

Company number: 2748840

Charity number: 1014834

Dementia Concern

Report and financial statements

For the year ended 31 March 2023

Dementia Concern

Contents

For the year ended 31 March 2023

Reference and administrative information	1
Trustees' annual report	2
Independent auditor's report	29
Statement of financial activities (incorporating an income and expenditure account)	34
Balance sheet	35
Statement of cash flows	36
Notes to the financial statements	37

Dementia Concern

Reference and administrative details

For the year ended 31 March 2023

Status	The organisation is a charitable company limited by guarantee, incorporated on 18 September 1992. It was registered as a charity on 22 October 1992.	
Governing document	The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.	
Company number	2748840	
Country of incorporation	United Kingdom	
Charity number	1014834	
Country of registration	England and Wales	
Registered office and operational address	223 Windmill Road Ealing, LONDON W5 4DJ	
Honorary officers	James Philip Lazarus	Chair
	Richard Anthony Blake	Vice-Chair
Principal staff	Maggie Tierney	CEO
	Christine Giles	Director of Services
Bankers	National Westminster Bank Plc 139 High Street LONDON, W3 6LZ	
Auditor	Sayer Vincent LLP Chartered Accountants and Statutory Auditors Invicta House, 108-114 Golden Lane LONDON, EC1Y 0TL	

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

The Board of Trustees present their report and the audited financial statements for the year ended 31 March 2023.

Objectives and activities

Objects of the charitable company

The objects of the charitable company are to support people with dementia and their carers to live as independently as possible by providing dementia care services and practical help. We define 'carers' as the friends or family members who provide care for the person living with dementia.

The five main aims of the charitable company are:

1. To provide services which enable people with dementia to retain life skills and abilities so that they can remain living at home in the community as independently as possible.
2. To empower people with dementia and support their carers to understand their rights and enable them to recognise their own individual needs
3. To bring the needs of people with dementia and their carers to the attention of local health and social services and the general public
4. To locally advocate for the rights of people with dementia and their carers to respect, dignity and choice
5. To involve clients and carers in shaping services

Public benefit focus on ensuring that our activities achieve our charitable aims

The charity reviews its aims, objectives and activities each year. This report looks at what we have achieved and the outcomes of our work within the previous twelve months. We report the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aims, objectives and activities remain focused on our stated purposes. Our beneficiaries are restricted to people with dementia and their carers.

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

The charitable company's main objectives for the year

The main objectives for the year were to provide for people with dementia and their carers:

- **care needs assessment for the person with dementia**
- **support needs assessment for their carers**
- **specialist dementia advice, information and client representation.**
- **follow-up dementia reviews for GPs and the mental health team**
- **connecting people with dementia to GPs, appropriate NHS services and social services**
- **respite and care in people's home (*until closure of Call & Care, 5 Feb 2023*)**
- **weekly social clubs**
- **support for people living with dementia who live alone**
- **activity, support and information sessions aimed at giving carers a break**

The charitable company's strategies for achieving these objectives

The charitable company's strategy is to raise funds primarily from the local authority, the West London NHS Trust, Ealing Community Partners, and charitable trusts for major service provision, and to use donations, service charges and other fundraising to cover additional activities and events. At 31 March 2023 the charitable company employed approximately 60 staff, including full-time, part-time and bank staff. The charitable company worked with approximately 29 volunteers to achieve these objectives, including Board Members, office-based volunteers, fundraising volunteers, social club and respite volunteers, and London Marathon volunteer runners.

Structure, governance and management

The charity is a company limited by guarantee with Articles of Association. The membership of the charitable company elects the Board of Trustees which appoints a CEO.

The recruitment process for the Board of Trustees is to both approach suitable people throughout the year and to advertise for new trustees.

The charitable company's training policy specifies that an annual skills audit be carried out of the training needs of the trustees and that potential training courses are identified. New trustees receive an introductory pack including Charity Commission guidance, annual review and organisation chart.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

The Board of Trustees meets every 6-8 weeks to make decisions on matters such as the strategic direction of the charitable company, key developments to services, the ratification of policies and procedures and important personnel issues. The CEO carries out day-to-day management, supported by senior staff. The post holder takes key decisions on services, finances, fundraising, personnel and office administration.

The Board of Trustees and CEO jointly carry out an annual review of salaries. The main factors taken into account in deciding the salary level of key personnel are level of responsibility, funding available, salary bench-marking, and all salaries are commensurate with the London Living Wage.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 9 to the accounts.

The charity has been providing information and support services for people with dementia and their carers in Ealing since 1982. The charity was founded by Frances English with key support from other former and current long-standing employees. The work began as a *Relative Support Scheme* which provided a volunteer sitting service for older people experiencing confusion and other dementia symptoms. In 1986 the initiative merged with *Age Concern Ealing Borough*, although it maintained its name and standing committee. In 1993, *Alzheimer's Concern Ealing (ACE)* became independent with a new board of trustees, all of whom were carers or former carers of people with dementia. In August 2010, the name was changed to Dementia Concern. The eleven members of the Board of Trustees who served the charity in 2022/23 have business, finance, marketing, health and social care, and governance skills. Each Trustee has a special interest in improving care for people with dementia.

Risk management

The CEO and Senior Management Team compile a register of significant organisational risks and report these to the Board of Trustees, for their annual review. The risk register was last updated in September 2023 and will be further reviewed regularly by the Board of Trustees.

The current Risk Register shows key risks faced by the charity as follows:

- 1 Failure to comply with contractual service delivery obligations
- 2 Difficulties in attracting and retaining staff and volunteers
- 3 A client suffers due to a failure to comply with processes and timelines
- 4 Legal action from employees results in fines and/or reputational damage
- 5 Poor organisational charity governance and/or executive leadership

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

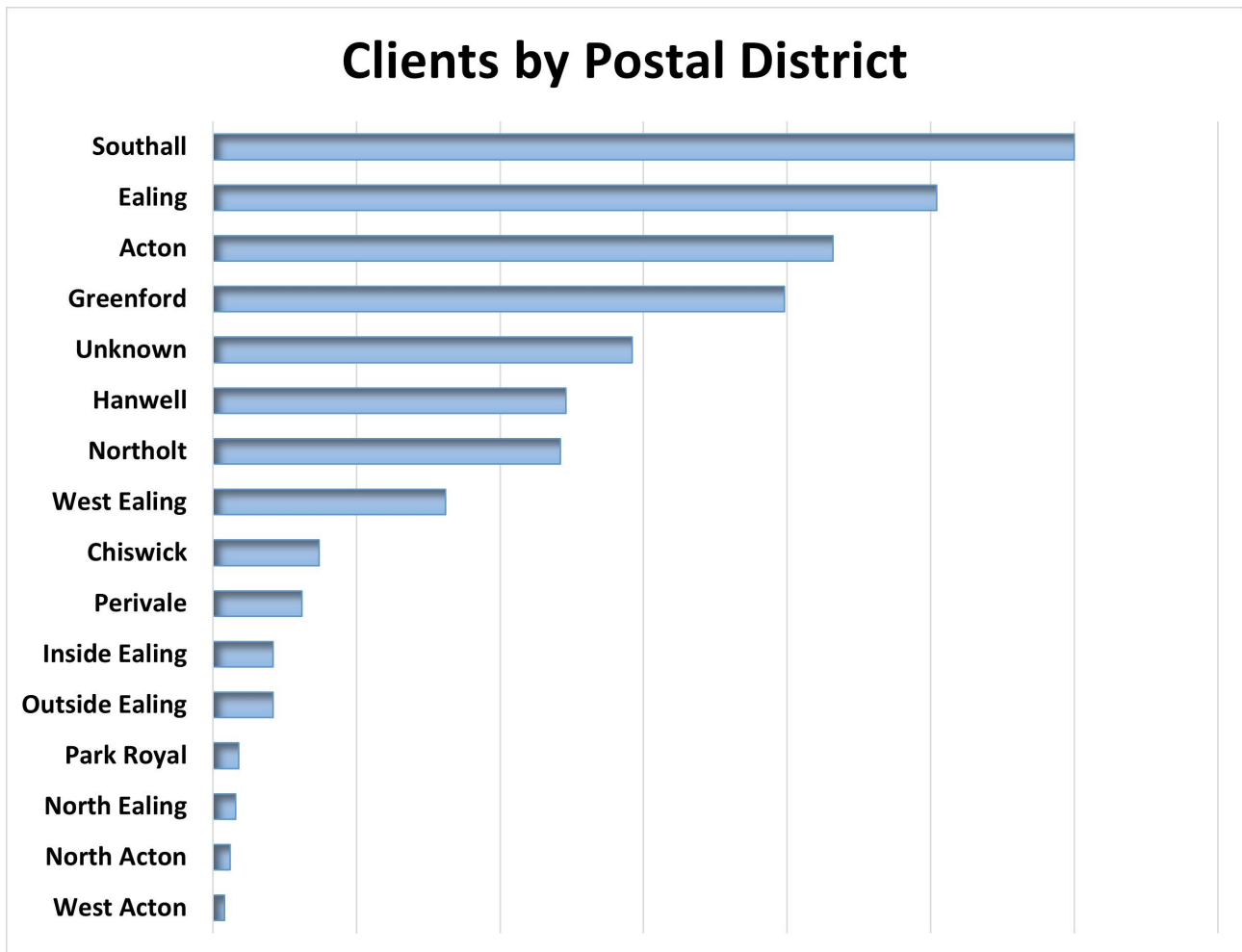
Every effort is being made at strategic and operational levels to mitigate these risks, through: policies, procedures, training, quality reporting and documentation of service delivery, succession planning, staff support and wellbeing activities, salary benchmarking, regular scheduled meetings between CEO and Chair, and clear roles for Board Sub-committees and Board Officers.

