

Registered Company No: 2914936
Registered Charity No: 1040860

SIGNPOSTS (LUTON)
ANNUAL REPORT & FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2021

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SIGNPOSTS (LUTON)

LEGAL AND ADMINISTRATIVE INFORMATION

The Trustees who served during the financial year were as follows:

Trustees:	C Vanschagen (Chairman) L Ward (Chair of Finance Committee) A Hyde C Newbery D Ball C Slough D Wood (resigned 15/02/2021) K Lee (appointed 28/09/2020) J Williams (appointed 18/03/2021) J Little (appointed 12/05/2021)
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Trustees are appointed by the Board of Trustees in a general meeting. The number nearest to one third of Trustees shall retire by rotation at each Annual General Meeting and may offer themselves for re-election.

Chief Executive Officer	K Porter (retired June 2020)/T Archbold (appointed July 2020)
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Company Secretary	K Lee (resigned May 2020)
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Finance Manager	L Nutt
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Registered Office:	Unit 7 Titan Court, Laporte Way, Luton, LU4 8EF
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Auditors:	Saffery Champness LLP 71 Queen Victoria Street London EC4V 4BE
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Solicitors:	Russell-Cooke 2 Putney Hill Putney London SW15 6AB
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Bankers:	Natwest 31 George Street Luton LU1 2YN CAF Bank 25 Kings Hill Avenue West Malling ME19 4TA
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Company No:	2914936
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Charity No:	1040860
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Constitution:	Signposts (Luton) is a registered charity and a company limited by guarantee, registered in England. It is governed by its memorandum and articles of association dated 31st March 1994.
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SIGNPOSTS (LUTON)

MESSAGE FROM THE CHAIRMAN FOR THE YEAR ENDED 31 MARCH 2021

2020/21 has been a challenging year for everybody. The Board of Trustees at Signposts is incredibly proud of the way our whole organisation has responded to these challenges and continues to deliver meaningful change in so many people's lives.

We work closely with the Chief Executive and the Senior Leadership Team at Signposts to ensure that the direction of the charity reflects our main charitable aim, which is:

To help clients achieve their own maximum potential to live and develop in the community.

We achieve this by:

- Promoting best practice and quality support.
- Making innovative approaches to problem solving as well as acknowledging existing good social work practices.
- Recognising the dignity of each person whom we seek to help.
- Developing our staff team to their utmost potential.

2020 saw the retirement of Kevin Porter as Chief Executive of Signposts, after an incredible 29 years with the charity. The Board of Trustees has enjoyed a strong and fruitful relationship with Kevin, and we have seen some major developments in the growth and direction of the charity under his leadership.

The appointment of a successor to Kevin Porter was a critical step for the Trustees and in Tim Archbold we believe we have appointed the right individual with first class qualities suited to this role. He has already settled well into the role, and we look forward to developing and taking Signposts forward with him at the helm.

We would like to thank everyone who has helped Signposts to achieve the results we are sharing within this Annual Report, and we hope you all stay safe and well throughout 2021 and beyond.



Carole Vanschagen
Chairman

2021

SIGNPOSTS (LUTON)

REPORT OF THE TRUSTEES TO THE MEMBERS FOR THE YEAR ENDED 31 MARCH 2021

The Trustees, who are also directors of the company, present their annual report on the affairs of the Charity, together with the Accounts and Auditor's Report for the year ended 31 March 2021. The annual report and 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) – second edition.

Principal objects and activities

The objects of the Charity, as stated in its memorandum of association, continue to be to offer accommodation and support to persons between the ages of 16 to 65 years who are homeless and in need of support by skilled workers to assist them to reintegrate back into the community.

The Trustees have reviewed the Charity Commission's statutory guidance on public benefit and have ensured that it is taken into account, both in the day-to-day management of the Charity and in the planning for the future. The Trustees are satisfied that all of the Charity's activities very clearly provide public benefit.

Organisational Structure

The Charity is wholly based in the UK having its Head Office in Luton and thirteen projects in Bedfordshire & Luton. General Policy is determined by the Trustees of the Charity. The main Board of Trustees are supported by two Sub-committees: one dealing with Operational matters and the other with Finance. Day to day Management is delegated to the Chief Executive Officer and the Senior Leadership Team.

Pay and remuneration for key management personnel are benchmarked against the ACEVO Pay Survey covering salaries and benefits.

