# FALCON SUPPORT SERVICES E.M LTD

England & Wales · Charity number 1103101

## Details

| | |
|---|---|
| **Other names** | CHARNWOOD INDEPENDENT YOUTH ACTION, LOUGHBOROUGH NIGHTSTOP, YOUTH SHELTER |
| **Status** | Registered |
| **Legal form** | Charitable company |
| **Company number** | 04177320 |
| **Registered** | 2004-04-06 |
| **Register** | View on the Charity Commission register |

## Contact

| | |
|---|---|
| **Address** | The Falcon Centre<br>29 Pinfold Gate<br>Loughborough<br>LE11 1BE |
| **Phone** | 01509268699 |
| **Email** | jane.fele@falconsupportservices.org.uk |
| **Website** | www.falconsupportservices.org.uk |

## Activities

**Objects:** THE RELIEF OF NEED, HARDSHIP AND DISTRESS EXPERIENCED BY HOMELESS PEOPLE AND DISADVANTAGED GROUPS, REGARDLESS OF AGE BY THE PROVISION OF EMERGENCY AND OTHER TEMPORARY ACCOMMODATION AND BY THE PROVISION OF SUPPORT AND ADVICE SERVICES CALCULATED TO RELIEVE THEIR CONDITIONS OF NEED.

**Activities:** FALCON SUPPORT SERVICES E.M LTD HELPS HOMELESS AND DISADVANTAGED VULNERABLE ADULTS LIVING IN LEICESTERSHIRE AND RUTLAND. THE CHARITY PROVIDES HOUSING SUPPORT SERVICES, COMMUNITY SUPPORT AND RECOVER SERVICES TO HELP PEOPLE TO LIVE INDEPENDENTLY AND POSITIVELY CONTRIBUTE TO THEIR COMMUNITY. WE STRIVE TO RE-CONNECT THE MOST EXCLUDED AND BELIEVE THAT WHERE YOU ARE TODAY DOES NOT DEFINE YOUR TOMORROW.

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## Classification

- **How:** Makes Grants To Individuals, Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Accommodation/housing
- **Who:** Children/young People, Elderly/old People, People Of A Particular Ethnic Or Racial Origin

## Geography

- **Area of benefit:** WITHIN THE BOROUGH OF CHARNWOOD AND THE COUNTY OF LEICESTERSHIRE.
- Leicestershire

## Finances

| Period end | Income | Expenditure | Assets | Employees |
|---|---|---|---|---|
| 2025-03-31 | £3,074,154 | £3,076,891 | £578,257 | 88 |
| 2024-03-31 | £3,295,699 | £3,203,472 | £580,994 | 101 |
| 2023-03-31 | £2,805,208 | £2,826,416 | £488,767 | 88 |
| 2022-03-31 | £2,402,544 | £2,404,293 | £509,975 | 73 |
| 2021-03-31 | £2,342,383 | £2,180,459 | £511,724 | 69 |

## Trustees

| Name | Role | Appointed |
|---|---|---|
| **JANE ANN GRAY** | Chair | 2016-01-26 |
| Charlotte Ryan | | 2025-05-19 |
| Dr Peter Mark Cannon | | 2022-09-05 |
| Graham Thomas Edward Hunt | | 2019-08-14 |
| Jason King | | 2021-03-08 |
| William Robert Sharp | | 2019-07-01 |

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**FALCON SUPPORT SERVICES E.M LTD**

England & Wales - Charity number 1103101

# Accounts



Falcon

Homeless & Community Support

# Trustees' Annual Report and Accounts

## 2024 – 2025

**FALCON SUPPORT SERVICES E.M LTD**

**REPORT AND FINANCIAL STATEMENTS**
**FOR THE YEAR ENDED 31st MARCH 2025**

Report of the trustees

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2025**
**(incorporating the directors report)**

**Section one: Reference and Administrative Information**
**The name of the charity**

Falcon Support Services is also a Company Limited by Guarantee

Youth Shelter officially changed its name to Falcon Support Services on 3rd December 2015

**Registration numbers**

Registered Charity Number 1103101

Company Number 04177320

**The address of the registered office**

27-31 Pinfold Gate, Loughborough, Leicestershire, LE11 1BE

**The Management Committee**

| | | |
|---|---|---|
| Jane Gray (Chair) | appointed | 26.04.16 |
| Peter Cannon | appointed | 13.03.17 |
| Robert Sharp | appointed | 30.04.18 |
| Alicia Butterfield | appointed | 01.07.19 |
| Graham Hunt | appointed | 14.08.19 |
| Jason King | appointed | 08.03.21 |
| Simon Brighty | appointed | 15.05.23 |

**Company Secretary**
Jane Fele

**Senior Staff members**

| | |
|---|---|
| Marie Davis | CEO |
| Rachel Hall | Deputy CEO |
| Jane Fele | Finance Manager |

**Bankers:**
National Westminster Bank plc Market Place LOUGHBOROUGH LE113NZ

**Auditor**
John F. Mould & Co., 19-20 Baxter Gate, LOUGHBOROUGH LE11 1TG

## Section two: Structure, Governance and Management

### Governing document

The charity is a charitable company limited by guarantee, incorporated on 29th December 2003. CIYA was registered as a charity on 6th April 2004. The charity officially changed its name from Youth Shelter to Falcon Support Services on 3rd December 2015. The company was established under a Memorandum of Association which established its objects and powers. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £10.

### Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the management committee. The directors retire by rotation, the longest serving first and at the rate of one third each year. The retiring directors may offer themselves for re-election at the AGM.

Directors may also be co-opted during the year if there are vacancies but submit for election at the next AGM.

The search for additional trustees continues through contacting companies operating Social Responsibility Policies and other organisations complementing Falcon Support Services objects.

The trustee's aim is to balance experience and skills from the financial, housing, social, health and business sectors.

### Trustee induction and training.

The trustees invite potential new trustees to meet them informally, explain the role of trustee and confirm their willingness to become involved.

New trustees are met by the Chair and CEO and briefed on the actions, current plans and priorities of the charity. The induction process includes visiting several projects and access to charity information including the strategy, minutes of meetings and budgets.

Trustees are provided with access to Falcon Support Services Office 365 Sharepoint site which contains resources and information specifically for Trustees including resources via the Charity Commissions' website.

## The organisational structure

Falcon Support Services has a simple line accountability structure. The management committee set direction and monitor performance on an 8-weekly cycle. The CEO reports into those meetings and the Finance Manager acts as company secretary.

All the scheme managers' report to the CEO/Deputy CEO on performance, costs and progress against objectives and service development. Falcon Support Services accommodation and community projects work to the contract compliance procedures of the commissioning agencies which include Leicestershire County Council, Public Health, Charnwood Borough Council, North West Leicestershire District Council and Ministry of Housing, Communities and Local Government.

## Pay Structure

Falcon Support Services operates a clear pay structure policy that is agreed by the Trustees annually. The pay scale is incremental based on skills, knowledge and experience. Incremental pay increases may be awarded following a successful appraisal and/or increase in responsibility. Pay grades are bench marked against similar organisations/charities in the region, and we are accredited as a real living wage employer by the Real Living Wage Foundation.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of the Trustees expenses and related party transactions are disclosed in the notes to the accounts.

## Partnerships

Falcon Support Services is part of Centrepoint's community partnership scheme. The scheme provides access to national forums, the opportunity to liaise with similar charities from different regions and input into Centrepoint's national data collection and research. As a member of Centrepoint's partnership scheme we can offer AQA accredited life skills education to our service users.

We work with Exaireo Trust as a Registered Provider of Social Housing to ensure our properties meet the standards of the Regulator of Social Housing.

We have a subcontract with Turning Point to deliver the community recovery programme across Leicestershire and Rutland as part of the larger Public Health commissioned substance misuse services contract.

We joined the Reaching People consortium in March 2023. The consortium framework links member organisations working in housing, health and social care, and drug & alcohol services across Leicester and Leicestershire.

We are members of the Leicester, Leicestershire and Rutland Homelessness Alliance (LLR), Homeless Link and NVCO.

**Section three: The management of risk**

The Trustees have a risk management strategy that comprises of:

- A risk register that has been compiled to assess governance, strategic, operational and financial risk. The document is reviewed bi-annually and/or following any escalation of risk.
- A business continuity plan is updated monthly to mitigate the risks for the delivery of services in the event of an emergency.
- Policies and procedures are in place to manage operational risks.

**Section Four: Objectives**

**Falcon Support Services Objects**

Our Memorandum of Association defines our objects as:

(a) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of temporary accommodation and by the provision of support and advice services calculated to relieve their conditions of need.

(b) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of support and advice services calculated to relieve the conditions of need while accommodated within temporary accommodation and new tenancies when referred for such internally or by the Local Authority, Children and Family Services, Criminal Justice Services and other agencies with whom Falcon Support Services has service level agreements.

(c) The relief of need, hardship and distress experienced by vulnerable people regardless of age by the provision of support, advice, educational and community involvement services calculated to relieve their conditions of need when referred internally by Falcon Support Services and its partner agencies or by any other support provider where a support agreement is in place.

**Falcon Support Services aims**

Our mission statement:

1. Promote the dignity of vulnerable people.
2. Provide high quality, stable, supportive environments and accommodation for vulnerable people during their transition to independence.
3. Assist vulnerable people in developing the social and life skills necessary to plan and

prepare for their futures.

4. Enable vulnerable people to integrate into their local community.

**Vision:**

We strive to reconnect the most excluded.

**Values:**

Dignity

- We recognise that everyone is worthy of honour and respect as fellow humans. We develop and build trusting, accountable, non-judgemental relationships aspiring to release the potential for successful independent living in all our clients.

Persistence

- We believe that everyone deserves a second chance, and we will not give up on an individual, subsequently we adopt a 'whatever it takes' approach. All willing clients are eligible to receive our help and support to the best of our ability.

Collaboration

- We believe that working in collaboration provides the best outcomes for our stakeholders. The success of our team relies on accountable, supportive, and empathetic attitudes, working together to achieve the charity's objectives. The teamwork ethic enables us to successfully collaborate and engage with services external to our own.

Excellence

- We feel fortunate to attract staff that go above and beyond, who are willing to engage with stakeholders with a high level of professionalism and understanding. Falcon Support Services strives to be a charity that continues to learn from good practice and develop through innovation.

**Public Benefit**

The Trustees have given careful consideration to the Charity Commissions general guidance on public benefit [section 4 of the Charities Act 2006]. Our main activities and achievements are described in detail below.

All activities focus on our stated objects and aims which are undertaken to both maintain and extend our charitable efforts for the public benefit.

**Section five: Details of significant activities, achievements and performance**

**Supported Accommodation**

Falcon Support Services provides emergency and move on accommodation for homeless vulnerable people as part of our charitable aims and objectives. Our objective to deliver diverse and accessible accommodation is achieved by the provision of one and two bed flats, studio flats, shared houses and a 29 bed hostel. We have a total of 113 beds across 18 sites in Loughborough and 1 in North West Leicestershire. We provide 3 models of accommodation which include emergency, supported living and support and engagement. The accommodation is either commissioned, grant funded or supported through our fundraising activities.

**Emergency Accommodation Projects**

**Falcon Centre:**

The Falcon Centre provides 29 en-suite rooms for single homeless people over the age of 18 with support needs. The accommodation is catered, providing breakfast and lunch 7 days a week, 52 weeks per year.

**Falcon Centre Funding**

The Falcon Centre was funded through 5 separate support contracts, across 3 housing authorities all with different referral and allocation criteria.

15 beds were allocated to Charnwood Borough Council for single people who are in priority need for housing with a local connection and additional vulnerabilities. A further 5 beds were funded by Charnwood to provide supported accommodation for people in emergency situations while their housing need was being assessed. An additional 2 emergency beds were funded specifically for rough sleepers who had been verified as rough sleeping in the Charnwood area.

Hinckley and Bosworth Borough Council funded one bed for their customers with a priority need for housing.

The Rough Sleeper Initiative grant funded 6 beds to provide emergency accommodation for people who have been verified as rough sleeping in Leicestershire. These beds are part of a larger package of support for rough sleepers which is managed by Northwest Leicestershire District Council.

The average stay at the Falcon Centre, across all the support contracts was 92.48 days or 13.21 weeks. The combined void rate was 3% for the year. This is higher than normal and is mainly due to the complexities of managing so many referral pathways and allocation criteria.