The risk management strategy consists of:

- A regular internal review of the applicable risks the charitable company may face
- The establishment of systems and procedures to mitigate those risks identified in the plan
- The implementation of procedures designed to minimise any potential impact on the charitable company should any of those risks materialise or become of concern.

The key risk faced by the charity is a reduction or loss in funding awarded by major supporters. The recent cost of living crisis means that the charity could face a reduction in income from charged-for services. We are planning to raise extra income to mitigate against any future loss of funding.

The charity has recently noted reliance on the expertise and experience of key staff and we are currently seeking to improve staff wellbeing and development to retain the significant talent of our diverse staff team, where possible. The ethnic diversity of our staff team reflects the richly diverse populations we serve across the Borough of Ealing.



Achievements and performance in the delivery of public benefit

All our charitable activities focus on helping people living with dementia, carers or former carers and undertake to further our charitable purposes for the public benefit.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Review of the charity's activities

We worked with 1,498 people with dementia: and a further 1,136 carers. This totals 2,634 service users. At 31 March 2023, over half of clients were from Black, Asian or other minority ethnic communities, which reflects the borough's diversity (currently 50% of Ealing Borough population are from black, asian and minority ethnic communities. Southall, with a largely South Asian population, can be seen above as the place in the Borough where the largest group of our clients live.

We directly supported 1,032 people and gave Advice & Information to 771 clients. This Advice and Information includes Advice & Information about dementia, support around the problems of caring and signposting or referring about the holistic services available internally or within the area.

Charitable activities

The charity's community health and social care activities in the year 2022/23 were as follows:

Community Support Workers:

Dementia Concern's Community Support Worker Team consists of 3 staff who work across the week, who provided in person visits to approximately 42 people **living alone** in their own homes with dementia. This team is our first line of defence for people with dementia who live alone, as these are our frontline staff who raise critical safeguarding issues to be followed up by the relevant Health and Social Care providers.

According to NHS reports, there were **2,275 calls or visits** by this Community Support team during the year.

Working directly with our clients that live alone and have a diagnosis of dementia. The aim is to provide enough support for people living with dementia to remain as independently as possible living within their community. We can support people living with dementia to continue to do their own shopping, engage in social activities, arrange and attend appointments both health related and social; ensuring they are known in the local community.

One key goal of the service is to prevent early admission to hospitals and care homes. Often there may be family involved but they live too far away to have personal contact on a regular basis, the Community Support Team liaises with family members to give them peace of mind and to raise any relevant changes that may require their support and input.

A vital role of this team is the monitoring of the person's care package to ensure it is still meeting their needs and raising concerns, as necessary, with our Advice and Dementia Link Teams.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

CASE STUDY:

Community Support Worker – Case Study 1

Person living with dementia Mr M, who lives alone. Community Support Worker was originally asked to visit as he was very isolated. Over the months of weekly visits they have built trust and encouraged him to go out and engage in the local community. Since the Community Support Worker has been going into Mr M's home, his confidence has grown and he is now looking forward to the Community Support Worker's visits to support him going out into the community. After a referral to the physiotherapist this client has now a new wheelchair and looking forward to be going out to the local café and to enjoy the warm sun in the summer. The Community Support Worker is also supporting the client to access dental care.

Community Support Worker - Case Study 2

Mr D is a live alone in sheltered accommodation. He has a diagnosis of Alzheimer's, a cardiac pacemaker and visual impairment. He mobilises with a walking stick. His family lives in Ireland and are in regular telephone contact with him. He has no care package and manages with some support from friends who assist with shopping and cleaning. He was allocated Dementia Concern Adviser in 2019, who supported him with access to benefits, also taxi card and dial a-ride, to support him to get around the borough safely. A Community Support Worker has been going in since 2020, providing weekly monitoring visits to oversee medication and support with post etc.

Assistance provided includes liaising with GP surgery, hospital appointments, and housing issues such as no heating and organising boiler repairs. The Community Support Worker also liaised with Mr D's family, providing them with regular updates with the permission of Mr D, so they can provide support even though they live far away. Ongoing support to attend appointments to ensure instructions are understood and appropriate information is fed back to healthcare professionals.

Assessments, Reviews and Monitoring

- by Dementia Advisers and Dementia Link Workers

Last year we carried out 302 new client assessments (63 from Dementia Advisers and 239 from Dementia Link Workers). Each person assessed is entered on our database and assigned a named Dementia Adviser or Link Worker to support them. Part of this support involves monitoring people with dementia and their carers, and we made monitoring phone calls to 556 carers. The Dementia Link Workers also carried out 762 reviews of people with dementia as part of the Dementia Link Worker service, of which 113 were or Clinical Reviews and Rowland Universal Dementia Assessment Scale (RUDAS) evaluations (previously known as mini mental health assessments).

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Dementia Advisers:

Initial assessment, Reviews and Monitoring:

Our assessments enable us to identify the level of physical, social and psychological support needed for people with dementia. They also enable carers to address the problems they face and to find out which services can help them. We carry out regular reviews and monitor the needs of carers.

This team provides specialist dementia advice to enable person possibly newly diagnosed with dementia to understand what the diagnosis means and what support and services are available to them. Dementia advisers offer support carers to work through their emotional stress and practical solutions when dealing with the different stages of the illness. It also provides comprehensive advice and information including welfare benefits, with referrals to specialist benefits agencies. We are able to make referrals to other specialist services in the borough, including referrals to social services assessments and support.

Dementia Adviser Case study

Referral via CIDS regarding Mrs A, living with one of the rarer mixed type dementias where they were experiencing both cognitive and physical decline and impairment.

Home assessment was undertaken to discuss living with dementia and plan support after diagnosis. The client's family preferred face to face (home) visit as the person with the diagnosis had English as a second language, was completely housebound and dependent. There was support and care from her son who had some flexibility to work from home in respect of his unique caring role for his mother. He was determined that his mother's diagnosis did not define their relationship.

The client's family were supported to access benefits. The son was referred to carers service re. annual carers grant and respite opportunities. Social services were contacted regarding a care package mainly for night care as the son needed to rest in the night to prevent burnout in relation to his caring role for mother during the day. Ongoing support to monitor the changes needs of Mrs A, also to continue to support the son so he can continue to care for his Mother at home for as long as possible.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Dementia Adviser

Support with cost of living

The Trussell Trust have a network of over 1,200 food banks, food cafes and soup kitchens across the UK.

Dementia Adviser Victor, received training to access their database and recording systems to be able to issue food bank vouchers to our clients and carers that are experiencing food poverty.

We identify people living with dementia and their carers that may be struggling, complete an assessment which involves listening to their voice to deal with their food situation. As well as distributing vouchers directly to them identify if they need additional support, such as emergency food deliveries or obtaining their consent to receive intensive support via the food bank for up to thirty weeks.