Recruitment, induction, and training of trustees

At all levels of the organisation, Signposts (Luton) seeks to reflect the community it serves, this includes the appointment of trustees. During 2021 we embarked on a Trustee Recruitment programme delivered by Getting on Board. Getting On Board are well respected Trustee Recruitment specialists who recently contributed to the review of the Charity Governance Code. This programme concentrated on designing and targeting Trustee recruitment to further diversify Signposts board membership.

Review of activities

Signposts (Luton) remains focused on the provision of supportive accommodation and the provision of support in the community. Signposts (Luton) has a full complement of skilled workers who provide this support.

Aim

Signposts (Luton)'s aim is to help clients achieve their own maximum potential to live and develop in the community.

Mission

- Developing our relationships with statutory agencies to promote best practice and quality support.
- Taking innovative approaches to problem solving as well as acknowledging existing good social work practices.
- Recognise the dignity of each person whom we seek to help.
- Developing our staff team to their utmost potential.

SIGNPOSTS (LUTON)

REPORT OF THE TRUSTEES TO THE MEMBERS FOR THE YEAR ENDED 31 MARCH 2021

Support working

A support worker is allocated to each individual when he/she enters the service. The support is intended to be holistic, and the support worker will provide support in the following areas:

- Crisis support e.g. dealing with immediate needs, emotional and/or motivational
- Moral support & encouragement
- Health/mental health related support needs
- Daily living skills e.g. housekeeping, budgeting, cleaning, personal hygiene
- Promotion of independence e.g. accessing counselling, training, employment, further/higher education, benefits advice
- Social Inclusion e.g. advocacy, accompanying to appointments, ensuring resident has meaningful input into his/her own support

Performance

The Charity uses many forms of performance measurement to ensure the aims of the Charity are met these include: measuring utilisation, void management, monitoring of the many ethnic and other potentially excluded groups, efficiency, outcomes of residents and numbers returning to the community with/without further support.

During the year, the total number of hostel resident rooms was 182. The utilisation target was 90.3% and the actual was 93.1%. There were 658 users of the service, the efficiency target 71.3% and the actual was 67.4%.

The Charity manages one project for people with long term support needs. This project has not been included in the above targets.

Significant Developments

Our contract with Luton Borough Council (LBC) for residential services, has been extended for an additional year to March 2022.

Following a tender process Signposts have been awarded a new contract with Central Bedfordshire Council to provide residential services for two years from October 2021 with an option for a further two years from 2023. Signposts continues to provide on street outreach supporting people who are rough sleeping to access appropriate accommodation. This service is being delivered as part of MHCLG's Rough Sleeper Initiative and has been contracted to March 2022. This contract is reviewed annually.

Contribution of Volunteers

A number of volunteers from the local community along with current and ex clients support our work in a variety of ways. Our Community Development Team along with our volunteers provide hours of support to the community.

Finance and accounts review

Signposts sources of income includes rental income from clients, contract income from Luton Borough Council and Central Bedfordshire Council along with a small number of donations and fundraising activities.

The Charity has £1,149,360 of assets less current liabilities, of which £831,271 are fixed assets. The Charity has £272,875 of cash balances.

Signposts (Luton) aims to achieve break-even between the operating income and expenditure at its projects. Any surpluses are used in subsequent years to improve and expand the services provided to clients.

SIGNPOSTS (LUTON)

REPORT OF THE TRUSTEES TO THE MEMBERS FOR THE YEAR ENDED 31 MARCH 2021

Risk Review

The Trustees have assessed the major risks to which the company is exposed, in particular those related to the operations and finances of the Charity and are satisfied that systems are in place to mitigate our exposure to the major risks. These procedures are reviewed annually. The main risk areas are listed below:

Risk Area	Risk	Current Control	Monitoring
External	Local authority changes to social policy	Networking and lobbying	Quarterly at Board
	Competition from new or existing local providers	Networking, operational standards and reputation	Quarterly at Board
	Housing Association loss of partnership agreement	Contingency planning ensuring alternative buildings to deliver contractual obligations	Quarterly at Board
Regulatory and Compliance	Changes to benefit system	Income diversification and financial planning	Quarterly at Board
Operational	Illness, epidemic, pandemic and widespread absence	Pandemic plan	Weekly at SLT and Quarterly at Board

We are committed to regular reviews of our safeguarding policy and provide training for all trustees, staff and volunteers.