**Referrals Received**

299 referrals were made to the Falcon Centre and of these:

- 129 Charnwood Priority Need (15 Beds)
- 3 Hinckley and Bosworth (1Bed)
- 66 Rough Sleeper Initiative (6 Beds)
- 62 Charnwood Emergency (5 Beds)
- 39 Charnwood Emergency Rough Sleeper (2 Beds)

**Referrals Accommodated**

- 169 placements were made onto the beds during the year
- The 169 placements consisted of 132 separate individuals as the pathway allowed for emergency beds placements to be moved to priority need once a positive outcome was received following their assessment.

**Referrals Accommodated by Support Contract**

- 56 Charnwood Priority Need
- 3 Hinckley and Bosworth
- 30 Rough Sleeper Initiative
- 62 Charnwood Emergency
- 18 Charnwood Emergency Rough Sleeper

**Of those Accommodated:**

- 77.6% Male
- 21.8% Female
- 0.7% Non-Binary
- 83.4% Aged 26-59
- 13.8% Aged 18-25
- 2.8% Aged 60+
- 59.4% Mental health issues
- 52.1% Substance dependency
- 32.8% Repeat homelessness/Rough Sleeping
- 26.1% Offenders
- 19.1% Poor physical health
- 8.4% Abuse(sexual/domestic/nondomestic)
- 7.7% Learning difficulties

**Outcomes Achieved for Service Users on the 15 Priority Need Beds:**

- 75% Maintained for gained accommodation
- 78.6% Supported with Benefits
- 78.6% Improved their finances
- 21.4% Improved mental health
- 21.4% Reduced substance use
- 17.9% Improved physical health
- 17.9% Assisted to gain ID
- 12.5% Supported to open a bank account
- 16% Reduced offending behaviour

- 37.5% Increased confidence
- 19.64% involved in volunteering
- 7.2%Completed education and work-related courses/certificates achieved

**Outcomes Achieved for Service Users on 5 Emergency Beds:**

- 90.9% Maintained for gained accommodation
- 56% Supported with Benefits
- 59% Improved their finances
- 1.51% Improved mental health
- 15.15% Reduced substance use
- 6% Improved physical health
- 4.55% Assisted to gain ID
- 6% Supported to open a bank account
- 27.3% Reduced offending behaviour
- 6% Increased confidence
- 16.7% Supported leisure, cultural and faith activities

**Outcomes Achieved for Service Users on 2 CBC Rough Sleeper Beds:**

- 85% Maintained for gained accommodation
- 100% Supported with Benefits
- 75% Improved their finances
- 15% Assisted to gain ID
- 35% Supported to open a bank account
- 15% Improved mental health
- 25% Reduced substance use
- 10% Improved physical health
- 5% Reduced offending behaviour
- 10% Increased confidence
- 5% Supported leisure, cultural and faith activities

**Outcomes Achieved for Service Users on 6 Rough Sleeper Initiative Beds:**

- 76.6% Maintained for gained accommodation
- 100% Supported with Benefits
- 60% Improved their finances
- 6.7% Supported to open a bank account
- 13.3% Improved mental health
- 36.6% Reduced substance use
- 10% Improved physical health
- 3.3% Reduced offending behaviour
- 13.3% Increased confidence
- 13.3% Supported leisure, cultural and faith activities
- 10% Completed education and work-related courses/certificates achieved

**Outcomes Achieved for Service Users on the bed for Hinckley and Bosworth:**

- 100% Maintained for gained accommodation
- 100% Supported with Benefits
- 100% Improved their finances
- 50% Supported to open a bank account
- 100% Improved mental health
- 50% Reduced substance use
- 75% Improved physical health
- 50% Reduced offending behaviour
- 100% Increased confidence
- 100% Supported leisure, cultural and faith activities
- 50% Completed education and work-related courses/certificates achieved

**Festive Beds:**

Every year Falcon runs a Christmas fund raising campaign to raise additional funds to provide 3 extra beds for anyone who is homeless or threatened with homelessness over the Christmas period.

Over the 4 weeks of the festive period 16 people, who would have otherwise been street homeless were provided with a bed and support. 14 of these went on to further, more secure supported accommodation.

**Winter Beds:**

Charnwood received additional funding from Ministry Housing Communities and Local Government (MHCLG) to support with their winter pressures. Following the success of the Festive Beds Charnwood felt that some of their funding would be best spent on the continuation of those beds. The beds continued from January through to March.

During this period:

- 29 Rough sleepers were accommodated
- 18 Positively move on to further supported accommodation

**Supported Living**

The Supported Living projects are commissioned to provide temporary accommodation for single homeless individuals in priority need with 100% nomination rights for Charnwood Borough Council.

Holly House is a 5 bed house specifically designed for people with more complex needs requiring 24 hours support.

Ivy House and No1 are also 5 bed houses but these are for those who have moved from the Falcon Centre and no longer require intensive support or for those who already have some independent living skills.

All the properties are located on the same site and are for vulnerable adults in priority need for housing over the age of 16.

The average length of stay in the Supported Living scheme was 238 days or 34 weeks.

**Total Accommodated:**

- 30 Individuals were accommodated in Ivy House and No1 with lower support needs
- 19 Individuals were accommodated in Holly House for higher/complex support needs

**Of those accommodated in Holly House (higher/complex needs):**

- 70% Male
- 30% Female
- 3% Aged 16 to 25
- 93% Aged 26-59
- 3.6% Aged 60+
- 93% Mental health issues
- 63% Substance dependency
- 3% Learning difficulties
- 57% Physical health problems
- 10% Abuse (sexual/domestic/nondomestic abuse)
- 17% History of offending

**Outcomes Achieved:**

- 93.3% Planned move onto independent living
- 50% Supported with Benefit
- 6.7% Assisted to gain ID
- 46.7% Improved finances
- 16.7% Supported to open a bank account
- 6.7% Participate in leisure, cultural or faith activities
- 30% Improved mental health
- 13.4% Improved physical health
- 3% Reduced offending
- 6.7% Reduced substance use
- 30% Improved confidence
- 3% Involved in volunteering

**Of those accommodation in Ivy House and No 1:**

- 73.68% Male
- 21.05% Female
- 5.26% Non-binary
- 5.26% Aged 16 to 25
- 89.47% Aged 26-59
- 5.26% Aged 60+
- 68.42% Mental health issues

- 63.16% Substance dependency
- 5.26% Physical health problems
- 5.26% Abuse (sexual/domestic/nondomestic abuse)
- 15.79% History of offending

**Outcomes Achieved:**

- 78.95% Planned move onto independent living
- 100% Supported with Benefit
- 5.26% Assisted to gain ID
- 73.68% Improved finances
- 42.11% Supported to open a bank account
- 15.79% Participate in leisure, cultural or faith activities
- 56.63% Improved mental health
- 47.37% Improved physical health
- 26.32% Reduced offending
- 42.11% Reduced substance use
- 47.37% Improved confidence
- 5.26% Involved in volunteering
- 10.53% Completed education and work-related courses/certificates achieved

**Young People Pathway – Accommodation for under 25/under 35**

Our young people projects are designed to provide additional support with life skills education including practical on-site meal planning, budgeting and healthy cooking along with access to Centrepoint's AQA accredited life skills qualifications. The pathway consists of a 5 bed shared house for people under 25's, a 6 bed semi-independent shared house and 10 one bed self-contained flats for under 35's with onsite support.

**Referrals Received:**

- 28

**Total Accommodated:**

- 27 young people accommodated

**Of those Accommodated:**

- 60% Male
- 40% Female
- 100% Mental health issues
- 33% Substance dependency
- 26% Learning disabilities
- 18.5% Offending history
- 11% Abuse (sexual/domestic/nondomestic)
- 7.5% Physical Health

**Outcomes Achieved:**

- 96.3% Maintained or gained permanent accommodation

- 100% Supported with benefits
- 18.5% Supported to gain ID
- 18.5% Supported to open a bank account
  48% Supported with funds
- 81.5% Supported to reduce debts
- 7.4% Improved physical health
- 40.7% Improved mental health
- 18.5% Reduced substance dependency
- 100% Increased confidence
- 14.8% Reduced offending behaviour
- 40.7% Involved in leisure, cultural or social activities

**Support and Engagement**

The step-down approach towards independent living is an important part of a person's recovery when they have suffered a crisis, such as homelessness and have complex needs. Our Support and Engagement team provide that important middle ground between 24 hour supported accommodation and independent living.

Properties included in the Support and Engagement project include:

- 7 Towles Mill – 6 beds
- 8 Towles Mill – 6 beds
- Warwick House – 4 beds
- Pinfold Jetty – 2 beds
- Chapel House – 3 beds
- Moor House – 3 beds

**Referrals Received:**

- 102

**Of Referrals Received:**

- 31 people were accommodated
- Average length of stay 247.5 days or 35.36 weeks

**Of those Accommodated:**

- 93.55% Male
- 6.45% Female
- 87.1 % Aged 26-59
- 12.9% Aged 18-25
- 61.29% Mental health
- 19.35% Substance misuse
- 9.68% Poor physical health
- 3.23% Offending history
- 3.23% Rough sleeper history
- 3.23% Repeat homelessness

- 3.23% Abuse (sexual/domestic/nondomestic)

**Outcomes Achieved**:

- 87% Maintained or gain accommodation
- 100% Supported with benefits
- 29% Assisted to gain ID
- 3.23% Supported to open a bank account
- 25.81% Supported with funds
- 19.35% Supported to reduce debts
- 6.45% Supported with leisure, cultural and faith activities
- 9.68% Improved physical health
- 22.58% Improved mental health
- 6.45% Reduced substance dependency
- 45.16% Increased confidence
- 3.23% Involved in volunteering
- 29% Attended education and work-related courses achieving certificates

**Beauchief Apartments – 10 beds across 8 flats**

Beauchief apartments provides self-contained accommodation for 10 people across 8 flats. These flats are for internal moves only, providing accommodation for service users who are ready for more independence but require the proximity of the Falcon Centre for the additional security of a 24 hour staffed site.

**Of those Accommodated:**

- 75% Male
- 25% Female
- 100% Aged 26-59
- 75% Mental health issues
- 50% Substance dependency
- 50% Poor physical health

**Outcomes Achieved:**

- 75% Maintained or gain accommodation
- 100% Supported with benefits
- 100% Improved finances
- 50% Improved physical health
- 75% Improved mental health
- 50% Reduced substance use
- 50% Reduced offending behaviour

**Community Services**

Falcon Support Services mission is to enable vulnerable people to integrate into their local community. We aim to reconnect our service users with their communities or help them settle into new ones. Strong communities, partnership working, and positive social networks are all

vital to successful move on and independent living.

**Drop-In:**

The Drop In meets a vital need in the community providing a service that is open access to all those who need support in the community. The removal of barriers to this service is an important factor in the reduction of social isolation for the most vulnerable in the community whilst helping to improve their health, wellbeing, and sense of belonging.

The Drop Ins operate in Loughborough and Hinckley. The Loughborough Drop In is open Monday to Friday 9am to 5pm. Hinckley is open Tuesday and Wednesday 10am to 12pm.

**Drop In Attendance:**

- 8002 Total visits to Drop Ins
- 451 Individuals accessed Loughborough community services
- 61 Individuals accessed the Hinckley community services
- 144 people were helped to improve their finances
- 107 people were helped with their benefit applications
- 53 people were helped to make a housing application
- 75 people were helped to make a homelessness declaration
- 108 Food parcels issued
- 6800 Hot drinks issued
- 4149 Hot nutritious meals issued
- 278 Access to computers and internet
- 627 Access to electricity to charge phones
- 627 Require access to phones
- 278 Require access to showers
- 221 Issued with clothes
- 131 Access to laundry facilities
- 433 Soup kitchen attendance

**Community Outreach Worker**

This post has been funded by Charnwood Safety Partnership to allow the Drop In to remain open until 5pm and support those in the community who are involved in anti-social behaviour, offending and/or addiction.

**Outcomes Achieved:**

- 832 Total visits to the service for support
- 365 Visits supported individuals to reduce their antisocial behaviour
- 452 Visits supported individuals to reduce their offending behaviour
- 435 Visits supported individuals to reduce their substance use
- 107 Individuals supported

**Substance Use and Recovery Services**

The Harm Reduction Team deliver a community recovery programme across Leicestershire and

Rutland which includes harm reduction and aftercare group sessions along with 1-2-1 support. The team are part of the larger Turning Point contract delivering substance use services across the county and as such report directly to both Turning Point and Falcon Support Services.