Dementia Link Workers

The Dementia Link Worker service has a long-standing partnership with West London Health Trust. This expert team was fully operational throughout the pandemic to be the vital link between the local GP networks and mental health team, to provide specialist dementia advice, support, advice & information, monitoring and to carry out clinical reviews for people with dementia receiving medication.

Dementia Link Teams take direct referrals from West London Health Trust CIDs team (Cognitive Impairment Dementia Services, which will be referred to as the 'mental health team') after diagnosis and initial assessment they are discharged to Dementia Link Teams who will monitor changes after medication is prescribed. Assessment are mainly carried out in the people living with dementia own home. Part of the assessments is to carry out clinical test such as RUDAS assessments, previously known as mini mental health test. These are shared with CIDs and GPs and recorded on the NHS data base (system1). They also monitor changes in daily living skills.

In addition, they refer on to other specialist organisations for both Health and Social Care.

Referrals are only made back to the CIDS team in the cases where the Link Worker has ruled out the need for GP support, making a change to the care package, additional support from specialists' agencies. Referrals back to CIDs (mental health team) are then dealt with immediately.

Dementia Link Team have regular joint team meetings with CIDS and Social Services.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Dementia Link Worker (DLW) – Case Study 1

Mr W is a 90 and he lives alone. Only family member to help support him is a niece, who does not live locally but visits regularly. Other family members are in Ireland. He is an independent and private man. He was diagnosed with Alzheimer's in 2021 by Cognitive Impairment Dementia Services (CIDS) and prescribed Donepezil 10mg but due to the way it made him feel it was agreed with CIDS to stop it. He was referred to DLW service in 2021 and was managing independently with no concerns. Also diagnosed with COPD.

Review concerns were raised by Housing Support Officer that Mr W was not managing, discussion took place between Housing Support Officer, Social Worker and Dementia Link Worker to arrange a Care Needs Assessment for Mr W. Also requested for the Community Support Service at Dementia Concern to visit weekly. At the visit arranged to discuss with Mr W a referral to Community Support Service and gain consent from him. On arriving, Dementia Link Worker found Mr W lying on his kitchen floor, called 999 and went through various checks with the operator and was able to make him more comfortable. Dementia Link Worker stayed with him until the paramedics arrived and gave relevant information to them. Mr W was admitted to hospital and the Dementia Link Worker liaised with hospital, social services, support officer and niece whilst in hospital.

Once discharged from hospital, Dementia Link Worker arranged a visit to Mr W to introduce the Community Support Worker, he consented to her visiting weekly. Mr W now has a package of care four times a day and domestic visit once a week. On checking his medications, it was unclear which ones the carers were giving and why he was restarted on Donepezil 5mg as it had previously been stopped. Follow up telephone calls to pharmacy and GP, medication was restarted in Ealing Hospital and dosette box for his medications was requested. Also liaised with Care Agency.

Example Interventions:

Advice and support given by Dementia Link Worker to client and his niece.

Liaising between Housing Support Officer, Social Worker and Ealing Hospital.

Referring to Dementia Concern Community Support Service and liaising with CSW regularly.

Liaising with Pharmacy, GP and Premium Homecare Limited.

These interventions were in Mr W best interest to help him return to his home from hospital and keep him living independently and safely in his own home for as long as he can as he wishes to do.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Dementia Link Worker (DLW) – Case Study 2

Review carried out in Mrs P home, as well as support calls with her husband. Concerns were raised around Mrs P's mobility and weight gain. Raised their concerns to her GP who is going to carry out a full blood workout and a diabetes review. An Occupational Therapy referral has been made, with follow up with social services the regarding installation of the chairlift for staircase and a ramp for a wheelchair.

The family was concerned about the toll caring is taking on the carer, her husband (Mr P). Dementia Link Worker made support calls to Mr P to talk about how he is coping. Dementia Link Worker has requested a further carer assessment with social services for Mr P and referred Mrs P to Day Centre to stimulate her brain and social interaction. This will also provide respite support for Mrs P. Also, Mr P is coming to Dementia Concern office to do the digital skills course, and there are additional activities in another room for Mrs P, to enable her carer to attend. Dementia Link Worker continues to support both Mrs P and her husband, who is her carer.

Dementia Link Worker (DLW) – Case Study 3

Mr H is an 87 and widowed man who lives alone. He was diagnosed with Alzheimer's in 2018 by CIDS and prescribed Donepezil 10mg. He has Arthritis which has impacted his mobility. He is mainly supported by his grandson R and other close family members.

Following dementia review by Dementia Link Worker in 2022 with Mr H and his grandson R present. Grandson reported that there had been a decline in his granddad's dementia and he was needing more help and support. Dementia Link Worker advised grandson to make a referral to Adult Social Care for a care needs assessment as family were finding it increasingly difficult in managing all his care needs (personal care, prompting medication, shopping, heating up meals and housework). It was agreed they would benefit from a Community Support Worker to this. Introduction visit in November 2022. Continued monitoring visit, in March 2023 CSW informed DLW concerns around the decline in Mr H's dementia and ongoing health issues. Dementia Link Worker advised grandson to chase up referral with Social Services and to arrange a GP appointment. Dementia Link Worker also liaised with Social Services. Assessment with Social Services and GP appointment were both done. Dementia Link Worker then liaised with grandson and Social Worker. Care package now in place for three visits a day. Grandson thanked Dementia Concern for their support.

Example Interventions:

Advice and support by Dementia Link Worker given to family.

Dementia Link Worker liaising between family and Social Worker.

Referring to Dementia Concern Community Support Service and liaising with CSW regularly.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

These interventions were in Mr H's best interest and to keep him living in his own home for as long as he can as he wishes to do so. Continuing monitoring from CSW.

Client Representation

We provided **603** people with client representation and specialist advice & information, through client representation liaison work, including safeguarding complaints and clinical liaison with local primary care networks.

Since the Care Act 2015, there have been changes to the way advocacy can be provided. In certain circumstances there's now a requirement for an independent advocate to be brought in. In some cases, work can still be carried out as a client representative or as a specialist adviser. This role is carried out by our team of Dementia Advisers and dementia link workers.

Call & Care (ended Feb 2023):

This service provides regular home respite to carers of people with dementia via specially trained Respite Support Workers. This team monitors the health and wellbeing of clients and can link to the other Dementia Concern Teams for appropriate support. Respite Support Workers provide companionship, mental stimulation, reminiscence work, activities, support to gout in the community (and occasional personal care) for people with dementia and a break for carers. The Call & Care service carries out bespoke needs-assessments of people with dementia and their carers. The standard visit is three hours each week and also provides overnight bookings for the carer to have respite breaks. The service is registered with the Care Quality Commission (CQC).

For purely financial reasons Dementia Concern took the decision to close the Call & Care service. We applied to the CQC to be de-registered from 05/02/2023.

Carer Short Breaks (ends Sept 2023):

Carers Short breaks is commissioned by Ealing Borough, to provide short breaks to carers up to 3 hours at a time. These breaks are provided by volunteers, supported by staff. This is part of a consortium of six members, where as well as being one of the service delivery Dementia Concern also manages the consortium.

The service was a part of the four-year Carer's Short Breaks service, which is commissioned by Ealing Council, was set to finish on 31 March 2023, but was extended to 30 September 2023.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Consortium Members

TAHA: The Asian Health Agency - a mix of services, befriending, language courses, one-to-one support, face-to-face support, telephone befriending and using as many or as applicable alternative routes of communication to reach persons in remote or self-isolating situations.

CAIA - Centre for Armenian Information Advice | A range, from ESOL classes through to providing transport for clients to get around the community safely, information and advice.

Befriend - Provides befriending in the borough to anyone who feels lonely, educate others and provide support for carers in need both in person support options, signposting, welfare calls, telephone befriending.

SDC - Southall Day Centre/ Create activities and events for carers, info and advice, respite, Telephone/video call befriending, social health and wellbeing activities, digital support, online support.

