336. This does not affect reserves and is simply a reclassification adjustment.