Charnwood's Community Safety Partnership funds the work of the Recovery Navigator in Charnwood. The Recovery Navigator provides 1-2-1 support, access to group recovery sessions, supports attendance at mutual aid meetings, referrals to treatment houses and support with rehab assessments and pre rehab sessions.

**Turning Point Harm Reduction Team Outcomes Achieved:**

- 522 Individuals supported
- 774 One to one sessions
- 1029 Recovery check-ups carried out
- 6 Turning Point dual diagnosis sessions held
- 8 Individuals attended Turning Point dual diagnosis sessions

**Recovery Navigator Outcomes Achieved:**

- 73 Individuals worked with the recovery navigator
- 265 one to one sessions held
- 22 Referrals into treatment houses
- 12 Admissions into treatment houses.

Falcon Centre's Early Bird Recovery Meeting is a weekly meeting at 8am for rough sleepers and anyone else who requires support with their substance use. This is a confidential meeting, so individuals are not recorded but outcomes are.

**Early Bird Outcomes Achieved:**

- 4 Individuals are now in recovery including one for gambling
- 19 Tested for Hep C and fibro scanned
- 4 Treated for Hep C
- 96 Referrals to other agencies
- 150 One hit kits issued
- 48 Naloxone issued

**Recovery Week**

As part of the Recovery Week, we dedicate a full day to health inviting as many health organisations as possible to the Falcon Centre. Those that attended included:

- Leicestershire County Council
- Turning Point
- Hep C Team
- NHS
- Charnwood Active
- Menopause Awareness
- Wellbeing Cafe

- First Contact Plus
- Local Area Co-ordinators
- Health Checks

The Falcon Centre's Recovery Week attracts new attendees and returnees every year. The event celebrates all those who are in recovery and provides inspiration for others who are about to embark on their recovery. It is an inspiring week of activities and celebration and this year:

- 237 Individuals attended the on-site activities at the Falcon Centre.

**Emotional and Wellbeing Team**

The Emotional and Wellbeing team received continuation funding through Getting Help In Neighbourhoods which is funded by NHS England. The team provide one to one and group sessions for those struggling with their mental health.

**Outcomes Achieved:**

- 1361 Activities/sessions were delivered
- 124 individuals attended group activities
- 114 Individuals accessed 1-2-1 support
- 602 contacts to individuals
- 58% Reported increase in personal aspirations and goals
- 74% Better access to services/support
- 72% Improved mental health/wellbeing
- 59% Improved social networks
- 47% Increased resilience and self-care

**Physical Health**

The Falcon Centre has a dedicated clinical health room which hosts various health initiatives including:

- A Turning Point Nurse
- Needle exchange service
- Optician
- Hepatitis C Team
- BBV testing
- Fibro scanning
- Pabrinex injections

**Hepatitis C Team Outcomes:**

- 106 people were tested for Hep C

**Service User Activities:**

Our physical activity sessions change according to our residents and service users interests and requests. Dog walks continued to be popular with service users, staff and their dogs but the football has particularly taken off with the Homeless Open Opportunities Football league. Teams from recovery and homeless services from across the region meet once a month to

compete. We were also fortunate to receive funding from Sport England for gym sessions and start a bike club in addition to the existing activities.

**Activities Attendance:**

- 270 Football
- 78 Gym visits
- 15 Individuals attended the fishing activities when in season
- 4 Bike workshops held
- 7 Individuals attended the bike workshops
- 7 Bike rides
- 19 Individuals took part in the bike rides

**Volunteers:**

- 34 volunteers and peer mentors
- 2112 Volunteer hours recorded
- 669 Peer mentors' hours recorded
- £31,814.64 equivalent value of our volunteers and peer mentors

**Employability and Functional Skills – Steps to Success Programme**

Workshops for service users were delivered as part of our employability and functional skills programme, called Steps to Success.

Our in-house trainer delivered employment related training to 82 service users during the year covering:

- Professional boundaries
- Safeguarding
- Mental Health First Aid
- Emergency First Aid at Work
- Naloxone

The Functional skills coach, Jason Hamilton Smith, worked with 54 learners to improve their maths skills and qualifications. Jason hit 90% of the target set by the commissioners and won a Numeracy Champion Recognition award. The winners were chosen by a 5-member panel made up of representatives from Leicestershire County Council and National Numeracy.

Our Employability Coach, Megan Warner, delivered AQA accredited Lifeskills courses, supported digital skills and sourced other locally available employment related courses for our services users accessing the Steps to Success programme.

The Employability Coach's achievements include:

- 8 service users found employment
- 6 went onto volunteering
- 13 gained work-related qualifications
- 9 Food hygiene certificates
- 15 Supported into further education
- 30 Completed AQA level 1 Lifewise courses

- 20 Support with digital skills

In total, across the 3 areas of education:

- 226 individuals were supported to access the learning opportunities in the Steps to Success programme
- 128 Lifewise AQA course accreditations were achieved.

**Section six: Financial Review**

The financial position:

The statement of financial activities for the year shows a surplus on unrestricted funds of £74,273 (2024 - £75,041). Total income is £3,074,154 (2024 - £3,295,699) and total expenditure is £3,076,891 (2024 £3,203,472). This leaves an overall deficit of (£2,737) due to spending restricted funds monies that were received during the previous financial year.

The audited accounts show balances carried forward on restricted funds of £33,116 These restricted funds are due to grant awards for schemes running beyond 31st March 2025 and will be spent in the current financial year.

**Policy on reserves:**

The charity had unrestricted retained funds of £545,141 on 31st March 2025 compared with £470,868 on 31st March 2024. The trustees have reviewed the policy on reserves and continue to support a 'three months reserves' figure to cover staff wages and residual liabilities. The Charity Commission recommends six months reserves, and this remains a goal which the charity is working towards.

**Principal funding sources:**

Our main income is derived from Local Authorities Homeless Prevention contracts, rents, and service charges for the accommodation we manage.

We also benefit from successful bids to various grant making bodies. In this year Falcon Support Services received £470,990 in grants. Some of these grants were carried over from the previous financial year and others were new grants received from the below organisations:

- Big Lottery Reach & Community
- CBC Homeless Accommodation
- CBC Emergency Beds
- Hinckley Hub Bed
- NWLDC – RSI Mill House – 11 Towles Mill
- CBC DLUHC Beds
- LCC Multiply Grant Award
- David Cock Foundation – Allotment

- Nationwide Building Society – Maintenance
- NHS – Mental Health and Wellbeing 2024-25
- Leics CMF – IMP Hinckley Park Community Fund
- CSP Funding 2023-2024
- Angling Trust Ltd – Get Fishing Project
- Lidl Community Grant
- The OpenWork Foundation – Falcon Centre 2024-25
- Albert Hunt Trust – Falcon Centre 2025
- Helen Jean Cope
- Market Harborough Building Society
- Quatrefoil Giving Fund – Falcon Centre 2024-2025
- Garfield Weston
- Leics CMF – FC Support Worker
- Leics CMF – FC Support Worker
- Charnwood CSP funding 2024-25
- Turning Point – Innovation Fund
- Sport England
- CBC Recovery Week
- NCBS Foundation Peer Mentoring and Wellbeing
- Leicester Mind Mental Health Grant
- LCC Multiply Grant Award – MW Wages 2024-2025
- Training Fund Group
- CBC Winter Beds
- NHS – Winter Pressure Grant
- Arnold Clark Food Grant
- Charnwood CSP Funding Food
- Groundworks One Stop Food Grant

**Donations:**

The donation of goods, facilities, and services to a Falcon Support Services e.m Ltd provides an economic resource for use by the charity to further its aims and objectives. All donations received are logged onto Falcon Support Services e.m Ltd SharePoint system. The donation system shows who made the donation and which Falcon Support Services e.m Ltd project has received the donation. In accepting donated goods for resale, the charity is receiving a gift in kind on trust for conversion into cash to fund the charity's activities. Where practicable, donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale.

Falcon Support Services e.m Ltd is a member of Fundraising Regulator and carries out fundraising activities following the guidance of the fundraising standards, our membership number is 073734.

A fundraising strategy is updated annually which provides a structure and guidance to our fundraising activities during the year. The Charity does not carry out any direct marketing campaigns, but we do run fundraising events. Financial donations are made via fundraising platforms such as Enthuse, Just Giving, Stewardship UK or direct through our website. All

financial donations are recorded and logged in a separate journal for accounting purposes. We do not retain or use the personal details of anyone who has made a financial donation for any reason other than to send a thank you letter.

**Section seven: Plans for Future Periods**

In the coming year Falcon Support Services will work on its Strategic objectives as set out in its Business Strategy for 2025-29:

**Maximise Impact**

- To develop our services based on the values our stakeholders place on them, through co-production, co-delivery and consultation
- Provide psychologically and trauma informed services
- Analyse our data, using robust evidence on what works and the impact we have

**Drive Sustainability**

- Build financial resilience
- Identify and implement efficiency improvements
- Reduce our environmental impact

**Foster collaboration**

- Creating the spaces that encourage collaboration across the region
- Influence local and national policy and strategy
- Contribute to relevant research providing data insights

**Excel in legal Governance**

- Achieve excellence through accreditation and quality assurance
- Promote equity, diversity and inclusion
- Robust estates management ensuring Health and Safety and enhancing accessibility

**Responsibilities of the Management Committee**

Company law requires the management committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming

resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the management committee should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The management committee is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The management committee is 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.

**Members of the Management Committee**

Members of the management committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS 102)) issued in October 2019 and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the management committee on and signed on its behalf by:

Jane Gray

Chair
Jane Gray
7th July 2025

**FALCON SUPPORT SERVICES E.M LTD**

**STATEMENT OF FINANCIAL ACTIVITIES (incorporating the income and expenditure account)**
**FOR THE YEAR ENDED 31st MARCH 2025**

| | Note | 2025 Unrestricted funds £ | 2025 Restricted funds £ | 2025 Total funds £ | 2024 Total funds £ |
|---|---|---|---|---|---|
| **INCOME** | | | | | |
| DONATIONS | | | | | |
| Other grants, donations and fundraising | | 113,510 | | 113,510 | 124,686 |
| CHARITABLE ACTIVITIES | | | | | |
| CBC Homeless, Public Health, Turning Point and other contracted services | | 428,523 | | 428,523 | 664,175 |
| Housing benefits, rent charges and associated income and support grants | | 1,911,377 | | 1,911,377 | 1,824,135 |
| Contributions from tenants, room lettings, incidental income etc. | | 149,459 | | 149,459 | 184,950 |
| Project support grants received as restricted funds | 9 | | 470,990 | 470,990 | 497,753 |
| INVESTMENT INCOME | | | | | |
| Interest received | | 295 | | 295 | |
| **Total** | | 2,603,164 | 470,990 | 3,074,154 | 3,295,699 |
| **EXPENDITURE** | | | | | |
| Raising funds | | 67,022 | | 67,022 | 81,968 |
| Charitable activities | | 2,461,869 | 548,000 | 3,009,869 | 3,121,504 |
| **Total** | 4 | 2,528,891 | 548,000 | 3,076,891 | 3,203,472 |
| **NET INCOME/(SHORTFALL) AND NET MOVEMENT IN FUNDS FOR THE YEAR** | | 74,273 | (77,010) | (2,737) | 92,227 |
| **RECONCILIATION OF FUNDS** | | | | | |
| Total funds brought forward | | 470,868 | 110,126 | 580,994 | 488,767 |
| Total funds carried forward | 9 | 545,141 | 33,116 | 578,257 | 580,994 |

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derives from continuing activities.
The notes on pages 26 to 30 form part of the financial statements.

**FALCON SUPPORT SERVICES E.M LTD**

**BALANCE SHEET – 31st MARCH 2025**

| | Note | 2025 | | 2024 | |
|---|---|---|---|---|---|
| | | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Tangible assets | 6 | | 289,212 | | 316,031 |
| CURRENT ASSETS | | | | | |
| Debtors | 7 | 194,129 | | 245,513 | |
| Cash at bank and in hand | | 335,847 | | 272,104 | |
| | | 529,976 | | 517,617 | |
| LIABILITIES | | | | | |
| Creditors – amounts falling due within one year | 8 | 95,010 | | 104,550 | |
| NET CURRENT ASSETS | | | 434,966 | | 413,067 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | 724,178 | | 729,098 |
| Creditors – amounts falling due after more than one year – Charity Bank mortgage (secured) | 13 | | 145,921 | | 148,104 |
| | | | 578,257 | | 580,994 |
| THE FUNDS OF THE CHARITY | | | | | |
| Unrestricted income funds | 9 | | 545,141 | | 470,868 |
| Restricted funds | 9 | | 33,116 | | 110,126 |
| TOTAL CHARITY FUNDS | | | 578,257 | | 580,994 |

For the year ended 31st March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The above declaration relates solely to the entitlement to exemption from audit under the Companies Act. The Company is still subject to the audit regulations contained in the Charities Act 2011 and the trustees have elected to be subject to audit under these rules.