Reserves policy

The Trustees have considered the need for the charity to maintain a level of free reserves that supports its ongoing sustainability and ensures that service users receive uninterrupted care in the case of short term funding delays. In particular, in agreeing the optimum level of reserves they have considered the current cash flow projections of the charity, future plans, the availability of funding and the ability to reduce costs on a medium-term basis if the need arose without causing undue problems for service users.

The Trustees have calculated a prudent level of reserves based on their budget for the coming year. In assessing the optimum level, they have used a stratified approach to assessing salary costs, overheads and the cash outlay on mortgages as each would need to be managed differently if there was a reduction in funding. The level of reserves that would be optimum is therefore in the region of £500,000 to £560,000.

At 31 March 2021 the charity held free reserves of £320,895, an increase from the 2020 figure of £208,789. This figure excludes the charity's investment in the properties used to carry out its core business, and associated mortgages. These are not considered realisable if the charity is to continue with the current level of service provision. The Trustees realise that moving to a level of reserves at the optimum level will be challenging, nevertheless they are focussed on ensuring the charity's long-term stability and will engage with funders with the clear objectives of growing this level of working capital. However, they believe that were a crisis to occur they would be protected by their investment in fixed assets.

SIGNPOSTS (LUTON)

REPORT OF THE TRUSTEES TO THE MEMBERS FOR THE YEAR ENDED 31 MARCH 2021

Fundraising

The Trustees take their responsibility under the Charities (Protection and Social Investment) Act 2016 seriously and have considered the implications on their activities. The charity does not actively raise funds or solicit donations directly from the general public. The Charity does not work directly with commercial sponsors in relation to fundraising. The Trustees are not aware of any complaints made in respect of fundraising during the period.

Signposts' Response to COVID-19 and the future

Any review of 2020 must acknowledge the significant impact that the coronavirus pandemic has had on our services – both operationally and financially.

Lockdown in March was a big adjustment for our clients, many of whom found it difficult to adjust their behaviour – social distancing and staying at home were uncomfortable and took some getting used to. We adopted a policy of encouragement, rather than enforcement, and supported some of our clinically vulnerable clients to shield.

All local authorities were charged with getting those people who were rough sleeping into accommodation, and our outreach team stepped up to the task. Over the course of a weekend, they worked tirelessly with our partners to ensure almost 40 people were placed in hotels.

Meanwhile, in our supported accommodation, food shopping became a challenge due to shortages in the supermarkets. We were so grateful for the support of our community during these days, who often pitched up with donations and really kept us going.

All the events we had planned were cancelled, meaning fundraising came to a complete standstill. This impacted us heavily, especially with the opening of Guildford Hall in May which we had planned a whole fundraising campaign around. All our volunteering stopped as well, meaning clients struggled to stay occupied. Our support workers swung into action, planning yoga and mindfulness sessions, as well as socially distanced volleyball!

When the second lockdown arrived in November, some of our team developed Covid and had to self-isolate. At one point, we lost 20% of our staff team to sickness, and as most of our projects have 24-hour staff cover, this meant yet another financial hit, getting bank staff in to cover and ensure all our projects stayed open.

Christmas brought disappointment for both staff and clients, as we learned we would not be able to see friends and family. This was hard on everyone, but nevertheless, our resilient staff provided some amazing Christmas meals and gave presents to every single client.

The financial cost of Covid to Signposts is immense. The emotional and physical impact on our staff has been huge – we have asked so much of them, yet they have stepped up to every new challenge like the superstars they are. We are immensely proud to say we have kept all our clients safe and well throughout the pandemic, and despite a handful of positive cases we managed to avoid any outbreaks.

Future Plans

To register with the Social Housing Regulator thereby becoming a registered provider of Social Housing thus enabling the development of long-term tenancies in move on accommodation for people currently using Signposts current Temporary Supported Accommodation.

To develop Signposts' digital capacity to embrace future technological advances.

To strengthen Signposts as an anti-racist organisation and to challenge inequality and injustice at all levels within the Homeless Sector and our wider community.

SIGNPOSTS (LUTON)

REPORT OF THE TRUSTEES TO THE MEMBERS FOR THE YEAR ENDED 31 MARCH 2021

Statement of Trustees' responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year 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 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 business.

The trustees are responsible for keeping proper 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 are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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.

This report was prepared in accordance with the special provisions in part 15 of the Companies Act 2006.

Auditors

A resolution proposing the re-appointment of Saffery Champness LLP as auditors to the company will be put to the annual general meeting.