Dementia Concern – Carer Short Breaks

Our offer as part of the consortium, up to 2022, had been for volunteers to provide respite for carers in their own home. Volunteers were with people living with dementia for up to 3 hours to give their carer a break. In the year 2022/23 the offer was changed because we realised volunteers would only be able to give support to people living with dementia at the early stages of their condition as clients with higher needs require specialist support.

Carers Short breaks - update of services

In this, the final year of the Carers Short Break project, the carer support services provided by all six members of the consortium needed to be delivered face-face and all of the consortium member organisations evidenced the benefits to carers from receiving a short break.

Dementia Concern offer within Carer Short Breaks Consortium in 2022/23:

Digital Skills - Our digital skills course aims to equip learners to be able to handle a device and access foundational skills of using a digital tablet to communicate and interact with their loved ones and services online. For carers that need to bring those they care for along with them, we also offer respite care in a separate dedicated activities group, held in our garden room at our Windmill Road building.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Exercise Group, followed by a hot lunch at our office – core gentle exercise (standing or sitting) at our Windmill Road building. After the group exercise hot lunch is provided and a chance to relax and socialise.

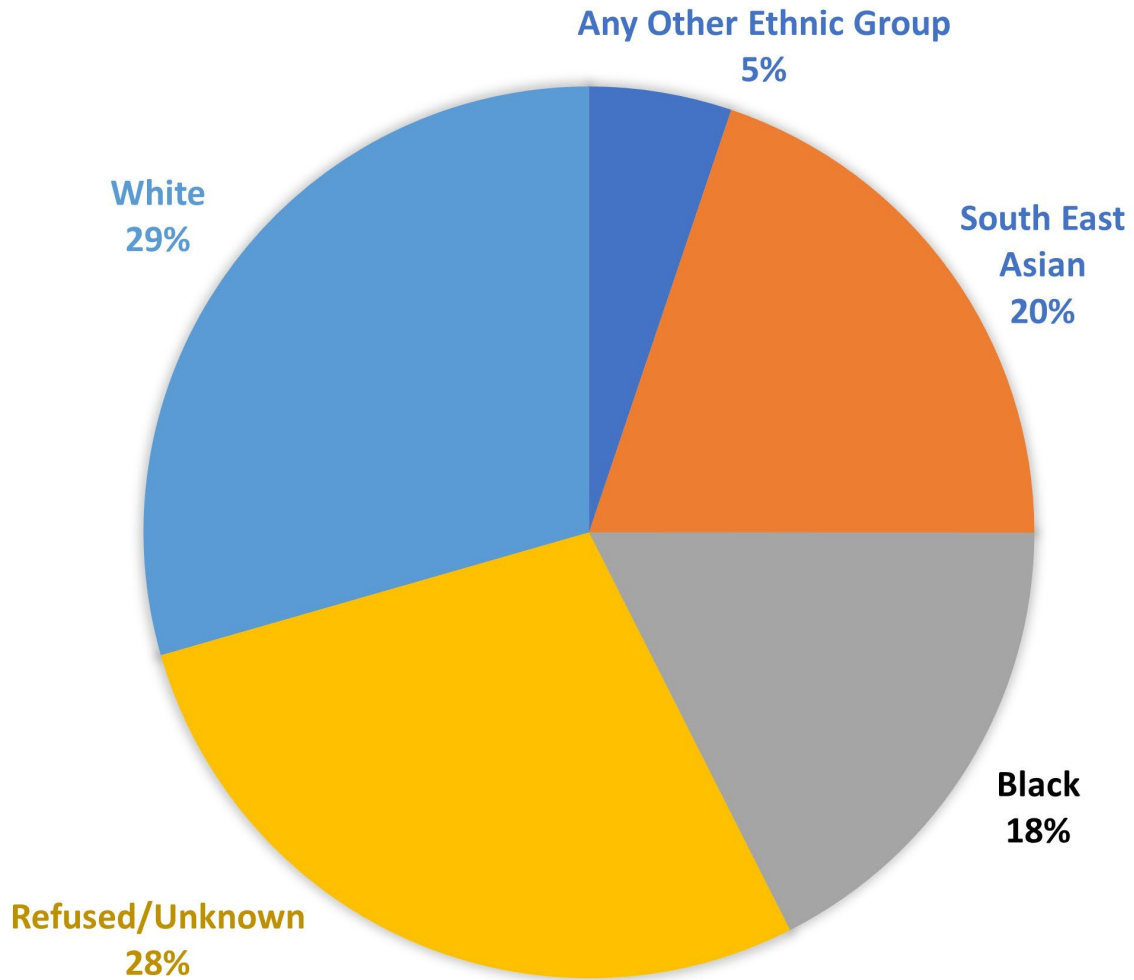
Music Therapy – music therapy classes facilitated by specialist music therapist from WLHT. There are 3 separate music therapy groups each week. Group one is for people living with dementia. After the music therapy session they have a hot lunch in our garden room, this is a good opportunity for them to socialise and get to know each other better. The next two groups are for the person living with dementia along with their carer/loved one. This is a very special opportunity for them to enjoy a music workshop together. Light refreshments are provided at both of the sessions.

Carers Support Group – drop in carers support every 2 weeks, providing support, information, peer support, time to socialise – up to 3 hours. In order for the carers to be able to attend we provide separate dedicated respite care. For those carers that need to bring those they care for along with them. This activities group is held in the same building and managed by specialist dementia staff. These are held at The Elm Lodge Centre in Greenford.

To ensure access to all these services, we aim to provide transport to the venues, where necessary.

CLIENT ETHNICITY

This chart shows the ethnicity of people we reach - across all our services:



Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Clubs for people living with dementia:

Dementia Concern provides 5 clubs per week for those living with Dementia. The emphasis is on the importance of social interaction and creating enjoyable activities for the members.

63 people attended our Weekend Social Clubs.

198 sessions took place, with 1,959 attendances

Weekend Clubs (a charged for service): This service provides day care for people with dementia at two venues in the Borough – Greenford and Acton, both operating on a Saturday and a Sunday. It offers them a stimulating and therapeutic environment which encourages well-being and independence for the person living with dementia and can often give carers a much-needed break.

In June 22 the Elm Lodge and Sycamore Lodge club members got together for a Jubilee party celebration. The members enjoyed fish and chips and a lovely selection of Jubilee cakes. It was good to see everyone singing, dancing and enjoying themselves. We hosted 3 Christmas parties and a Diwali celebration. Members dressed up, made decorations, had some good food together and danced the afternoons away. The walls were decorated with art work made by the clients themselves and there was plenty of laughter and high spirits, the Carers were happy to see the pleasure these events gave their loved one.

Every week, the Social Club management team update the Link workers and Advisers after every session – noting observations if there are changes in behaviour and other relevant information about the well-being of the member. This is now a standard procedure to update colleagues in the Link and Advice Teams, to ensure members receive specialist follow up support (both physically and emotionally). Colleagues in these teams, in turn, update the client notes and any action needed is communicated back for Clubs management team.

Some carers of people with dementia wanted to pay for longer respite periods, so we offered a combined service. In the final year of the Call & Care service in members' homes, the Clubs provided extra hours of care to alleviate the stress for a Carer who has a particular appointment to attend and doesn't have to rush back or worry that their loved one is on their own.

The staff strive to make the day as socially stimulating and enjoyable for those living with dementia as we can. The Clubs' service helps people living with dementia to maintain their skills and interact with other members. It also provides a valuable break for the family member or those who are caring for them to have some time for their own activities (e.g. attending classes, shopping, meeting friends or attending a place of worship). A hot meal is served, door to door transport is provided, stimulating activities are organised. The Club gives an opportunity for

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

people living with dementia to have a space to engage, relax and socialise. The Club members look forward to coming and friendships are formed.

Thursday Club (a charged for service): This service provides day care based at the William Hobbayne Centre and outdoors at a nearby scenic location, for people living with dementia who are more active. Transport is provided from individuals' homes to outside venues, including local parks, Kew Gardens or other areas of interest. Nature walks are very popular with our members and research has highlighted the calming benefits of being outside in Nature for those with dementia. An enjoyable picnic lunch is shared and therapeutic activities are provided with the emphasis on the positive well-being of the members. The Clubs provide a real sense of Belonging to a community which is so important in lessening the sense of isolation which can be present with dementia.

18 members attended the Thursday Club
50 sessions took place with 485 attendances

Weekend Social Clubs - case study 1.