These accounts have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

The accounts were approved by the trustees on 7th July 2025

Signed on behalf of the board of trustees

Jane Gray
Chair

Jane Gray

**FALCON SUPPORT SERVICES E.M. LTD**

**CASH FLOW STATEMENT**
**FOR THE YEAR ENDED 31ST MARCH 2025**

| | 2025<br>£ | 2024<br>£ |
|---|---|---|
| **Net cash flow from operating activities:** | | |
| Net surplus/(shortfall) for the year per SOFA | (2,737) | 92,227 |
| Adjustments for: | | |
| Depreciation charges | 26,819 | 30,427 |
| (Increase)/ decrease in debtors | 51,384 | (5,081) |
| (Decrease) in creditors | (9,540) | (17,364) |
| Net cash flow provided from operating activities | 65,926 | 100,209 |
| **Application of cash** | | |
| Mortgage loan capital repayments | (2,183) | (2,057) |
| **Net increase in cash** | 63,743 | 98,152 |
| Cash at bank and in hand at the beginning of the year | 272,104 | 173,952 |
| Cash at bank and in hand at the end of the year | 335,847 | 272,104 |

**FALCON SUPPORT SERVICES E.M LTD**

**NOTES ON THE ACCOUNTS – 31st MARCH 2025**

Notes forming part of the Financial Statements for the year ended 31st March 2025

1. ACCOUNTING POLICIES
The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

a) Basis of accounting including going concern
The financial statements of the charitable company, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS102) '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 (FRS102) (effective 1 January 2019)', Financial Reporting Standard 102 'the Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.
The trustees consider that the charity has adequate resources to continue in operational existence for the foreseeable future. They therefore consider that the charity is a going concern and the accounts have been prepared on that basis.

b) Fund accounting
Unrestricted funds are available for use at the discretion of the trustees in accordance with the general objectives of the charity.

Designated funds are unrestricted funds earmarked for particular purposes. The designation only has administrative significance and does not legally restrict the discretionary application of the funds.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

c) Income recognition
All income is included in the Statement of Financial Activities when the charity is entitled to the income, receipt is probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. 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. Income from grants for the provision of services is accounted for as part of income from charitable activities.

The value of services provided by the volunteers has not been included in these accounts but it is described in the trustee's annual report.

d) Expenditure recognition
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 and their associated support costs
- expenditure on charitable activities and their associated support costs.
Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include head office costs, finance, HR, IT and payroll. Within support costs, governance costs comprise those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to trustees meetings for the strategic management and planning of the charity. Cost allocation is mainly derived from an apportionment of relevant staff costs and other expenses.

e) Fixed assets
Fixed assets are stated at cost less accumulated depreciation and identified impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:
- office equipment - 4 years
- motor vehicle – 5 years
- leasehold property alterations - over the periods of the leases
- long leasehold property – over the remainder of the lease

2. 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 £10.

3. TAXATION
The charitable company is exempt from corporation tax on its charitable activities.

| 4. TOTAL RESOURCES EXPENDED including VAT | 2025 Total £ | 2024 Total £ |
|---|---|---|
| Staff costs (note 5) | 2,079,193 | 2,114,287 |
| Premises costs | 715,290 | 763,360 |
| Van costs and mileage claims | 20,517 | 9,090 |
| Training | 7,330 | 22,647 |
| Printing, stationery, computer, IT and office | 97,922 | 105,233 |
| Broadband | 5,854 | 6,388 |
| Charitable payments for clients including service delivery and other project costs | 82,240 | 101,040 |
| Auditors remuneration - audit | 3,600 | 3,000 |
| - other services | 1,650 | 1,200 |
| Legal and professional | 21,977 | 34,931 |
| Depreciation | 26,819 | 30,427 |
| Mortgage loan interest | 14,499 | 11,869 |
| Total resources expended | 3,076,891 | 3,203,472 |

GOVERNANCE AND SUPPORT COSTS

Within the above, the charity initially identifies the indirect costs of support functions and then subdivides those costs between charitable activity support and governance costs.

| | | |
|---|---|---|
| Charitable activity support | | |
| Salaries - general management and administration apportionments | 347,445 | 391,306 |
| Other costs - apportionments | 350,071 | 282,908 |
| | 697,516 | 674,214 |
| Governance costs | | |
| Salaries and related costs - apportionments | 78,915 | 76,687 |
| Audit and accountancy | 5,250 | 4,200 |
| | 84,165 | 80,887 |

5. TRUSTEE AND EMPLOYEE INFORMATION

| | 2025 £ | 2024 £ |
|---|---|---|
| Staff costs comprise: | | |
| Wages and salaries | 1,793,323 | 1,827,894 |
| Employers NIC | 144,162 | 138,088 |
| Pension contributions | 62,138 | 53,475 |
| Agency workers | 65,505 | 86,313 |
| Recruitment costs | 14,065 | 8,517 |
| | 2,079,193 | 2,114,287 |
| Remuneration of key management personnel inc. ERS NIC | 200,803 | 190,237 |

No employees received emoluments of more than £60,000. No remuneration was paid to the trustees during the year (2024-nil). Re-imbursed travel expenses paid to the trustees amounted to £nil (2024-£nil).

The average monthly head count of employees during the year was 88 (2024 -101)

| | No. | No. |
|---|---|---|
| Chief Executive Officer and deputy | 2 | 2 |
| Administration | 18 | 18 |
| Supported accommodation | 50 | 55 |
| Community services | 18 | 26 |
| | 88 | 101 |

6. TANGIBLE FIXED ASSETS

| | Long leasehold property £ | Leasehold property alterations £ | Motor vehicle £ | Office equipment £ | Total £ |
|---|---|---|---|---|---|
| Cost: | | | | | |
| At 31st March 2024 and 2025 | 222,728 | 90,673 | 20,741 | 147,664 | 481,806 |
| Depreciation: | | | | | |
| At 31st March 2024 | 2,684 | 25,423 | 15,555 | 122,113 | 165,775 |
| Charge for the year | 2,684 | 9,067 | 5,186 | 9,882 | 26,819 |
| At 31st March 2025 | 5,368 | 34,490 | 20,741 | 131,995 | 192,594 |
| Net book value: | | | | | |
| At 31st March 2025 | 217,360 | 56,183 | - | 15,669 | 289,212 |
| At 31st March 2024 | 220,044 | 65,250 | 5,186 | 25,551 | 316,031 |

**FALCON SUPPORT SERVICES E.M LTD**

**NOTES ON THE ACCOUNTS – 31st MARCH 2025**

| 7. DEBTORS – amounts falling due within one year | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Housing benefits and rent receivable | 122,633 | 124,147 |
| Prepayments | 36,162 | 19,595 |
| Other debtors, including contracted service grants receivable | 35,334 | 101,771 |
| | 194,129 | 245,513 |

| 8. CREDITORS – amounts falling due within one year | | |
|---|---|---|
| PAYE, NIC and pension contributions | 46,214 | 31,408 |
| Housing benefits repayable | 2,056 | 182 |
| Other creditors | 18,115 | 34,274 |
| Accruals and deferred income | 26,157 | 36,482 |
| Charity Bank loan repayments within one year | 2,468 | 2,204 |
| | 95,010 | 104,550 |

| 9. RECONCILIATION OF MOVEMENT OF FUNDS | | |
|---|---|---|
| Unrestricted funds | | |
| Net surplus on unrestricted funds for the year | 74,273 | 75,041 |
| Total unrestricted funds brought forward | 470,868 | 395,827 |
| Total unrestricted funds carried forward | 545,141 | 470,868 |

| **Restricted funds – current year** | Balance at 31st March 2024 | Income | Expenditure | Balance at 31st March 2025 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| David Cock Foundation FSS Garden | 379 | | 90 | 289 |
| LCC Shire multiply grant DropIn extra support | 7,378 | 50,000 | 57,378 | |
| Nationwide BS Charitable Trust | 26,872 | | 23,722 | 3,150 |
| Angling Trust Get Fishing | 93 | | | 93 |
| CBC drug outreach | 5,582 | | 5,582 | |
| Leics CMF | 6,665 | 11,700 | 18,365 | |
| Lidl community grant | 1,503 | | 1,503 | |
| Openwork foundation | 10,000 | | 10,000 | |
| CBC support for recovery worker | 11,654 | | 11,654 | |
| Albert Hunt Trust | 13,000 | | 13,000 | |
| Helen Jean Cope Trust | 5,000 | | 5,000 | |
| Quatrefoil Giving Fund | 12,000 | | 12,000 | |
| Market Harborough B.S. | 10,000 | | 10,000 | |
| NHS LLR ICB | | 36,761 | 36,761 | |
| Big Lottery | | 152,361 | 148,890 | 3,471 |
| RSI 11 Towles Mill | | 123,556 | 123,556 | |
| CBC – community support officer | | 32,100 | 32,100 | |
| CBC – recovery navigator | | 8,298 | | 8,298 |
| Turning point innovation fund | | 2,000 | 1,119 | 881 |
| Sport England | | 12,685 | 7,757 | 4,928 |
| Screwfix KASE | | 4,400 | | 4,400 |
| CBC recovery week | | 3,160 | 2,710 | 450 |
| CBC lunchtime project | | 10,000 | 2,844 | 7,156 |
| CBC winter beds | | 14,593 | 14,593 | |
| Other restricted fund grants fully spent | | 9,376 | 9,376 | |
| | 110,126 | 470,990 | 548,000 | 33,116 |

## NOTES ON THE ACCOUNTS – 31st MARCH 2025

All balances carried forward will be spent in 2025/26. Details of the funds are shown in the Trustees' report. The closing balance is represented by cash at bank within that asset heading on the balance sheet.

| Restricted funds – prior year | Balance at 31st March 2023 £ | Income £ | Expenditure £ | Balance at 31st March 2024 £ |
|---|---|---|---|---|
| David Cock Foundation – FSS Garden | 432 | | 53 | 379 |
| Leics, Leicester & Rutland Community Foundation | 7,397 | | 7,397 | |
| LCC Shire Multiply grant DropIn extra support | 10,000 | 24,596 | 27,218 | 7,378 |
| CBC Loughborough DropIn food costs | 725 | | 725 | |
| NWLDC Mill House | 1,255 | 86,551 | 87,806 | |
| Nationwide B.S. Charitable Trust - transforming | 46,392 | | 19,520 | 26,872 |
| Angling Trust Get Fishing | 700 | | 607 | 93 |
| CBC Drug Outreach | 12,000 | | 6,418 | 5,582 |
| David Wilson Foundation | 10,089 | | 10,089 | |
| Leics CMF/ Hinckley Park | 3,950 | 9,943 | 7,228 | 6,665 |
| Big Lottery Reaching Communities | | 246,117 | 246,117 | |
| Aggregate Industries George Smith hub | | 2,400 | 2,400 | |
| Lidl Community grant | | 5,500 | 3,997 | 1,503 |
| NHS LLR ICB Mental Health | | 36,761 | 36,761 | |
| Openwork Foundation | | 10,000 | | 10,000 |
| CBC support for recovery worker | | 20,000 | 8,346 | 11,654 |
| CBC Drop In food & utilities | | 3,750 | 3,750 | |
| NHS LCC GP services | | 3,000 | 3,000 | |
| Albert Hunt trust | | 13,000 | | 13,000 |
| Helen Jean Cope trust | | 5,000 | | 5,000 |
| Quatrefoil Giving Fund | | 12,000 | | 12,000 |
| Market Harborough B.S. | | 10,000 | | 10,000 |
| Other grants classed as restricted funds and spent | | 9,135 | 9,135 | |
| | 92,940 | 497,753 | 480,567 | 110,126 |

10. CAPITAL COMMITMENTS
There were no capital commitments at 31st March 2025 (2024 - none).

11. RELATED PARTY TRANSACTION
There were no related party transactions during the year (2024 - none).

12. OPERATING LEASE COMMITMENTS
The charity has cumulative future obligations on non-cancellable property leases totalling £712,718 as at 31st March 2025 (2024 - £819,085). Payments due within one year are £166,832 (2024 - £161,950) and payments due between two and five years are £460,583 (2024 - £464,832).