Approved by the Trustees and signed on their behalf by



Les Ward
Trustee

15/9.....2021

SIGNPOSTS (LUTON)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS FOR THE YEAR ENDED 31 MARCH 2021

Opinion

We have audited the financial statements of Signposts (Luton) for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 Financial Reporting Standard 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 charitable company's state of affairs as at 31 March 2021 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; and
- have been prepared in accordance with 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 the charitable company'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.

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 trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. 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.

SIGNPOSTS (LUTON)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS FOR THE YEAR ENDED 31 MARCH 2021

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 which includes the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Annual Report which includes the Directors' 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 where 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 to take advantage of the small companies exemption in preparing the Trustees' Annual Report.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement set out on [page x], the trustees (who are also 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 to do so.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS
FOR THE YEAR ENDED 31 MARCH 2021**

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under the Companies Act 2006 and report in accordance with regulations made under that Act.

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud are detailed below.

Identifying and assessing risks related to irregularities:

We assessed the susceptibility of the charitable company's financial statements to material misstatement and how fraud might occur, including through discussions with the trustees, discussions within our audit team planning meeting, updating our record of internal controls and ensuring these controls operated as intended. We evaluated possible incentives and opportunities for fraudulent manipulation of the financial statements. We identified laws and regulations that are of significance in the context of the charitable company by discussions with trustees and updating our understanding of the sector in which the charitable company operates.

Laws and regulations of direct significance in the context of the charitable company include The Companies Act 2006, and guidance issued by the Charity Commission for England and Wales .

Audit response to risks identified:

We considered the extent of compliance with these laws and regulations as part of our audit procedures on the related financial statement items including a review of financial statement disclosures. We reviewed the charitable company's records of breaches of laws and regulations, minutes of meetings and correspondence with relevant authorities to identify potential material misstatements arising. We discussed the charitable company's policies and procedures for compliance with laws and regulations with members of management responsible for compliance.

During the planning meeting with the audit team, the engagement partner drew attention to the key areas which might involve non-compliance with laws and regulations or fraud. We enquired of management whether they were aware of any instances of non-compliance with laws and regulations or knowledge of any actual, suspected or alleged fraud. We addressed the risk of fraud through management override of controls by testing the appropriateness of journal entries and identifying any significant transactions that were unusual or outside the normal course of business. We assessed whether judgements made in making accounting estimates gave rise to a possible indication of management bias. At the completion stage of the audit, the engagement partner's review included ensuring that the team had approached their work with appropriate professional scepticism and thus the capacity to identify non-compliance with laws and regulations and fraud.

SIGNPOSTS (LUTON)

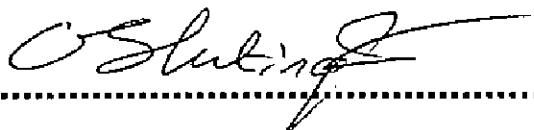
INDEPENDENT AUDITORS' REPORT TO THE MEMBERS FOR THE YEAR ENDED 31 MARCH 2021

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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.

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.



.....
Cara Turlington (Senior Statutory Auditor)
for and on behalf of Saffery Champness LLP

Chartered Accountants

71 Queen Victoria
Street
London
EC4V 4BE

Statutory Auditors

Date: 7 October 2021

Saffery Champness LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

SIGNPOSTS (LUTON)

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating the Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2021

		Income funds		Total	Total
	Notes	Unrestricted £	Restricted £	2021 £	2020 £
Income and endowments from:					
Donations and Fundraising		46,407	50,000	96,407	26,558
Investment income		7	-	7	38
Charitable activities:					
Floating Support and Outreach		139,465	-	139,465	140,553
Hostel Accommodation & Support	2	2,697,776	184,114	2,881,890	2,209,760
Other		1,212	-	1,212	13,324
Total income and endowments		2,884,867	234,114	3,118,981	2,390,233
Expenditure on:					
Raising funds		1,965	-	1,965	1,755
Charitable activities:					
Floating Support and Outreach	3	160,966	-	160,966	107,875
Hostel accommodation & Support	3	2,633,302	202,003	2,835,305	2,302,428
Total expenditure		2,796,233	202,003	2,998,236	2,412,058
Net income/(expenditure)		88,634	32,111	120,745	(21,825)
Reconciliation of funds:					
Total funds brought forward	12,13	982,391	1,834	984,225	1,006,050
Total funds carried forward		1,071,025	33,945	1,104,970	984,225

The accounts have been prepared on the basis that all operations are continuing.