Mr B is 80 years old, from Barbados. Known to Community Mental Health Team since 2015. He has a diagnosis of mixed dementia, treatment was initiated with Cholinesterase Inhibitor Therapy (CIT), Donezepil. He was regularly reviewed but medics and Clinical Practitioner Nurses from The Cognitive Impairment and Dementia Service (CIDS) until he was transferred to the Dementia Link Team. Mr B has multiple health condition including heart failure, cancer, high blood pressure, resting tremors in hand. He has a full package of care for his personal and medication management.

He started at Elm Lodge Social Club Centre in 2019 and the Music therapy group which he highly enjoys. Since starting at Elm Lodge, he has built a rapport with both other clients and staff. After joining the club, he was encouraged to Join a mid-week club for further social interaction.

Mr B has limited short term recall, he is fully aware and has insight into his memory impairment. He participates in group activities and discussions. He also likes helping other clients and is very supportive towards them. He is alert and responsive and able to comprehend. His level of understanding and conversation are good. There are no behavioural issues reported., cognition is stable, although there are lapses in memory. He is able to enjoy food and loves lunch time, not only for the food but the social aspect of eating together.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

He loves cricket and often talks about West Indian cricket players. Mr B is able to mobilise independently unaided. His dietary intake is satisfactory. He is independent with personal and toileting needs. Mr B takes onboard what is happening at the centre and takes active part in the group's activities. Is able to recognise other clients and staff. He is particularly interested in the music group. He like to play Dominoes, the aim always to beat the other player. In the music group he maintains a positive sense of engagement with other clients and the facilitator. He keeps positive focus and engagement throughout the whole session, participates actively and connects with others. He encourages other members to join in.

Since starting at the club there has been no further decline in his cognitive functional activities as he is actively involved in activities and shows good interaction and participation.

Attending the Social Clubs is definitely helping Mr B maintain his life independently and increase his social skills opportunities. His interaction and participation have a great impact on other clients at the social club. Mr B looks forward to coming to the club each week.

Weekend Social Clubs - case study 2.

Mr R is an 80 year old gentleman who was diagnosed with Alzheimer's disease in 2021. One of his more complex symptoms is his difficulty with word finding known as Aphasia. He is a very intelligent man, with a PHD. and before retiring he was a Senior University Lecturer. He presently lives alone and likes to keep active, enjoys the company of others and does not allow his illness to prevent him from enjoying his life. Mr R first joined our Weekend Social Club in July 2022 and has since become a popular and well liked member.

The range of stimulating and fun activities that help his dementia symptoms include the following: light exercise group sessions, music therapy, singing, dancing, quizzes and games. He really thrives in the more active and physical sessions as he believes this is vital to staying well. Such is his enjoyment that he will often demonstrate and present exercises to the group. Mr R also enjoys our interactive lunches where we get to discuss and share what matters to our members' lives in a happy and comfortable setting. Such has been the success of his membership at our Weekend Club he has now recently become a member of our Thursday Outdoor Walking Group and is doing extremely well. We have also noticed that Mr R attempts to get more involved in discussion and conversation without the need for prompting. It is uplifting for the staff team to see our member doing so well. He is a joy to care for and his kind, gentle nature and enthusiasm are perfect for the group setting, where a sense of community and belonging exist for all our members.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Weekend Social Clubs - case study 3.

Mrs L has been attending the weekend social club for 8 months – Mrs L is in her nineties and is supported by close family whom she now lives with. She was diagnosed with Alzheimer's disease 3 years ago. She is a very independent person with very good mobility and states she wants to keep her independence for as long as she can. Mrs L was referred to the club by her Dementia Concern Link Worker who had a request from the family, she had been experiencing some depressed mood and they felt she may benefit from attending. Mrs L is quite a private person but really joins in with the activities and particularly likes the exercise sessions and the group quizzes where she is able to demonstrate her extensive general knowledge. She has become particularly friendly with another member who worked in the same field as her. After a few months she wanted to attend an extra day which we could offer. Her daughter has noticed a real difference since attending the clubs – she was very aware during the Christmas period when the club was closed that Mrs L's mood was much lower and she was very tearful – the family feel the clubs have a real impact on her mood, they are also days when they can relax knowing she is somewhere she enjoys. The Club is a place for people living with dementia to engage with activities they enjoy, share a nice meal together and form friendships whilst allowing the family member some respite and valuable time for themselves.

Volunteers

Volunteers help to build our capacity as an organisation, and we support them in return. For example, we provide volunteers with valuable work experience, ongoing support, and the opportunity to give back to their community. 29 volunteers carry out office administration, fundraise, help at the William Hobbayne Centre and act as Trustees. They support the Carers Short Breaks activities sessions by providing 1-1 direct support to our clients in the group to support to join in activity, providing lunch to clients and help with the respite group. At all times the volunteers are supported from our specialist trained dementia staff.

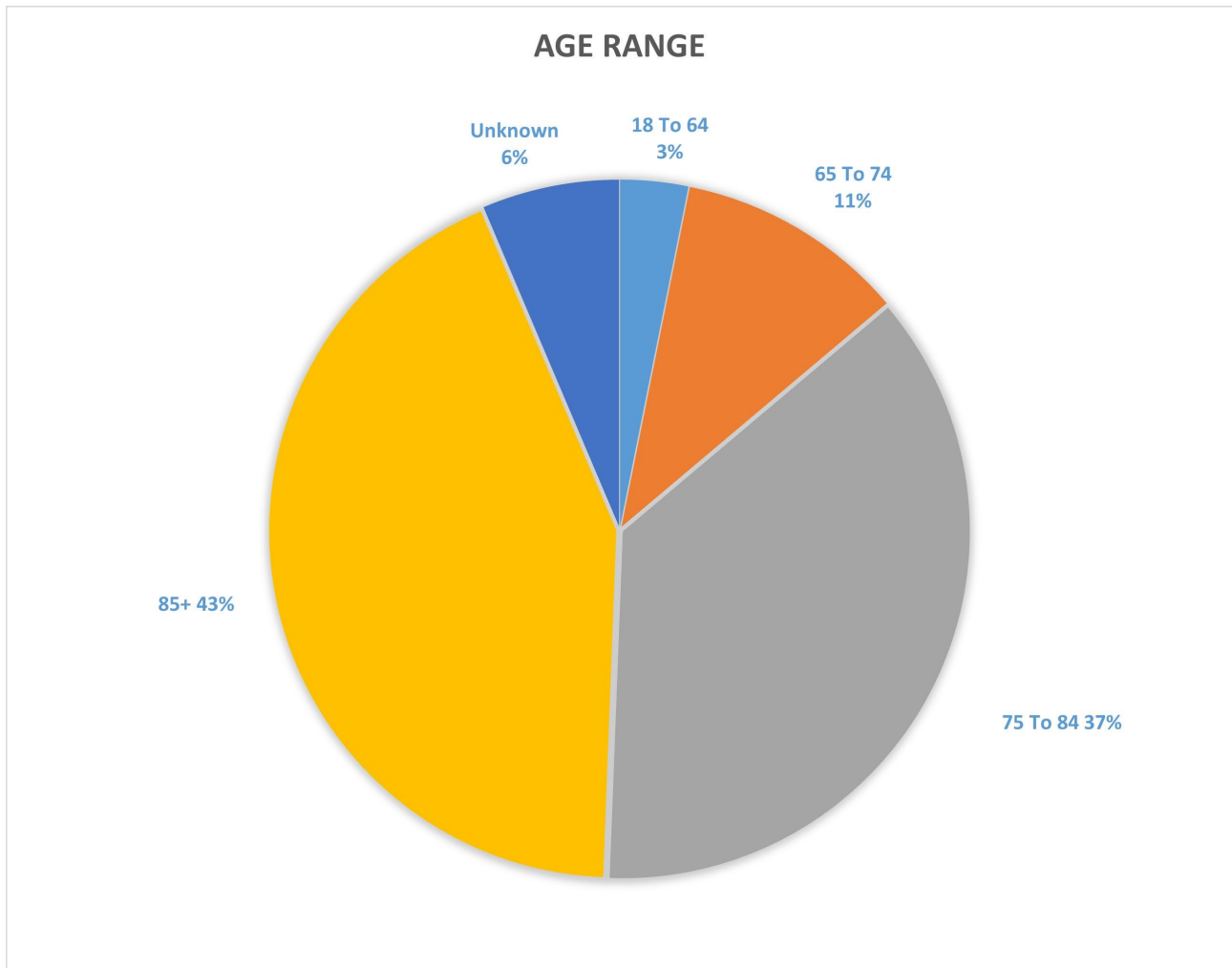
We currently have 29 volunteers supporting us at different levels across the organisation.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

This chart shows the age of people that we reach - across all our services:



Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Fundraising activities

The Charity received statutory funding from Ealing Council and West London Health Trust.