13. SECURED BANK BORROWINGS
The Charity Bank loan is secured on the long leasehold property acquired and is repayable by monthly instalments over 25 years ending 12th August 2047.

14. PROVISIONS AVAILABLE FOR SMALL ENTITIES
In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the accounts.

## INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF FALCON SUPPORT SERVICES E.M LTD

### Opinion

We have audited the financial statements of Falcon Support Services E.M Ltd for the year ended 31st March 2025 which comprise the statement of financial activities, the balance sheet, the cash flow statement and the related notes. 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 to 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 31st March 2025 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 requirements of the Charities Act 2011

### 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 charity in accordance with ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and the provisions for small entities in the circumstances set out in note 14 to the financial statements and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

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

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

### Other information

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

We have nothing to report in this regard.

Continued...

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

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

This report is made solely to charity's trustees as a body, in accordance with the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Responsibilities of trustees**

As explained more fully in the responsibilities of the management committee on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements which 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 charity'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 company or to cease operations, or have no realistic alternative but to do so.

**Auditors responsibilities for the audit of the financial statements**

We have been appointed as auditor under the Charities Act 2011, s 144 and report in accordance with the Act and relevant regulations made or having effect thereunder. 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 auditors 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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilties. This description forms part of our auditor's report.

JOHN F. MOULD & CO., Statutory Auditor
19 & 20 Baxter Gate
Loughborough
Leics LE11 1TG

*John F Mould & Co*

7th July 2025

John F Mould & Co is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

**FALCON SUPPORT SERVICES E.M LTD**

England & Wales - Charity number 1103101

# Accounts



Falcon

Homeless & Community Support

# Trustees' Annual Report and Accounts

## 2023 – 2024

**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2024**
**(incorporating the directors report)**

**Section one: Reference and Administrative Information**
**The name of the charity**

Falcon Support Services is also a Company Limited by Guarantee

Youth Shelter officially changed its name to Falcon Support Services on 3rd December 2015

**Registration numbers**

Registered Charity Number 1103101

Company Number 04177320

**The address of the registered office**

27-31 Pinfold Gate, Loughborough, Leicestershire, LE11 1BE

**The Management Committee**

| | | |
|---|---|---|
| Jane Gray (Acting Chair) | appointed | 26.04.16 |
| Andrew Cereseto | resigned | 15.05.23 |
| Peter Cannon | appointed | 13.03.17 |
| Robert Sharp | appointed | 30.04.18 |
| Alicia Butterfield | appointed | 01.07.19 |
| Graham Hunt | appointed | 14.08.19 |
| Jason King | appointed | 08.03.21 |
| Daljit Ghai | resigned | 27.09.23 |
| Sarah Roach | resigned | 27.09.23 |
| Simon Brighty | appointed | 15.05.23 |

**Company Secretary**
Jane Fele

**Senior Staff members**

| | |
|---|---|
| Marie Davis | CEO |
| Rachel Hall | Deputy CEO |
| Jane Fele | Finance Manager |

**Bankers:**
National Westminster Bank plc Market Place LOUGHBOROUGH LE113NZ

**Auditor**
John F. Mould & Co., 19-20 Baxter Gate, LOUGHBOROUGH LE11 1TG

## Section two: Structure, Governance and Management

### Governing document

The charity is a charitable company limited by guarantee, incorporated on 29th December 2003. CIYA was registered as a charity on 6th April 2004. The charity officially changed its name from Youth Shelter to Falcon Support Services on 3rd December 2015. The company was established under a Memorandum of Association which established its objects and powers. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £10.

### Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the management committee. The directors retire by rotation, the longest serving first and at the rate of one third each year. The retiring directors may offer themselves for re-election at the AGM.

Directors may also be co-opted during the year if there are vacancies but submit for election at the next AGM.

The search for additional trustees continues through contacting companies operating Social Responsibility Policies and other organisations complementing Falcon Support Services objects.

The trustees aim is to balance experience and skills from the financial, housing, social, health and business sectors.

### Trustee induction and training.

The trustees invite potential new trustees to meet them informally, explain the role of trustee

and confirm their willingness to become involved.

New trustees are met by the Chair and CEO and briefed on the actions, current plans and priorities of the charity. The induction process includes visiting several projects and access to charity information including the strategy, minutes of meetings and budgets.

Trustees are provided with access to Falcon Support Services Office 365 Sharepoint site which contains resources and information specifically for Trustees including resources via the Charity Commissions' website.

**The organisational structure**

Falcon Support Services has a simple line accountability structure. The management committee set direction and monitor performance on an 8 weekly cycle. The CEO reports into those meetings and the Finance Manager acts as company secretary.

All the scheme managers' report to the CEO/Deputy CEO on performance, costs and progress against objectives and service development. Falcon Support Services accommodation and community projects work to the contract compliance procedures of the commissioning agencies which include Leicestershire County Council, Public Health and Charnwood Borough Council.

**Pay Structure**

Falcon Support Services operates a clear pay structure policy that is agreed by the Trustees annually. The pay scale is incremental based on skills, knowledge and experience. Incremental pay increases may be awarded following a successful appraisal and/or increase in responsibility. Pay grades are bench marked against similar organisations/charities in the region and we are accredited as a real living wage employer by the Real Living Wage Foundation.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of the Trustees expenses and related party transactions are disclosed in the notes to the accounts.

**Partnerships**

Falcon Support Services is part of Centrepoint's community partnership scheme. The scheme provides access to national forums, the opportunity to liaise with similar charities from different regions and input into Centrepoint's national data collection and research. As a

member of Centrepoint's partnership scheme we can offer AQA accredited life skills education to our service users.

The Falcon Centre is part of the Housing Matters consortium which delivers Leicestershire County Council's Public Health, Homeless Accommodation and Support Contract.

We work with Exaireo Trust as a Registered Provider of Social Housing to ensure our properties meet the standards of the Regulator of Social Housing.

We have a subcontract with Turning Point to deliver the community recovery programme across Leicestershire and Rutland as part of the larger Public Health commissioned substance misuse services contract.

We joined the Reaching People consortium in March 2023. The consortium framework links member organisations working in housing, health and social care, and drug & alcohol services across Leicester and Leicestershire.

We are members of the Leicester, Leicestershire and Rutland Homelessness Alliance (LLR), Homeless Link and NDCO.

**Section three: The management of risk**

The Trustees have a risk management strategy that comprises of:

- A risk register that has been compiled to assess governance, strategic, operational and financial risk. The document is reviewed bi-annually and/or following any escalation of risk.
- A business continuity plan is updated monthly to mitigate the risks for the delivery of services in the event of an emergency.
- Policies and procedures are in place to manage operational risks.

**Section Four: Objectives**

**Falcon Support Services Objects**

Our Memorandum of Association defines our objects as:

(a) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of temporary accommodation and by the provision of support and advice services calculated to relieve their conditions of need.

(b) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of support and advice services

calculated to relieve the conditions of need while accommodated within temporary accommodation and new tenancies when referred for such internally or by the Local Authority, Children and Family Services, Criminal Justice Services and other agencies with whom Falcon Support Services has service level agreements.

(c) The relief of need, hardship and distress experienced by vulnerable people regardless of age by the provision of support, advice, educational and community involvement services calculated to relieve their conditions of need when referred internally by Falcon Support Services and its partner agencies or by any other support provider where a support agreement is in place.

**Falcon Support Services aims**

Our mission statement:

1. Promote the dignity of vulnerable people.
2. Provide high quality, stable, supportive environments and accommodation for vulnerable people during their transition to independence.
3. Assist vulnerable people in developing the social and life skills necessary to plan and prepare for their futures.
4. Enable vulnerable people to integrate into their local community.

**Vision:**

We strive to reconnect the most excluded.

**Values:**

Dignity

- We recognise that everyone is worthy of honour and respect as fellow humans. We develop and build trusting, accountable, non-judgemental relationships aspiring to release the potential for successful independent living in all our clients.

Persistence

- We believe that everyone deserves a second chance, and we will not give up on an individual, subsequently we adopt a 'whatever it takes' approach. All willing clients are eligible to receive our help and support to the best of our ability.

Collaboration

- We believe that working in collaboration provides the best outcomes for our stakeholders. The success of our team relies on accountable, supportive, and empathetic attitudes, working together to achieve the charity's objectives. The teamwork ethic enables us to successfully collaborate and engage with services external to our own.

Excellence

- We feel fortunate to attract staff that go above and beyond, who are willing to engage with stakeholders with a high level of professionalism and understanding. Falcon Support Services strives to be a charity that continues to learn from good practice and

develop through innovation.

**Public Benefit**

The Trustees have given careful consideration to the Charity Commissions general guidance on public benefit [section 4 of the Charities Act 2006]. Our main activities and achievements are described in detail below.

All activities focus on our stated objects and aims which are undertaken to both maintain and extend our charitable efforts for the public benefit.

**Section five: Details of significant activities, achievements and performance**

**Supported Accommodation**

Falcon Support Services provides emergency and move on accommodation for homeless vulnerable people as part of our charitable aims and objectives. Our objective to deliver diverse and accessible accommodation is achieved by the provision of one and two bed flats, studio flats, shared houses and a 30 bed hostel. We have a total of 100 beds across 13 sites in Loughborough and 1 in North West Leicestershire. We provide 3 models of accommodation which include emergency, supported living and support and engagement. The accommodation is either commissioned, grant funded or supported through our fundraising activities.

**KPI's Achieved Across All Accommodation Projects 2023-24**

- 69% Community integration
- 94% Finances improved
- 92% Health and wellbeing improved
- 67% Homelessness and rough sleeping reduced
- 31% Substance dependency reduced

**Emergency Accommodation Projects**

**Falcon Centre:**

The Falcon Centre is part of the Housing Matters consortium providing supported accommodation for Leicestershire County Council's Public Health, Homeless Accommodation and Support contract. The Falcon Centre's en-suite rooms provide supported accommodation for 30 single homeless people with support needs over the age of 18 with a local connection to Leicestershire. The Falcon Centre is catered accommodation providing breakfast and an evening meal. The maximum length of stay at the Falcon Centre is 10 months.

The average stay at the Falcon Centre has increased this year to 157.2 days or 22.5 weeks.

**Referrals Received by District**
246 referrals were made to the Falcon Centre and of these:

- 36% Charnwood
- 14% Hinckley and Bosworth
- 13% North West Leicestershire
- 12% Oadby and Wigston
- 8% Blaby
- 5% Melton
- 3% Harborough
- 2% Leicester City
- 7% Other

**Total Number Accommodated**

- 95 individuals were provided with accommodation

**Referrals Accommodated by District**

- 60% Charnwood
- 8% Hinckley and Bosworth
- 6% Blaby
- 6% North West Leicestershire
- 14% Oadby and Wigston
- 1.5 % Harborough
- 4.5% Unknown

**Of those Accommodated:**

- 89% Male
- 11% Female
- 56% Mental health issues
- 43% Substance dependency
- 34% Offenders
- 15% Poor physical health
- 12% Repeat homelessness
- 3% Learning difficulties

## Charnwood Borough Council Emergency Beds:

Charnwood Borough Council commissioned 3 beds to provide emergency accommodation for people facing immediate homelessness in Charnwood.

**Number Supported on Beds:**

- 25 individuals were provided with emergency accommodation
- Average length of stay was 38 days.

**Of Those Accommodated:**

- 60% Male
- 40% Female
- 88% Aged between 26-59
- 4% Aged between 18-25
- 8% Aged 60 +
- 80% Mental health
- 44% Substance misuse
- 32% At risk of offending
- 8% Abuse (sexual/domestic/nondomestic)

Of the 25 individuals accommodated 18 moved onto alternative accommodation including:

- 4 into local authority tenancies
- 11 into Falcon Support Services supported accommodation
- 1 to another supported accommodation provider
- 1 was admitted to a psychiatric hospital

**Winter Beds:**

Four additional beds were funded by Department of Levelling Up, Housing and Communities (DLUHC) for Charnwood Borough Council to provide emergency accommodation for rough sleepers over the winter period December to March.