The statement of financial activities contains all recognised gains and losses for the year.

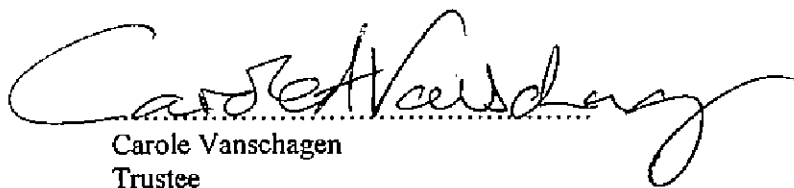
The notes on pages 16 to 23 form part of these financial statements

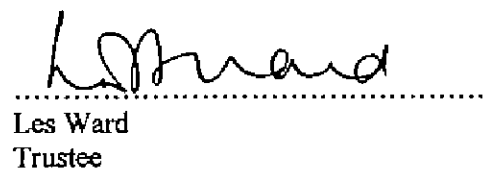
SIGNPOSTS (LUTON)

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	Total 2021 £	Total 2020 £
Fixed assets			
Tangible assets	8	831,271	787,137
Total fixed assets		831,271	787,137
Current assets			
Debtors	9	333,940	205,416
Cash at bank and in hand		272,875	219,600
Total current assets		606,815	425,016
Liabilities			
Creditors:			
Amounts falling due within one year	10	(288,724)	(174,187)
Net current assets		318,091	250,829
Total assets less current liabilities		1,149,362	1,037,966
Creditors: Amounts falling due after more than one year	11	(44,392)	(53,741)
Total net assets		1,104,970	984,225
The funds of the charity:			
Income funds			
- Restricted	13	33,945	1,834
- Unrestricted	12	1,071,025	982,391
Total funds		1,104,970	984,225

The notes on pages 16 to 23 form part of these financial statements
Approved by the trustees and signed on their behalf by:


Carole Vanschagen
Trustee


Les Ward
Trustee

15/09/ 2021

Registered Company Number: 2914936

SIGNPOSTS (LUTON)**CASH FLOW STATEMENT
YEAR ENDED 31 MARCH 2021**

	Notes	Total 2021 £	Total 2020 £	
Cash flows from operating activities:				
Net cash provided by (used in) operating activity	16	179,430	86,113	
Cash flows from investing activities:				
Interest from investments		7	38	
Purchase of property, plant & equipment		(117,118)	(51,241)	
Net cash provided by (used in) investing activities		(117,111)	(51,203)	
Cash flows from financing activities:				
Original loan repaid		-	(70,622)	
New loan taken out		-	68,500	
Repayments of new loan		(9,044)	(5,713)	
Net cash used in financing activities		(9,044)	(7,835)	
Change in cash & cash equivalents in the reporting period		53,275	27,074	
Cash & cash equivalents at the beginning of the period		219,600	192,526	
Cash & cash equivalents at the end of the period		272,875	219,600	
Net debt reconciliation				
	At start of year	Cash Movement	Other Non- Cash Movement	At end of year
Cash	219,600	53,275	-	272,875
Loans falling due within one year	(9,046)	9,046	(9,351)	(9,351)
Loans falling due more than one year	(53,741)	-	9,351	(44,390)
NET DEBT	156,813	62,321	-	219,134

SIGNPOSTS (LUTON)

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

1 Accounting policies

1.1 Basis of preparation of accounts

The financial statements have been prepared under the historical cost convention and include the results of the Charity's operations, all of which are continuing, which are described in the Report of the Trustees to the Members.

The financial statements have been prepared in accordance with the Charity Commission Statement of Recommended Practice – Accounting and Reporting by provisions of the Charities SORP (FRS 102) – Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The financial statements are prepared in pounds sterling, which is the functional currency of the charity.

At the time of approving the financial statements and after considering the ongoing COVID-19 Pandemic, the trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements. The Trustees confirm that the charity is a public benefit entity.

1.2 Funds

Unrestricted funds: These comprise net accumulated surpluses and are available for use in the furtherance of the charitable objectives of the company.

Restricted funds: These are funds and assets subject to specific conditions imposed by the donors. It is the company's policy to use restricted funds before unrestricted funds where they are available.