Voluntary Donations & Legacies were received to a total of **£417,376** during 2022/23.

(this comprises all non-statutory income, and includes £40,000 of corporate income, in charitable activities)

We signed up 9 runners who took part in the 2023 TCS London Marathon and all did very well with their fundraising for Dementia Concern. Each of the runners had a £2,000 fundraising target, which they all exceeded, and together raised a total of **£24,547** which was a wonderful achievement. We were delighted to be one of the chosen charities for the 2022 London Irish Vintage Club's Charity Day, who donated **£15,000**, from their ticket sales on the day. Lastly, in October 2022 we received **£40,000** from Zurich Community Trust, as the first payment of a 2 year partnership with Dementia Concern. The partnership is currently up until September 2024, with the possibility of further support.

Diversifying income for 2023/24

With the introduction of a new Fundraising Manager in Summer 2023 we are able to dedicate time to building structure around our fundraising activity across many streams. One of the first priorities is to grow our information in the public domain for community fundraising, individual giving, legacy giving and in memory giving. This will help our potential supporters know what they can do, how to go about doing it, who to contact and how to get any funds to us. Boosting this information will allow the charity to grow those income streams to a stage where we can predict income growth and set strong KPI's. Other diversification will include corporate partnerships and identifying major donors to help bring in larger amounts and secure regular giving avenues for those donors. Having these diverse streams will allow us to be in a more secure position with a broader fundraising base and will further de-risk the charity through much greater sustainability.

Statement about fundraising practice

The charitable company recruited a full-time Fundraising Manager in Summer 2023 to generate new income and reduce reliance on statutory contracts.

We are registered with the Fundraising Regulator and adhere to the Fundraising Code of Practice in all our income generation activities. Dementia Concern raises funds to do our work from individuals, companies, grant-making trusts and statutory agencies.

We received no complaints about fundraising during the year. We did not undertake any fundraising appeals in the year and did not use any third parties. However, in the future if we start to ask for funds from the public we will take steps to protect vulnerable people. If we receive

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

donations from people with dementia, we always carry out checks to ensure that they have the capacity to make these.

Financial Review

The Board of Trustees carried out a review of the reserves policy and reserves position of the charitable company in 2022. Reserves are held to cover redundancy costs, to maintain premises and to avoid cuts to services which may have lost funding while alternative finance is found. A key aspiration is to hold a minimum of 10 weeks and a maximum of 17 weeks expenditure in reserve. With Income of **£1,269,512** and Expenditure of **£1,193,428** and total unrestricted reserves of **£245,314** the charity had achieved the equivalent of just over 10 weeks at 31 March 2023.

The Charitable Company faces a built-in uncertainty over levels of funding – except where multi-year grants have been agreed. We anticipated close to break-even for the financial year starting 1 April 2022 so a surplus of £76,084 is satisfactory, although it should be mentioned that this was due to the receipt of a generous bequest during the year. The strategy to strengthen the balance sheet moving forward involves taking steps to become better known and to undertake additional fundraising. The Charity is expecting to break-even in 2023/24.

During the year the charity's two main sources of grant funding were the West London Health Trust, who have committed to a further three years of funding, and the London Borough of Ealing, under a funding programme which ends 30 Sept 2023. Principal sources of unrestricted non-grant funding were one-off and in memory donations from supporters, in addition to the bequest mentioned above. The charity is very grateful for these generous donations and is expecting to strengthen this source of funding as we move forward.

Going Concern

The trustees are best placed to assess which factors are likely to be of greater significance to the charity. It is notable that the charity has a significant source of funds in West London Health Trust and that the current commission ends on 31 March 2024. The charity is pleased to state that the Trust has dispensed with its requirement to put the sub-contract out to tender, and has agreed to renew the sub-contract with the charity for a further three years of service, with the provision to extend this for a further two years. This removes a key risk for the charity.

For this report the trustees have examined the financial performance of Dementia Concern in the last financial year, the outlook for its major contracts, and the trading and cash-flow forecasts arising from this analysis. Other considerations and risks are included in this section for completeness.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

For this reason, the trustees consider it appropriate to prepare the financial statements on a going concern basis.

Financial Performance 2022/23

In the financial year 2022/23 Dementia Concern reported a surplus of approximately £76,000 on turnover of £1.3m. This was better than expectations due to the receipt of a generous bequest, and the trustees consider this to be a satisfactory outcome for the year. The balance sheet was consequently strengthened at the end of the year. Dementia Concern has a long-term debt at the balance sheet date, being in receipt of a loan due to the covid pandemic, though the cash flow forecast suggests that the planned repayments of this loan are achievable. The trustees do not intend to take on any additional long-term debt in any form at the time of writing.

The charity has a reserves policy in place which states that a minimum of 10 weeks' expenditure in unrestricted funds is required to be in place. This has been achieved with unrestricted reserves at the balance sheet date, equivalent to more than 10 weeks' expenditure.

Outlook for major sources of income and other funding:

Dementia Concern's major contractual relationship is with the West London Health NHS Trust (WLHT), from whom it receives a substantial portion of its income. In 2022-23 the Trust's commission was about £600,000 of the total revenue of £1.3 m. The current commission ends on 31 March 2023, but the charity has been advised of a three to five-year renewal from 1 April 2024. In addition to the WLHT income in 2022/23 was the grant from the London Borough of Ealing which is for the provision of support to carers of people with dementia. In the year Dementia Concern managed a consortium of delivery partner organisations to provide this service. The 2022/23 financial statements reflect a full year of this service, but it is relevant for this assessment that the service is ending on 30 September 2023. The majority of costs relating to this service are the payments to delivery partners, and the charity is reducing other internal delivery costs for this service.

The charity received approximately £560,000 in other funding during 2022/23, including £310,000 in bequests. The charity is investing in its fundraising, impact measurement and awareness capacity, and planning to increase some service levels to maintain this level of funding although bequests are uncertain.

The trustees believe the contractual arrangement with the WLHT and other funding is reasonably sound for the review period to the extent that they allow the preparation of the 2022/23 financial statements on a going concern basis.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Future Plans for the charity:

Strategy 2024-27

The charity is in the process of agreeing a service and financial strategy for the 2024-27 period. The strategy concentrates on investments in impact measurement and incremental service enhancements. The delivery of the strategy is dependent on the charity securing an increase in baseline funding. The inclusion of income and expenditure changes related to this is outside the scope of this report. The financial assumptions in this report exclude strategic considerations. In any event, the significant incremental change to the charity's cost base is not anticipated to occur until 2025/26 so is outside the review period of this report.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Statement of Trustees' responsibilities

The Trustees (who are also directors of Dementia Concern for the purposes of company law) are responsible for preparing the report of the Trustees 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 which give a true and fair view of the state of affairs of the charitable company and of the 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 in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 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're 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.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

The Board of Trustees

Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Steve Barnes
Richard Blake Vice-Chair
Gail Bridgeman
Pauline Davies
Devinder Degun (*resigned February 2023*)
Sim Downes
Jaspreet Grewal (*resigned April 2023*)
Liam Humble
Raphael Kassim,
Navleen Kaur (*resigned February 2023*)
James Lazarus Chair
Ash Patel (*appointed July 2023*)
Judith Wilson Treasurer (*appointed July 2023*)

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2023 was 11, as previous year. The Board of Trustees have no beneficial interest in the charitable company.