During this period:

- 39 People were accommodated
- 24 People positively moved on to further supported accommodation
- 3 People were relocated back to their local connection area

## Rough Sleeper Initiative Fund:

Mill House provides supported accommodation as part of the Rough Sleeper Initiative funded project for Leicestershire 2022-25. The property provides catered, 24 hour supported accommodation, for 6 rough sleepers with a complex housing history.

Mill House accommodated 14 individuals during the year. This was almost half of the previous year total due to the lack of move on accommodation which increased the average length of stay to 24 weeks.

Of those who moved on during the year:

- 4 Gained housing association tenancies
- 3 Moved into other Falcon Support Services properties
- 1 Moved into further supported accommodation
- 1 Re-engaged with their family and returned to the family home

- 2 Recalled to prison

**Referrals Accommodated by District:**

- 5 Charnwood
- 1 Melton
- 1 Oadby and Wigston
- 1 Hinckley and Bosworth
- 3 Leicester City
- 5 Unknown

**Of those Accommodated:**

- 100% Homelessness rough sleeping prevented
- 64% Better community integration
- 50% Reduced substance dependency
- 100% Improved Health and Wellbeing
- 100% Improved finances

**Outcomes Across All Emergency Accommodation Projects Include:**

- 77% Maintained or gained accommodation
- 78% Supported with benefits
- 12.5% Assisted to gain ID
- 25% Supported to open a bank account
- 5% Supported with funds
- 20% Supported to reduce debts
- 13.5% Supported with leisure, cultural and faith activities
- 22% Improved physical health
- 29% Reported improved mental health
- 12.5% Reduced substance dependency
- 17% Reduced offending behaviour
- 42% Increased confidence
- 26% Involved in volunteering

## Supported Living

The Supported Living projects are commissioned to provide temporary accommodation for single homeless individuals in priority need with 100% nomination rights for Charnwood Borough Council. The team work to meet the needs of homeless applicants with intense wrap around support taking them from crisis to independence.

Holly House, Ivy House and No1 are located on the same site, provide 15 beds with 24 hour support for vulnerable adults over the age of 16.

The average length of stay in Supported Living was 168.4 day or 24 weeks.

**Referrals Received**

- 99

**Total Accommodated:**

- 35 Individuals were accommodated

**Of those accommodated:**

- 52% Male
- 44% Female
- 4% Non-Binary
- 12% 18 to 25 year olds
- 88% 26-59 year olds
- 4% Non-Binary
- 60% Mental health issues
- 52% Substance dependency
- 8% Learning difficulties
- 16% Physical health problems
- 12% At risk or experienced domestic/non domestic abuse
- 24% History of offending
- 12% Repeat homelessness
- 8% History of rough sleeping

**Outcomes Achieved:**

- 73% Planned move onto independent living
- % Moved into Local Authority/Registered Provider accommodation
- % Moved into further supported accommodation
- 16% Supported to gain funds
- 16% Assist to gain ID
- 36% Reduced debts
- 12% Supported to open a bank account
- 12% Participate in leisure, cultural or faith activities
- 36% Improved mental health
- 36% Improved physical health
- 8% Reduced offending
- 32% Improved confidence

## Young Persons Projects

Our young person's projects are designed to provide additional support with life skills education including practical on-site meal planning, budgeting and healthy cooking along with access to AQA accredited life skills qualifications. Our 21 bed spaces specifically for young people under the age of 35, range from fully staffed 24 hour supported 5 bed house, a 6 bed semi-independent house with staff presence on site, to 10 one bed self-contained flats with on-site support.

The average stay in our young persons supported accommodation was 227.8 days or 32.5 weeks and in the one bed flats it was 452.7 days or 65 weeks (1 year 3 months).

**Referrals Received:**

- 95

**Total Accommodated:**

- 32 young people accommodated

**Of those Accommodated:**

- 75% Male
- 25% Female
- 45% Mental health issues
- 30% Substance dependency
- 5% Learning disabilities
- 15% Offending history

**Outcomes Achieved:**

- 90% Maintained or gained permanent accommodation
- 80% Supported with benefits
- 10% Supported to gain ID
- 35% Supported to access a bank account
- 30% Supported with funds
- 35% Supported to reduce debts
- 35% Improved physical health
- 45% Improved mental health
- 5% Reduced substance dependency
- 75% Increased confidence
- 20% Reduced offending behaviour
- 40% Involved in leisure, cultural or social activities

**Support and Engagement**

The step-down approach towards independent living is an important part of a person's recovery when they have suffered a crisis, such as homelessness and have complex needs. Our Support and Engagement team provide that important middle ground between 24 hour supported accommodation and independent living.

Properties included in the Support and Engagement project include:

- Towles Mill – 6 beds
- Warwick House – 4 beds
- Pinfold Jetty – 2 beds
- Beauchief Apartments – total of 10 beds across 8 flats
- Chapel House – 3 beds
- Moor House – 3 beds

**Referrals Received:**

- 102

**Of Referrals Received:**

- 30 people were accommodated
- Average length of stay 232 days or 33 weeks

**Of those Accommodated:**

- 53% Mental health
- 27% Substance misuse
- 7% Poor physical health
- 13% Offending history
- 13% Rough sleeper history
- 3% Repeat homelessness

**Outcomes Achieved**:

- 93% Planned move onto independent living
- 63% Supported with benefits
- 10% Assisted to gain ID
- 7% Supported to open a bank account
- 40% Supported with applying for funds
- 27% Supported to reduce debts
- 7% Supported with leisure, cultural and faith activities
- 33% Improved physical health
- 30% Improved mental health
- 17% Reduced substance dependency
- 10% Reduced offending behaviour
- 33% Increased confidence
- 23% Involved in volunteering

## Community Services

Falcon Support Services mission is to enable vulnerable people to integrate into their local community. We aim to reconnect our service users with their communities or help them settle into new ones. Strong communities, partnership working, and positive social networks are all vital to successful move on and independent living.

**Drop-In:**

The Drop In meets a vital need in the community providing a service that is open access to all those who need support in the community. The removal of barriers to this service is an important factor in the reduction of social isolation for the most vulnerable in the community whilst helping to improve their health, wellbeing, and sense of belonging.

The Big Lottery Reaching Communities grant allowed the Drop In to expand across the county and offer a drop-in service in every district of Leicestershire.

**Drop In Attendance:**

- 10957 Visits to all Community Services

- 950 Individuals accessed community services:
    - Loughborough 8887 visits, 491 individuals
    - Coalville 908 visits, 185 individuals
    - Melton 57 visits, 26 individuals
    - Harborough 712 visits, 154 individuals
    - Blaby 16 visits, 4 individuals
    - Wigston 9 visits, 3 individuals
    - Hinckley 357 visits, 86 individuals
    - TT Salvation Army 11 visits, 1 individual
- 501 Food parcels issued
- 6695 Hot drinks issued
- 4447 Hot nutritious meals issued
- 1256 Access to computers and internet
- 1022 Access to electricity to charge phones
- 1292 Require access to phones
- 407 Require access to showers
- 282 Issued with clothes
- 195 Access to laundry facilities
- 447 External referrals completed

**KPI's Achieved Across All Community Projects Included:**

- 64% Improved finances
- 52% Supported with housing and homelessness
- 96% Improved community integration
- 45% Improved health and wellbeing
- 11% Reduced substance misuse

## Improving Health Inequalities

### Substance Misuse

The Harm Reduction Team deliver a community recovery programme across Leicestershire and Rutland which includes harm reduction and aftercare group sessions along with 1-2-1 sessions.

Charnwood's Community Safety Partnership funds the work of the Recovery Navigator in Charnwood. The Recovery Navigator provides 1-2-1 sessions, access to group recovery sessions, referrals to treatment houses and support with rehab assessments and pre rehab sessions.

**Outcomes Achieved:**

- 798 Individuals supported
- 1278 One to one sessions held
- 1029 Recovery check-ups carried out
- 12 Referrals into treatment houses
- 10 Rehab assessments
- 7 Pre rehab sessions

- 272 Individuals issued with one hit kits

In October an early bird recovery drop-in session was introduced at the Falcon Centre for rough sleepers. The early bird session opens at 6am and provides shelter, tents, showers, food and to use of the washing machine as well as access to harm reduction and recovery support.

**Early Bird Outcomes Achieved:**

- 34 Individuals supported
- 27 Tested for Hep C
- 2 Started Hep C treatment
- 18 Fibro scanned
- 14 Referrals to other agencies
- 81 Needle exchange

**Recovery Week**

As part of the Recovery Week, we dedicated a full day to health inviting as many health organisations as possible to the Falcon Centre. Those that attended included:

- LLR Patient Care Locally Community Interest Company Ltd
- Leicestershire County Council
- Turning Point
- Hep C Team (tested 38 people in Loughborough) Fiber Scan (17 individuals)
- NHS
- Charnwood Active
- TB Nurses
- Menopause Awareness
- People Zone
- First Contact Plus
- Naloxone training
- Health Checks (12 individuals seen by the nurse)

Market Harborough Day Centre and the George Smith Hub in Coalville held a Health Day in September. The organisations in attendance were:

- Leicestershire Recovery College
- Kooth
- LLR Patient Care Locally Community Interest Company Ltd
- Leicestershire County Council
- Turning Point

- Hep C Team
- NHS

**At the event the NHS administered 40 COVID and Flu vaccinations, and 10 Hep C Test were completed.**

The Falcon Centre's Recovery Week attracts new attendees and returnees every year. The event celebrates all those who are in recovery and provides inspiration for others who are about to embark on their recovery. It is an inspiring week of activities and celebration and this year:

- 213 Individuals attended the on-site activities at the Falcon Centre.

**Emotional and Wellbeing Team**

The Emotional and Wellbeing team received continuation funding through Getting Help In Neighbourhoods which is funded by NHS England. The team provide one to one and group sessions for those struggling with their mental health.

**Outcomes Achieved:**

- 129 Individuals accessed the project
- 1324 Activities/sessions were delivered
- 95 Individuals accessed 1-2-1 support
- 49 Individuals were signposted to primary care or NHS services
- 78% Reported increase in personal aspirations
- 74% Better access to health services
- 53% Improved mental health
- 72% Improved social networks
- 45% Increased resilience and self-care

**Physical Health**

The Falcon Centre has a dedicated clinical health room which hosts various health initiatives including:

- A Turning Point Nurse
- Needle exchange service
- Optician
- Hepatitis C Team
- BBV testing
- Fibro scanning
- Pabrinex injections

**Hepatitis C Team Outcomes:**

- 106 people were tested for Hep C

**Service User Activities**

Our physical activity sessions change according to our residents and service users interests and requests. This year the weekly dog walks continued to be popular with service users, staff and

their dogs visiting beauty spots across Charnwood.

A total of 171 activities took place during the year including fishing, football, music sessions and a trip to the Peak District. The football team had a successful year winning the Recovery Week football tournament and were also successful in gaining additional funding ensuring the team will go from strength to strength.

Falcon's allotment not only provides a space for physical activity but also provides a calm, green therapeutic space to escape the noise of a busy town centre. The allotment won a level 4 Thrive Award from the Horticultural Society for a second year running. The peer mentor and volunteer celebration event was held at the allotment where they enjoyed live music, a BBQ and were presented with awards as thanks to all those who had supported Falcon during the year.

**Volunteers:**

- 5892 Volunteer hours recorded
- £61,395 Value contributed to the Charity

**Employability and Functional Skills**

Workshops for service users were delivered as part of our employability and functional skills programme.

Our in-house trainer delivered employment related training to 55 service users covering:

- Professional boundaries
- Safeguarding
- Mental Health First Aid
- Emergency First Aid at Work
- Naloxone

The Functional skills coach worked with 93 learners to improve their maths skills and qualifications.

The Employability Coach's achievements include:

- 14 service users found employment
- 11 Food hygiene certificates
- 20 Emergency First Aid at Work qualifications
- 71 AQA accredited Lifewise courses completed
- 8 Attended a DIY workshop on painting

**Section six: Financial Review**

The financial position:

The statement of financial activities for the year shows a surplus on unrestricted funds of £75,041 (2023 – shortfall £46,681). Total income is £3,295,699 (2023 - £2,805,208) and total expenditure is £3,203,472 (2023 £2,826,416). This surplus was generated through additional

fundraising following the withdrawal of the LCC Homelessness Prevention contract. The additional funds raised will help to secure the work of the Falcon Centre for 2024-25.

The audited accounts show balances carried forward on restricted funds of £110,126. These restricted funds are due to grant awards for schemes running beyond 31st March 2024 and will be spent in the current financial year.