Designated funds: These are funds identified by the Trustees for the specific future needs of the charity and to support its continued smooth running. They have been set aside and do not form part of the free reserves but they can be spent at the Trustees' absolute discretion.

1.3 Income

Resources arising include the total receivable by the company from all its charitable activities. Rental income from clients is shown net of bad debts to reflect the client group with whom we work.

Incoming resources in the form of donated assets have been included in the SOFA at a reasonable estimate of their value, taking into account the market value of the assets and comments made by the donor. Gifts in kind received in the year had a value of £14,694.

Grants receivable are accounted for when there is sufficient information to enable the claim to be made or the claim has been made and there is clear indication to suggest the claim will be met.

The costs of charitable activities include all costs directly attributable to those activities. In addition, any costs that cannot be directly attributed to the charitable activities have been allocated to those activities on a basis consistent with the use of those resources. In general, overheads have been allocated on the basis of staff time spent on the different activities and projects

SIGNPOSTS (LUTON)

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

1.4 Expenditure

Governance costs comprise external audit costs, legal advice relating to governance and constitutional matters, trustee meeting expenses and costs of preparing the statutory accounts.

1.5 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation has been provided at the following rates in order to write off the assets over their estimated useful lives. Assets over £500 are capitalised.

Furniture and equipment	20%	straight line
Motor vehicles, Computer equipment and Residents Furniture	25%	straight line
Buildings	2%	straight line
Refurbishments	10%	straight line

1.6 Pensions

The company operates a defined contribution pension scheme. Contributions are charged to the income and expenditure account as they become payable in accordance with the rules of the scheme.

1.7 VAT

The company is not registered for VAT and therefore all costs are inclusive of VAT.

1.8 Financial instruments

The charity has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are recognised initially in the accounts at transaction price, including any transaction costs. At the end of each accounting period, basic financial instruments are recognised at amortised cost. For debt instruments this is calculated using the effective interest rate method.

2 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Local Authority Contracts			
Supporting People – Luton	177,160	-	177,160
Supporting People – South Bedfordshire	215,210	-	215,210
Grants			
Covid19 Grants	-	183,500	183,500
Big Change Grant	-	614	614
Hostel Accommodation income	2,305,406	-	2,305,406
	<u>2,697,776</u>	<u>184,114</u>	<u>2,881,890</u>

	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Local Authority Contracts			
Supporting People – Luton	192,567	-	192,567
Supporting People – South Bedfordshire	213,628	-	213,628
Grants			
Open Minds Lottery Funding	-	2,398	2,398
Hostel Accommodation income	1,801,167	-	1,801,167
	<u>2,207,362</u>	<u>2,398</u>	<u>2,209,760</u>

SIGNPOSTS (LUTON)

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

3 Cost of charitable activities

	Direct costs £	Other costs £	Total 2021 £	Total 2020 £
Floating Support and Outreach	130,195	30,771	160,966	107,875
Hostel Accommodation & Support	1,984,390	850,915	2,835,305	2,302,428
	<u>2,114,585</u>	<u>881,686</u>	<u>2,996,271</u>	<u>2,410,303</u>
Costs include:				
Payroll (Note 4)			1,604,311	1,266,398
Temporary Staff and other staff costs			35,870	79,145
Premises			853,337	614,042
Depreciation			67,405	59,118
Food			50,145	49,343
Telephone			66,022	46,238
Training and staff development			37,249	25,383
Legal, office and other costs			250,636	251,654
Loss on disposal of assets			5,579	3,342
Client support services			25,717	15,640
			<u>2,996,271</u>	<u>2,410,303</u>

Restricted funds included in the total figure: £202,003 (2020: £4,819)

4 Payroll costs:

	2021 £	2020 £
Wages and Salaries	1,416,835	1,107,200
Social security costs	127,647	100,292
Pension costs	59,829	58,906
	<u>1,604,311</u>	<u>1,266,398</u>
The average number of employees, analysed by function was:	Number	Number
Charitable activity	44	37
Administration	13	10
	<u>57</u>	<u>47</u>

Employees emoluments

Number of employees who received emoluments of £60,000 - £70,000: 2 (2020: 1).

Total remuneration of key management personnel in the period was £226,518 (2020: £187,137). This includes the retiring and superseding CEO's remuneration.

Kevin Lee was appointed as a trustee on 28th September 2020. Until 1st June 2020 he was employed by Signposts (Luton) as Training Manager but did not form part of the key management personnel of the charity. He is not being remunerated in his position as trustee.