Dementia Concern

Trustees' annual report

For the year ended 31 March 2023

Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The report of the Board of Trustees has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the Board of Trustees on 1 November 2023 and signed on its behalf by

James Lazarus
Trustee & Chair

Dementia Concern

Independent auditor's report

For the year ended 31 March 2023

Opinion

We have audited the financial statements of Dementia Concern (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Dementia Concern's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Dementia Concern

Independent auditor's report

For the year ended 31 March 2023

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual 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 trustees' annual 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

Dementia Concern

Independent auditor's report

For the year ended 31 March 2023

- The directors 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 trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:

Dementia Concern

Independent auditor's report

For the year ended 31 March 2023

- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Dementia Concern

Independent auditor's report

For the year ended 31 March 2023

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 Orchard (Senior statutory auditor)

11 December 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Dementia Concern

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations and legacies	2	377,376	-	377,376	57,997	10,814	68,811
Charitable activities							
Advice, Support & Advocacy	3	459,271	45,500	504,771	459,271	27,240	486,511
Weekend Day Care	3	206,522	3,700	210,222	158,032	3,046	161,078
Other services	3	31,433	100,290	131,723	72,082	113,484	185,566
Weekday Centre Service	3	43,973	-	43,973	35,113	10,000	45,112
Other Income	4	1,447	-	1,447	30,164	-	30,164
Total income		1,120,022	149,490	1,269,512	812,660	164,584	977,243
Expenditure on:							
Costs of generating voluntary income	5a, 5b	39,210	-	39,210	29,577	-	29,577
Charitable activities							
Advice, Support & Advocacy	5a, 5b	498,861	21,559	520,420	380,265	43,194	423,459
Weekend Day Care	5a, 5b	281,604	3,648	285,252	232,249	2,088	234,337
Other services	5a, 5b	204,290	100,290	304,580	138,300	113,484	251,784
Weekday Centre Service	5a, 5b	43,966	-	43,966	37,829	178	38,007
Total expenditure		1,067,931	125,497	1,193,428	818,220	158,944	977,164
Net (expenditure)/income and net movement in funds		52,091	23,993	76,084	(5,560)	5,640	79
Transfer		-	-	-	(12,465)	12,465	-
Reconciliation of funds:							
Total funds brought forward		193,223	46,798	240,020	211,248	28,693	239,941
Total funds carried forward		245,314	70,791	316,103	193,223	46,798	240,020

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17 to the financial statements.

Dementia Concern

Balance sheet

Company no. 2748840

As at 31 March 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets	12		67,657		78,540
			67,657		78,540
Current assets:					
Debtors	13	33,309		27,146	
Cash at bank and in hand		334,383		222,096	
			367,693	249,242	
Liabilities:					
Creditors: amounts falling due within one year	14	(80,701)		(39,526)	
Net current assets			286,991		209,716
Total assets less current liabilities			354,648		288,256
Creditors: amounts falling due after one year	16		(38,545)		(48,236)
Total net assets			316,103		240,020
The funds of the charity:	17				
Restricted income funds			70,791		46,798
Unrestricted income funds:					
General funds		245,312		193,222	
Total unrestricted funds			245,312		193,222
Total charity funds			316,103		240,020

Approved by the trustees on 1 November 2023 and signed on their behalf by

James Lazarus
Chair

Dementia Concern

Statement of cash flows

For the year ended 31 March 2023

	2023	£	2022	£
	£		£	
Cash flows from operating activities				
Net (expenditure)/income for the reporting period (as per the statement of financial activities)	76,084		79	
Depreciation charges	21,882		13,492	
Dividends, interest and rent from investments	(1,447)		(600)	
Decrease/(increase) in debtors	(6,163)		36,607	
Increase in creditors	41,175		4,423	
	<hr/>		<hr/>	
Net cash provided by / (used in) operating activities		131,531		54,001
Cash flows from investing activities:				
Dividends, interest and rents from investments	1,447		600	
Purchase of fixed assets	(10,998)		(9,441)	
Bank Loan Repayment	(9,692)		(1,764)	
	<hr/>		<hr/>	
Net cash provided by / (used in) investing activities		(19,243)		(10,605)
Change in cash and cash equivalents in the year		112,287		43,396
Cash and cash equivalents at the beginning of the year		<hr/> 222,096		<hr/> 178,700
Cash and cash equivalents at the end of the year		<hr/> 334,383 <hr/>		<hr/> 222,096 <hr/>

Analysis of cash and cash equivalents

	At 1 April 2022	Cash flows	Other changes	At 31 March 2023
	£	£	£	£
Cash in hand	222,096	112,287	-	334,383
	<hr/>	<hr/>	<hr/>	<hr/>
Total cash and cash equivalents	222,096	112,287	-	334,383
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

1 Accounting policies

a) Statutory information

Dementia Concern is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is 223 Windmill Road, Ealing, London, W5 4DJ.

b) 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 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

Dementia Concern has broken even for the year 2021/22 and is projecting a small deficit in the current financial year.

After thorough consideration, the Trustees believe the charity to be a going concern. This conclusion is reached on the basis of current contract negotiations, pipeline of other potential funding, robust financial monitoring and cash flow projections. Successful fundraising in Sept–Oct 2022 is evidence of future potential.

Multi-year funding contracts are in place with our major funders, West London Health Trust and Ealing Council, and these cover the next twelve months. However, Trustees are keen to ease the charity's reliance on statutory funding, from the current 70% towards 50% within 3 years. The Board recruited a CEO with fundraising expertise in March 2022, and the charity will be investing in raising funds from new sources of voluntary income (individuals and groups) in 2023.

The charity's cash flow has been broadly stable over the last two years. Whilst the financial reserves are only at the required level of ten weeks, we are moving forward cautiously to capture new opportunities for income and partnerships. We expect to increase our reserves by the financial year end of March 2024. We are implementing a measured increase in the fees we charge for some of our services to improve our overall performance.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. We have claimed £95,144 as furlough grant.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Donations of gifts, services and facilities

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

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

1 Accounting policies (continued)

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of space occupied by each activity.

● Advice, Support & Advocacy	47%
● Weekend Day Care	24%
● Call & Care	24%
● Weekday Centre Service	3%
● Costs of generating voluntary income	1%
● Governance costs	1%

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,200. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Computers & related equipment	4 years
● Long-term assets	10 years

m) Debtors

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

n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Notes to the financial statements

For the year ended 31 March 2023

1 Accounting policies (continued)**o) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) Pensions

Dementia Concern has a defined contribution scheme. It will make a 3% contribution to each employee; if an employee makes a 2% contribution, Dementia Concern will make an additional 2% contribution.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Gifts	377,376	-	377,376	57,997	-	57,997
Covid Grant	-	-	-	-	10,814	10,814
	<u>377,376</u>	<u>-</u>	<u>377,376</u>	<u>57,997</u>	<u>10,814</u>	<u>68,811</u>

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Advice, Support & Advocacy						
CAF	-	-	-	-	-	-
West London Mental Health Trust	459,271	-	459,271	459,271	-	459,271
West London Health Trust – digital Education Skill	-	3,750	3,750	-	-	-
Zurich	-	1,750	1,750	-	-	-
City Bridge Trust	-	40,000	40,000	-	-	-
Locality Grant	-	-	-	-	13,950	13,950
Hobson Grant	-	-	-	-	7,550	7,550
					5,740	5,740
Sub-total for Advice, Support & Advocacy	459,271	45,500	504,771	459,271	27,240	486,511
Weekend Day Care						
Client fees	88,810	-	88,810	-	-	-
West London Mental Health Trust	117,712	-	117,712	117,712	-	117,712
Willim Hobbayne	-	3,700	3,700	-	3,046	3,046
Sub-total for Weekend Day Care	206,522	3,700	210,222	117,712	3,046	120,758
Other Services						
Income	31,433	100,290	131,723	72,082	113,484	185,566
Sub-total for Call & Care	31,433	100,290	131,723	72,082	113,484	185,566
Weekday Centre Service						
Client Fees	18,975	-	18,975	75,433	-	75,433
West London Mental Health Trust	24,998	-	24,998	-	-	-
National lottery	-	-	-	-	10,000	10,000
Sub-total Weekday Centre Service	43,973	-	43,973	75,433	10,000	85,433
Total income from charitable activities	741,199	149,490	890,689	724,498	153,770	878,268