**Policy on reserves:**

The charity had unrestricted retained funds of £470,868 on 31st March 2024 compared with £395,827 on 31st March 2023. The trustees have reviewed the policy on reserves and continue to support a 'three months reserves' figure to cover staff wages and residual liabilities. The Charity Commission recommends six months reserves, and this remains a goal which the charity is working towards.

**Principal funding sources:**

Our main income is derived from the Leicestershire County Council Homeless Prevention contracts, rents, and service charges for the accommodation we manage.

We also benefit from the successful bids we have made to various grant making bodies. In this year Falcon Support Services received £516,341 in grants. Some of these grants were carried over from last financial year as well as new grants were received are from the below organisations: -

CBC Grant
LCC Shires Grant
NWLDC - RSI Mill House - 11 Towles Mill
Trussell Trust
LLR Community Fund - Chapel Street Refurb
LCC Multiply Grant Award - Drop-in
David Cock Foundation - Allotment
Nationwide Building Society - Maintenance
National Grid Community – GSH
NHS - Mental Health and Wellbeing 2023-24
Leics CMF Grant
David Wilson Foundation - Support Worker Wages
Angling Trust Ltd - Get Fishing Project
CBC - Drug Outreach Worker
Community Safety Partnership
Harborough District Council Coronation Grant
Aggregate Industrial Grant
Lidl Community Grant
East Midlands International Airport
NHS GP Engagement
Leics CMF Grant – 2023-2024

**Donations:**

The donation of goods, facilities, and services to a Falcon Support Services e.m Ltd provides an economic resource for use by the charity to further its aims and objectives. All donations received are logged onto Falcon Support Services e.m Ltd SharePoint system. The donation system shows who made the donation and which Falcon Support Services e.m Ltd project has received the donation. In accepting donated goods for resale, the charity is receiving a gift in kind on trust for conversion into cash to fund the charity's activities. Where practicable, donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale.

Falcon Support Services e.m Ltd is a member of Fundraising Regulator and carries out fundraising activities following the guidance of the fundraising standards, our membership number is 073734.

A fundraising strategy is updated annually which provides a structure and guidance to our fundraising activities during the year. The Charity does not carry out any direct marketing campaigns, but we do run fundraising events. Financial donations are made via fundraising platforms such as Global Giving, Just Giving or direct through our website. All financial donations are recorded and logged in a separate journal for accounting purposes. We do not retain or use the personal details of anyone who has made a financial donation for any reason other than to send a thank you letter.

**Falcon Support Services Income Growth**

Income Growth Chart below reflects Falcon Support Services income success over the last 3 years. From 2021/22– £2,402,544 to 31st March 2024 £3,295,699 Income Growth is 37%.

- Minimise our environmental impact.

**Support Communities to Prevent Rough Sleeping**

- Learn from and co-produce services with those who have had real lived experience.
- Progress community hubs across Leicestershire that meet the needs in the community.
- Collaboratively work with stakeholders and community assets to best support our service users to achieve a healthy lifestyle.

**Offer a High Standard of Diverse and Accessible Accommodation**

- Remove the barriers our service users face to accessing accommodation and support.
- Enhance the quality of our accommodation.
- Expand our accommodations offer across Leicestershire.
- Become a Registered Landlord.

**Enable People to Live Independently**

- Teach employability and life skills.
- Provide aftercare support ensuring tenancy sustainment.
- Contribute to ending furniture poverty.

**Responsibilities of the Management Committee**

Company law requires the management committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming

resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the management committee should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The management committee is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The management committee is 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.

**Members of the Management Committee**

Members of the management committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, as the company's directors, we certify that:

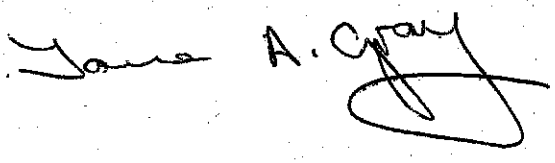
- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and

- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the management committee on and signed on its behalf by:

Acting Chair
Jane Gray
8th July 2024



Approva

**FALCON SUPPORT SERVICES E.M LTD**

**STATEMENT OF FINANCIAL ACTIVITIES (incorporating the income and expenditure account)**
**FOR THE YEAR ENDED 31st MARCH 2024**

| | Note | 2024 Unrestricted funds £ | 2024 Restricted funds £ | 2024 Total funds £ | 2023 Total funds £ |
|---|---|---|---|---|---|
| **INCOME** | | | | | |
| DONATIONS | | | | | |
| Other grants, donations and fundraising | | 124,686 | | 124,686 | 64,422 |
| CHARITABLE ACTIVITIES | | | | | |
| LCC Public Health, Turning Point and other contracted services | | 664,175 | | 664,175 | 581,583 |
| Housing benefits, rent charges and associated income and support grants | | 1,824,135 | | 1,824,135 | 1,631,018 |
| Contributions from tenants, room lettings, incidental income etc. | | 184,950 | | 184,950 | 142,323 |
| Project support grants received as restricted funds | 9 | | 497,753 | 497,753 | 385,862 |
| **Total** | | 2,797,946 | 497,753 | 3,295,699 | 2,805,208 |
| **EXPENDITURE** | | | | | |
| Raising funds | | 81,968 | | 81,968 | 36,642 |
| Charitable activities | | 2,640,937 | 480,567 | 3,121,504 | 2,789,774 |
| **Total** | 4 | 2,722,905 | 480,567 | 3,203,472 | 2,826,416 |
| **NET INCOME/(SHORTFALL) AND NET MOVEMENT IN FUNDS FOR THE YEAR** | | 75,041 | 17,186 | 92,227 | (21,208) |
| **RECONCILIATION OF FUNDS** | | | | | |
| Total funds brought forward | | 395,827 | 92,940 | 488,767 | 509,975 |
| Total funds carried forward | 9 | 470,868 | 110,126 | 580,994 | 488,767 |

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derives from continuing activities.
The notes on pages 25 to 29 form part of the financial statements.

**FALCON SUPPORT SERVICES E.M LTD**

**BALANCE SHEET – 31st MARCH 2024**

| | Note | 2024 | | 2023 | |
|---|---|---|---|---|---|
| | | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Tangible assets | 6 | | 316,031 | | 346,458 |
| CURRENT ASSETS | | | | | |
| Debtors | 7 | 245,513 | | 240,432 | |
| Cash at bank and in hand | | 272,104 | | 173,952 | |
| | | 517,617 | | 414,384 | |
| LIABILITIES | | | | | |
| Creditors – amounts falling due within one year | 8 | 104,550 | | 121,766 | |
| NET CURRENT ASSETS | | | 413,067 | | 292,618 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | 729,098 | | 639,076 |
| Creditors – amounts falling due after more than one year – Charity Bank mortgage (secured) | 13 | | 148,104 | | 150,309 |
| | | | 580,994 | | 488,767 |
| THE FUNDS OF THE CHARITY | | | | | |
| Unrestricted income funds | 9 | | 470,868 | | 395,827 |
| Restricted funds | 9 | | 110,126 | | 92,940 |
| TOTAL CHARITY FUNDS | | | 580,994 | | 488,767 |

For the year ended 31st March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The above declaration relates solely to the entitlement to exemption from audit under the Companies Act. The Company is still subject to the audit regulations contained in the Charities Act 2011 and the trustees have elected to be subject to audit under these rules.

These accounts have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

The accounts were approved by the trustees on 8th July 2024

Signed on behalf of the board of trustees

Jane Gray
Acting Chair

**FALCON SUPPORT SERVICES E.M. LTD**

**CASH FLOW STATEMENT**
**FOR THE YEAR ENDED 31ST MARCH 2024**

| | 2024 £ | 2023 £ |
|---|---|---|
| **Net cash flow from operating activities:** | | |
| Net surplus/(shortfall) for the year per SOFA | 92,227 | (21,208) |
| Adjustments for: | | |
| Depreciation charges | 30,427 | 23,930 |
| (Increase)/ decrease in debtors | (5,081) | (40,113) |
| Increase/(decrease) in creditors | (17,364) | 33,791 |
| Net cash flow provided/(shortfall) from operating activities | 100,209 | (3,600) |
| **Other funding** | | |
| Charity Bank mortgage loan | - | 154,000 |
| | 100,209 | 150,400 |
| **Application of cash** | | |
| Purchase of fixed assets | - | (272,972) |
| Mortgage loan capital repayments | (2,057) | (1,635) |
| **Net increase/(decrease) in cash** | 98,152 | (124,207) |
| Cash at bank and in hand at the beginning of the year | 173,952 | 298,159 |
| Cash at bank and in hand at the end of the year | 272,104 | 173,952 |

**FALCON SUPPORT SERVICES E.M LTD**

**NOTES ON THE ACCOUNTS – 31st MARCH 2024**

Notes forming part of the Financial Statements for the year ended 31st March 2024

1. ACCOUNTING POLICIES
The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

a) Basis of accounting including going concern
The financial statements of the charitable company, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS102) '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 (FRS102) (effective 1 January 2019)', Financial Reporting Standard 102 'the Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.
The trustees consider that the charity has adequate resources to continue in operational existence for the foreseeable future. They therefore consider that the charity is a going concern and the accounts have been prepared on that basis.

b) Fund accounting
Unrestricted funds are available for use at the discretion of the trustees in accordance with the general objectives of the charity.

Designated funds are unrestricted funds earmarked for particular purposes. The designation only has administrative significance and does not legally restrict the discretionary application of the funds.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

c) Income recognition
All income is included in the Statement of Financial Activities when the charity is entitled to the income, receipt is probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. 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. Income from grants for the provision of services is accounted for as part of income from charitable activities.

The value of services provided by the volunteers has not been included in these accounts but it is described in the trustee's annual report.

d) Expenditure recognition
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 and their associated support costs
- expenditure on charitable activities and their associated support costs.
Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include head office costs, finance, HR, IT and payroll. Within support costs, governance costs comprise those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to trustees meetings for the strategic management and planning of the charity. Cost allocation is mainly derived from an apportionment of relevant staff costs and other expenses.

e) Fixed assets
Fixed assets are stated at cost less accumulated depreciation and identified impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:
- office equipment - 4 years
- motor vehicle – 5 years
- leasehold property alterations - over the periods of the leases
- long leasehold property – over the remainder of the lease

2. 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 £10.

3. TAXATION
The charitable company is exempt from corporation tax on its charitable activities.

| 4. TOTAL RESOURCES EXPENDED including VAT | 2024 Total £ | 2023 Total £ |
|---|---|---|
| Staff costs (note 5) | 2,114,287 | 1,786,134 |
| Premises costs | 733,221 | 664,540 |
| EMHA monthly fee | 30,139 | 35,615 |
| Van costs and mileage claims | 9,090 | 16,146 |
| Training | 22,647 | 20,394 |
| Printing, stationery, computer, IT and office | 105,233 | 86,487 |
| Telephones | 6,388 | 13,127 |
| Charitable payments for clients | 28,057 | 28,624 |
| Other project costs | 72,983 | 111,025 |
| Auditors remuneration - audit | 3,000 | 3,000 |
| - other services | 1,200 | 1,200 |
| Legal and professional | 34,931 | 30,333 |
| Depreciation | 30,427 | 23,930 |
| Bank loan interest | 11,869 | 5,861 |
| Total resources expended | 3,203,472 | 2,826,416 |

GOVERNANCE AND SUPPORT COSTS

Within the above, the charity initially identifies the indirect costs of support functions and then subdivides those costs between charitable activity support and governance costs.

| | | |
|---|---|---|
| Charitable activity support | | |
| Salaries - general management and administration apportionments | 391,306 | 389,601 |
| Other costs - apportionments | 282,908 | 260,758 |
| | 674,214 | 650,359 |
| Governance costs | | |
| Salaries and related costs - apportionments | 73,838 | 68,369 |
| Audit and accountancy | 4,200 | 4,200 |
| | 78,038 | 72,569 |

5. TRUSTEE AND EMPLOYEE INFORMATION

| | 2024 £ | 2023 £ |
|---|---|---|
| Staff costs comprise: | | |
| Wages and salaries | 1,827,894 | 1,462,884 |
| Employers NIC | 138,088 | 109,863 |
| Pension contributions | 53,475 | 25,319 |
| Agency workers | 86,313 | 165,158 |
| Recruitment costs | 8,517 | 22,910 |
| | 2,114,287 | 1,786,134 |
| Remuneration of key management personnel inc. ERS NIC | 183,209 | 170,971 |

No employees received emoluments of more than £60,000. No remuneration was paid to the trustees during the year (2023-nil). Re-imbursed travel expenses paid to the trustees amounted to £nil (2023-£nil).