SIGNPOSTS (LUTON)

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

5	Net incoming resources	2021 £	2020 £
	The net incoming/(outgoing) resources are stated after charging:		
	Auditors remuneration- audit	10,980	10,680
	Auditors remuneration- other	-	-
	Loss on disposal of fixed assets	5,579	3,342
	Rents payable under operating leases	5,536	5,536
	Depreciation	67,405	59,118

- 6 **Transactions with trustees and connected persons**
No trustee or connected person received any remuneration. No trustee expenses were incurred in the year (2020: £0). No trustees received any reimbursement of expenses in this or the previous period. Total donations and fundraising income received from three members of the board was £1,280 (2020: £2,486).

During the year there have been no related party transactions (2020: none).

- 7 **Members contingent liability**

The Company is Limited by guarantee. The contingent liability arising from the guarantee given by each member of the company to contribute (if required) is an amount not exceeding £1. There are currently eight such members.

8	Tangible fixed assets	Freehold Property and improvements £	Fixtures and equipment £	Computers and motor vehicles £	Residents furniture £	Total £
	Cost					
	At 1 April 2020	922,123	271,023	130,809	27,538	1,351,493
	Additions	-	46,807	62,109	8,202	117,118
	Disposals	-	(33,861)	(20,909)	(8,531)	(63,301)
	At 31 March 2021	922,123	283,969	172,009	27,209	1,405,310
	Depreciation					
	At 1 April 2020	219,734	223,136	94,982	26,504	564,356
	Charge for the year	21,360	20,125	23,897	2,023	67,405
	Disposals	-	(31,055)	(18,185)	(8,482)	(57,722)
	At 31 March 2021	241,094	212,206	100,694	20,045	574,039
	Net book value					
	At 31 March 2021	681,029	71,763	71,315	7,164	831,271
	Net book value					
	At 31 March 2020	702,389	47,887	35,827	1,034	787,137

SIGNPOSTS (LUTON)

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

9	Debtors: Due within one year	2021	2020
		£	£
	Rental income	190,898	161,088
	Other debtors and prepayments	143,042	44,328
		<u>333,940</u>	<u>205,416</u>
10	Creditors: Amounts falling due within one year	2021	2020
		£	£
	Trade creditors	161,222	82,718
	Other creditors and accruals	86,642	49,046
	Tax and social security costs	31,509	33,377
	Bank loans	9,351	9,046
		<u>288,724</u>	<u>174,187</u>
11	Creditors: Amounts falling due after more than one year	2021	2020
		£	£
	Bank loans		
	Later than one year and not later than five years	40,696	39,357
	Over five years	3,696	14,384
		<u>44,392</u>	<u>53,741</u>

There is a bank loan of £68,500 secured on the Holland House property on Parkside Drive and the Belmont Road property, repayable over 7 years with an interest of 3.25% over base rate. The Haystack property on Swasedale Road is also security on the loan. The total outstanding on this loan at 31 March 2021 was £53,742 (2020: £62,787).

SIGNPOSTS (LUTON)

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

12	Unrestricted income funds 2021	Opening balance £	Movements in year £	Transfers £	Closing balance £
	Designated Funds:				
	Client Support Fund	3,854	(1,245)	7,391	10,000
	Facilities Development Fund	69,042	(37,002)	-	32,040
	Contingency Fund	54,747	-	-	54,747
	Database/entry system Fund	8,191	(6,842)	(1,349)	-
	Refurbishment Fund	-	-	60,000	60,000
	General Funds:				
	General Funds	846,557	67,681	-	914,238
	Total Unrestricted Funds	982,391	22,592	66,042	1,071,025
	Unrestricted income funds 2020	Opening balance £	Movements in year £	Transfers £	Closing balance £
	Designated Funds:				
	Client Support Fund	5,286	(1,432)	-	3,854
	Facilities Development Fund	79,833	(10,791)	-	69,042
	Contingency Fund	54,747	-	-	54,747
	Database/entry system Fund	8,191	-	-	8,191
	General Funds:				
	General Funds	853,738	(7,181)	-	846,557
	Total Unrestricted Funds	1,001,795	(19,404)	-	982,391

The Trustees have created the designated Client Support Fund to provide future funds for individuals whose income is insufficient to cover the rent in the supported accommodation or other costs. Each case will be assessed on an individual basis and the Trustees may choose to add to the fund in future when resources permit.