4 Other income

	2023 Total £	2022 Total £
Govement Furlough & other grants and interest	1,447	30,164
	1,447	30,164

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

5a Analysis of expenditure (current year)

	Charitable activities							2023 Total £	2022 Total £
	Costs of generating voluntary income £	Advice, Support & Advocacy £	Weekend Day Care £	Other Services £	Weekday Centre Service £	Governance costs £	Support costs £		
Staff costs (Note 7)	6,855	324,043	199,552	232,423	15,797	10,186	136,464	925,321	713,269
Other Direct Costs	188	5,224	3,806	6,285	16,820	181	20,577	53,081	46,002
Premises	667	29,574	15,101	15,101	1,888	629	8,840	71,800	38,166
Office Costs	746	32,987	16,827	16,634	2,132	704	8,143	78,173	66,054
Other Costs	56	2,428	1,239	1,239	156	22,963	15,089	43,170	33,849
Depreciation	-	-	-	-	-	-	21,882	21,882	5,281
	8,512	394,257	236,526	271,682	36,793	34,664	210,995	1,193,428	902,621
Support costs	28,792	102,740	39,731	23,003	6,273	10,455	(210,995)	-	-
Governance costs	1,906	23,423	8,995	9,895	900	(45,119)	-	-	-
Total expenditure 2023	39,210	520,420	285,252	304,580	43,966	-	-	1,193,428	
Total expenditure 2022	29,577	423,459	234,337	251,784	38,007	-			977,164

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

5b Analysis of expenditure (prior year)

	Charitable activities							2022 Total £
	Costs of generating voluntary income £	Advice, Support & Advocacy £	Weekend Day Care £	Other Services £	Weekday Centre Service £	Governance costs £	Support costs £	
Staff costs (Note 7)	5,500	275,345	169,563	197,494	13,423	8,655	115,956	785,936
Other Direct Costs	169	4,980	3,628	5,991	16,033	173	19,614	50,588
Premises	347	16,302	8,324	8,324	1,041	347	4,873	39,558
Office Costs	616	28,965	14,790	14,790	1,849	616	7,122	68,748
Other Costs	23	1,060	541	541	68	10,023	6,586	18,842
Depreciation	-	-	-	-	-	-	13,492	13,492
	6,655	326,652	196,846	227,140	32,414	19,814	167,643	977,164
Support costs	21,794	82,145	31,852	18,441	5,029	8,382	-	-
Governance costs	1,128	14,662	5,639	6,203	564	(28,196)	-	-
Total expenditure 2022	29,577	423,459	234,337	251,784	38,007	-	167,643	977,164

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

6 Net incoming resources for the year

This is stated after charging / crediting:

	2023 £	2022 £
Depreciation	21,882	13,492
Operating lease rentals:		
Property	29,000	29,000
Auditor's remuneration (excluding VAT):		
Audit	10,000	8,500
	<u> </u>	<u> </u>

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	810,367	715,835
Social security costs	62,026	47,256
Employer's contributions to defined contribution schemes	16,173	13,426
Training and Recruitment	36,755	9,419
	<u> </u>	<u> </u>
	<u>925,321</u>	<u>785,936</u>

No employee earned more than £60,000 during the year (2022: nil). Redundancy payments of £13,119 were fully paid in the year (2022: £12,300).

The total employee benefits including the national insurance and pension contributions of the key management personnel were £115,440 (2022: £51,667.88).

Charity trustees claimed £nil in expenses with the charity in the year (2022: £nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 57 (2022: 55).

	2023 No.	2022 No.
Costs of generating voluntary income	0.4	0.4
Advice, Support & Advocacy	17.0	22.9
Weekend Day Care	18.0	12.9
Other Services	12.0	10.4
Weekday Centre Service	1.0	1.0
Support	8.0	6.9
Governance	0.5	0.5
	<u> </u>	<u> </u>
	<u>56.9</u>	<u>55.0</u>

9 Related party transactions

Aggregate donations from related parties were £80 (2022: £nil).

10 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

12 Tangible fixed assets

	Leasehold improvement £	Office Equipment £	Fixtures and fittings £	Photocopier £	Telephone System £	Server £	Total £
Cost							
At the start of the year	63,120	24,752	3,868	6,379	7,680	6,115	111,914
Additions in year	-	9,712	1,287	-	-	-	10,998
At the end of the year	<u>63,120</u>	<u>34,464</u>	<u>5,155</u>	<u>6,379</u>	<u>7,680</u>	<u>6,115</u>	122,912
Depreciation							
At the start of the year	7,286	6,360	3,038	6,379	6,825	3,486	33,374
Charge for the year	7,041	10,206	1,152	-	855	2,629	21,882
At the end of the year	<u>14,327</u>	<u>16,566</u>	<u>4,190</u>	<u>6,379</u>	<u>7,680</u>	<u>6,115</u>	55,256
Net book value							
At the end of the year	<u>48,793</u>	<u>17,898</u>	<u>965</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>67,657</u>
At the start of the year	<u>55,834</u>	<u>18,392</u>	<u>830</u>	<u>-</u>	<u>855</u>	<u>2,629</u>	<u>78,540</u>

All of the above assets are used for charitable purposes.

13 Debtors

	2023 £	2022 £
Other debtors	25,837	20,597
Prepayments	7,472	5,903
Accrued income	-	646
	<u>33,309</u>	<u>27,146</u>

14 Creditors: amounts falling due within one year

	2023 £	2022 £
Taxation and social security	48,616	14,046
Other creditors	6,258	6,123
Accruals	25,827	19,357
	<u>80,701</u>	<u>39,526</u>

15 Creditors: amounts falling due after one year

	2023 £	2022 £
Bank Loan one to five years	38,545	49,947
	<u>38,545</u>	<u>49,947</u>

Bounce back Loan –6 Years Loan with one year holiday payment Repayment will start from Jan 22 –£899 with Interest rate 2.5%

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

16a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	67,657	-	67,657
Net current assets	216,200	70,791	286,991
Long term Liabilities	(38,545)	-	(38,545)
Net assets at the end of the year	245,312	70,791	316,103

16b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	78,540	-	78,540
Net current assets	162,918	46,798	209,716
Long term Liabilities	(48,236)	-	(48,236)
Net assets at the end of the year	193,222	46,798	240,020

17a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
Restricted funds:					
Advice, Support & Advocacy	-	45,500	(21,559)	-	23,941
Weekend Day Care	19,756	3,700	(3,648)	-	19,808
Other Services	15,737	100,290	(100,290)	-	15,737
Weekday Centre Service	11,305	-	-	-	11,305
Total restricted funds	46,798	149,490	(125,497)	-	70,791
Unrestricted funds:					
General funds	193,222	1,120,022	(1,067,931)	-	245,313
Total unrestricted funds	193,222	1,120,022	(1,067,931)	-	245,313
Total funds	240,020	1,269,512	(1,193,428)	-	316,103

17 b Movements in funds (prior year)

	At 31 March 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
Restricted funds:					
Advice, Support & Advocacy	(7,325)	38,054	(43,194)	12,465	-
Weekend Day Care	18,798	3,046	(2,088)	-	19,756
Call & Care	15,737	113,484	(113,484)	-	15,737
Weekday Centre Service	1,483	10,000	(178)	-	11,305
Total restricted funds	28,693	164,584	(158,944)	12,465	46,798
Unrestricted funds:					
General funds	211,248	812,659	(818,220)	(12,465)	193,222
Total unrestricted funds	211,248	812,659	(818,220)	(12,465)	193,222
Total funds	239,941	977,243	(977,164)	-	240,020

Dementia Concern

Notes to the financial statements

For the year ended 31 March 2023

Purposes of restricted funds

Advice, Support & Advocacy – To carry out assessments and provide support, monitoring, advocacy and advice and information to people with dementia and their carers. Deficit fund will be covered in with next year grant.

Weekend Day Care – To provide day care on Saturdays and Sundays for people with dementia while giving carers a much needed break.

Call & Care – To provide regular home respite to carers of people with dementia via specially trained Care Attendants.

Weekday Centre Service – To provide care and social activities to people under 65 with dementia at a day centre.

18 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property	
	2023	2022
	£	£
Less than one year	29,000	29,000
One to five years	–	12,083
After 5 years	–	–
	<u>29,000</u>	<u>41,083</u>