The Facilities Development Fund represents funding for future development plans as we wish to expand our services per our future plans. Some was spent in the year on our new building, Guildford Hall.

The Contingency Fund represents funding that can be accessed easily in case of emergency and to fund immediate cash flow problems.

The Database/Entry System Fund represents funding for specific costs which were due in 2018/2019, the database was purchased in 2018/2019, the entry systems were purchased in 2020/2021.

The Refurbishment Fund represents funding for specific costs due in 2021/2022 for refurbishment at Swasedale Road and Dunstable Three.

The Trustees will review the need to set aside funds annually and will reflect the changing economic environment through the designated funds.

SIGNPOSTS (LUTON)

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

13 Restricted income funds 2021

	Opening balance	Income in year	Expenditure in year	Closing balance
	£	£	£	£
Restricted donations	-	-	-	-
Budget training	1,834	-	(199)	1,635
Covid 19 Grants	-	183,500	(183,500)	-
Client expenses Grant	-	614	(614)	-
Homeless Partnership donations	-	50,000	(17,690)	32,310
Total Restricted Funds	1,834	234,114	(202,003)	33,945

Restricted income funds 2020

	Opening balance	Income in year	Expenditure in year	Closing balance
	£	£	£	£
Budget training	4,255	-	(2,421)	1,834
Open Minds lottery funding	-	2,398	(2,398)	-
Total Restricted Funds	4,255	2,398	(4,819)	1,834

Restricted Project Funds

These are funds which are restricted to the continued operating of the specific project for which the money was given or for other specified purposes.

Budget training – grant received from the Steel Charitable Trust to provide a service which teaches homeless/socially excluded to budget for themselves. Some more training took place during in the year and will continue.

Open Minds – lottery funding in partnership with Luton Community Housing Ltd, University of Bedfordshire and Mary Seacole Housing Association to address the mental health needs of hostel based homeless young people in Luton, spent in 2019/20. Ended in the 2019/20.

Covid 19 grants received in 2020/21 were for Covid 19 costs including PPE, cleaning equipment, staff costs and room voids.

The Client Expenses grant was from the Big Change for client's move on expenses. All spent in 2020/21.

Homeless Partnership donations were given by other Luton homeless agencies, to fund the Participation Co-ordinator role for 2021. The role ends in December 2021.

14 Analysis of net assets between funds 2021

	Restricted Funds	Designated Funds	General Fund	Total
	£	£	£	£
Tangible Fixed assets	-	-	831,271	831,271
Debtors	-	-	333,940	333,940
Bank	33,945	156,787	82,143	272,875
Creditors due within one year	-	-	(288,724)	(288,724)
Creditors due after more than one year	-	-	(44,392)	(44,392)
	33,945	156,787	914,238	1,104,970

SIGNPOSTS (LUTON)

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

Analysis of net assets between funds 2020

	Restricted Funds	Designated Funds	General Fund	Total
	£	£	£	£
Tangible Fixed assets	-	-	787,137	787,137
Debtors	-	-	205,416	205,416
Bank	1,834	135,834	81,932	219,600
Creditors due within one year	-	-	(174,187)	(174,187)
Creditors due after more than one year	-	-	(53,741)	(53,741)
	<u>1,834</u>	<u>135,834</u>	<u>846,557</u>	<u>984,225</u>

15 Commitments under operating leases

	Land and Buildings		Other	
	2021	2020	2021	2020
	£	£	£	£
As at 31 March 2021 the charity had commitments under non-cancellable operating leases as follows:				
Leases expiring				
Within one year	375,994	203,944	5,488	5,488
Between two and five years	1,241,630	799,078	6,861	12,349
Over five years	-	117,296	-	-
	<u>1,617,624</u>	<u>1,120,318</u>	<u>12,349</u>	<u>17,837</u>

16 Reconciliation of net incoming/(outgoing) resources to net cash flow from operating activities

	2021	2020
	£	£
Net incoming/(outgoing) resources for the reporting period (per statement of financial activities)	120,745	(21,825)
Depreciation	67,405	59,118
Interest from investments	(7)	(38)
Loss/(profit) on the sale of fixed assets	5,579	3,342
(Increase)/decrease in debtors	(128,524)	3,837
Increase/(decrease) in creditors	114,232	41,679
Net cash inflow from operating activities	<u>179,430</u>	<u>86,113</u>