The average monthly head count of employees during the year was 101 (2023-88)

| | No. | No. |
|---|---|---|
| Chief Executive Officer and deputy | 2 | 2 |
| Administration | 18 | 15 |
| Supported accommodation | 55 | 53 |
| Community services | 26 | 18 |
| | 101 | 88 |

6. TANGIBLE FIXED ASSETS

| | Long leasehold property £ | Leasehold property alterations £ | Motor vehicle £ | Office equipment £ | Total £ |
|---|---|---|---|---|---|
| Cost: | | | | | |
| At 31st March 2023 and 2024 | 222,728 | 90,673 | 20,741 | 147,664 | 481,806 |
| Depreciation: | | | | | |
| At 31st March 2023 | - | 16,356 | 10,370 | 108,622 | 135,348 |
| Charge for the year | 2,684 | 9,067 | 5,185 | 13,491 | 30,427 |
| At 31st March 2024 | 2,684 | 25,423 | 15,555 | 122,113 | 165,775 |
| Net book value: | | | | | |
| At 31st March 2024 | 220,044 | 65,250 | 5,186 | 25,551 | 316,031 |
| At 31st March 2023 | 222,728 | 74,317 | 10,371 | 39,042 | 346,458 |

**FALCON SUPPORT SERVICES E.M LTD**

**NOTES ON THE ACCOUNTS – 31st MARCH 2024**

7. DEBTORS – amounts falling due within one year

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Housing benefits and rent receivable | 124,147 | 62,402 |
| Prepayments | 19,595 | 23,571 |
| Other debtors, including contracted service grants receivable | 101,771 | 154,459 |
| | 245,513 | 240,432 |

8. CREDITORS – amounts falling due within one year

| | | |
|---|---|---|
| PAYE, NIC and pension contributions | 31,408 | 28,273 |
| Housing benefits repayable | 182 | 5,066 |
| Other creditors | 34,274 | 56,671 |
| Accruals and deferred income | 36,482 | 29,700 |
| Charity Bank loan repayments within one year | 2,204 | 2,056 |
| | 104,550 | 121,766 |

9. RECONCILIATION OF MOVEMENT OF FUNDS

| | | |
|---|---|---|
| Unrestricted funds | | |
| Net surplus/(shortfall) on unrestricted funds for the year | 75,041 | ( 46,681) |
| Total unrestricted funds brought forward | 395,827 | 442,508 |
| Total unrestricted funds carried forward | 470,868 | 395,827 |

| **Restricted funds – current year** | Balance at 31st March 2023 | Income | Expenditure | Balance at 31st March 2024 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| David Cook Foundation – FSS Garden | 432 | | 53 | 379 |
| Leics, Leicester & Rutland Community Foundation | 7,397 | | 7.397 | |
| LCC Shire Multiply grant DropIn extra support | 10,000 | 24,596 | 27,218 | 7,378 |
| CBC Loughborough DropIn food costs | 725 | | 725 | |
| NWLDC Mill House | 1,255 | 86,551 | 87,806 | |
| Nationwide B.S. Charitable Trust - transforming | 46,392 | | 19,520 | 26,872 |
| Angling Trust Get Fishing | 700 | | 607 | 93 |
| CBC Drug Outreach | 12,000 | | 6,418 | 5,582 |
| David Wilson Foundation | 10,089 | | 10,089 | |
| Leics CMF/ Hinckley Park | 3,950 | 9,943 | 7,228 | 6,665 |
| Big Lottery Reaching Communities | | 246,117 | 246,117 | |
| Aggregate Industries George Smith hub | | 2,400 | 2,400 | |
| Lidl Community grant | | 5,500 | 3,997 | 1,503 |
| NHS LLR ICB Mental Health | | 36,761 | 36,761 | |
| Openwork Foundation | | 10,000 | | 10,000 |
| CBC support for recovery worker | | 20,000 | 8,346 | 11,654 |
| CBC Drop In food & utilities | | 3,750 | 3,750 | |
| NHS LCC GP services | | 3,000 | 3,000 | |
| Albert Hunt trust | | 13,000 | | 13,000 |
| Helen Jean Cope trust | | 5,000 | | 5,000 |
| Quatrefoil Giving Fund | | 12,000 | | 12,000 |
| Market Harborough B.S. | | 10,000 | | 10,000 |
| Other grants classed as restricted funds and spent | | 9,135 | 9,135 | |
| | 92,940 | 497,753 | 480,567 | 110,126 |

**FALCON SUPPORT SERVICES E.M LTD**

**NOTES ON THE ACCOUNTS – 31st MARCH 2024**

All balances carried forward will be spent in 2024/25. Details of the funds are shown in the Trustees' report. The closing balance is represented by cash at bank within that asset heading on the balance sheet.

| **Restricted funds – prior year** | Balance at 31st March 2022 | Income | Expenditure | Balance at 31st March 2023 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| LPCC – The Annexe | 4,608 | | 4,608 | |
| ESC – This Girl Can – Sport England | 1,445 | | 1,445 | |
| Cheshire Community Foundation | 2,541 | | 2,541 | |
| Intelligent Energy Charitable Trust | 9,881 | | 9,881 | |
| Garfield Weston Foundation | 8,750 | | 8,750 | |
| Turning Point – refurbishment grant | 20,000 | | 20,000 | |
| LCC Shires Grant – George Smith Hub | 20,242 | 5,250 | 25,492 | |
| Big Lottery Reaching Communities | | 157,772 | 157,772 | |
| NHS Mental Health & Wellbeing | | 36,761 | 36,761 | |
| Turning Point Harm reduction worker | | 8,203 | 8,203 | |
| DWP Kickstart programme | | 6,252 | 6,252 | |
| David Cook Foundation – FSS Garden | | 1,250 | 818 | 432 |
| Rural Community Grant | | 560 | 560 | |
| NHS Leics, Leics and Rutland CCG boiler grant | | 6,985 | 6,985 | |
| Leics, Leicester & Rutland Community Foundation | | 9,795 | 2,398 | 7,397 |
| LCC Shire Multiply grant DropIn extra support | | 10,000 | | 10,000 |
| CBC Loughborough DropIn food costs | | 5,000 | 4,275 | 725 |
| NWLDC Mill House | | 57,426 | 56,171 | 1,255 |
| Nationwide B.S. Charitable Trust - transforming | | 46,392 | | 46,392 |
| Trussell Trust Grant | | 3,114 | 3,114 | |
| Asda Community DropIn Grant George Smith hub | | 1,000 | 1,000 | |
| Angling Trust Get Fishing | | 700 | | 700 |
| CBC Drug Outreach | | 12,000 | | 12,000 |
| David Wilson Foundation | | 13,452 | 3,363 | 10,089 |
| Leics CMF | | 3,950 | | 3,950 |
| | 67,467 | 385,862 | 360,389 | 92,940 |

10. CAPITAL COMMITMENTS
There were no capital commitments at 31st March 2024 (2023 - none).

11. RELATED PARTY TRANSACTION
There were no related party transactions during the year (2023 - none).

12. OPERATING LEASE COMMITMENTS
The charity has cumulative future obligations on non-cancellable property leases totalling £819,085 as at 31st March 2024 (2023 - £993,285). Payments due within one year are £161,950 (2023 - £174,200) and payments due between two and five years are £464,832 (20232 - £519,782).

13. SECURED BANK BORROWINGS
The Charity Bank loan is secured on the long leasehold property acquired and is repayable by monthly instalments over 25 years ending 12th August 2047.

14. PROVISIONS AVAILABLE FOR SMALL ENTITIES
In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the accounts.

## INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF FALCON SUPPORT SERVICES E.M LTD

### Opinion

We have audited the financial statements of Falcon Support Services E.M Ltd for the year ended 31st March 2024 which comprise the statement of financial activities, the balance sheet, the cash flow statement and the related notes. 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 to 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 31st March 2024 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 requirements of the Charities Act 2011

### 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 charity in accordance with ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and the provisions for small entities in the circumstances set out in note 13 to the financial statements and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

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

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

### Other information

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

We have nothing to report in this regard.

Continued...

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

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

This report is made solely to charity's trustees as a body, in accordance with the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Responsibilities of trustees**

As explained more fully in the responsibilities of the management committee on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements which 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 charity'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 company or to cease operations, or have no realistic alternative but to do so.

**Auditors responsibilities for the audit of the financial statements**

We have been appointed as auditor under the Charities Act 2011, s 144 and report in accordance with the Act and relevant regulations made or having effect thereunder. 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 auditors 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.

A further description of our responsibilities for the audit of the financial statements is located on the Financia Reporting Council's website at: www.frc.org.uk/auditorsresponsibilties. This description forms part of our auditor's report.

JOHN F. MOULD & CO., Statutory Auditor
19 & 20 Baxter Gate
Loughborough
Leics LE11 1TG

8th July 2024

John F Mould & Co is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

**FALCON SUPPORT SERVICES E.M LTD**

England & Wales - Charity number 1103101

# Accounts



Falcon

Homeless & Community Support

**Trustees' Annual Report and Accounts**

**2022 – 2023**

**FALCON SUPPORT SERVICES E.M LTD**

**REPORT AND FINANCIAL STATEMENTS**
**FOR THE YEAR ENDED 31st MARCH 2023**

Report of the trustees

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Financial statements


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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2023**
**(incorporating the directors report)**

**Section one: Reference and Administrative Information**
**The name of the charity**

Falcon Support Services is also a Company Limited by Guarantee

Youth Shelter officially changed its name to Falcon Support Services on 3rd December 2015

**Registration numbers**

Registered Charity Number 1103101

Company Number 04177320

**The address of the registered office**

27-31 Pinfold Gate, Loughborough, Leicestershire, LE11 1BE

**The Management Committee**

| | | |
|---|---|---|
| Jane Gray (Acting Chair) | appointed | 26.04.16 |
| Andrew Cereseto | resigned | 15.05.23 |
| Peter Cannon | appointed | 13.03.17 |
| Robert Sharp | appointed | 30.04.18 |
| Alicia Butterfield | appointed | 01.07.19 |
| Graham Hunt | appointed | 14.08.19 |
| Jason King | appointed | 08.03.21 |
| Daljit Ghai | appointed | 20.12.21 |
| Sarah Roach | appointed | 04.07.22 |
| Simon Brighty | appointed | 15.05.23 |

**Company Secretary**
Jane Fele

**Senior Staff members**

| | |
|---|---|
| Marie Davis | CEO |
| Rachel Hall | Deputy CEO |
| Jane Fele | Finance Manager |

**Bankers:**
National Westminster Bank plc Market Place LOUGHBOROUGH LE113NZ

**Auditor**
John F. Mould & Co., 19-20 Baxter Gate, LOUGHBOROUGH LE11 1TG

## Section two: Structure, Governance and Management

### Governing document

The charity is a charitable company limited by guarantee, incorporated on 29th December 2003. CIYA was registered as a charity on 6th April 2004. The charity officially changed its name from Youth Shelter to Falcon Support Services on 3rd December 2015. The company was established under a Memorandum of Association which established its objects and powers. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £10.

### Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the management committee. The directors retire by rotation, the longest serving first and at the rate of one third each year. The retiring directors may offer themselves for re-election at the AGM.

Directors may also be co-opted during the year if there are vacancies but submit for election at the next AGM.

The search for additional trustees continues through contacting companies operating Social Responsibility Policies and other organisations complementing Falcon Support Services objects.

The trustees aim is to balance experience and skills from the financial, housing, social, health and business sectors.

### Trustee induction and training.

The trustees invite potential new trustees to meet them informally, explain the role of trustee and confirm their willingness to become involved.

New trustees are met by the Chair and CEO and briefed on the actions, current plans and priorities of the charity. The induction process includes visiting several projects and access to charity information including the strategy, minutes of meetings and budgets.

Trustees are provided with access to Falcon Support Services Office 365 Sharepoint site which contains resources and information specifically for Trustees including resources via the Charity Commissions' website.

**The organisational structure**

Falcon Support Services has a simple line accountability structure. The management committee set direction and monitor performance on an 8 weekly cycle. The CEO reports into those meetings and the Finance Manager acts as company secretary.

All the scheme managers' report to the CEO/Deputy CEO on performance, costs and progress against objectives and service development. Falcon Support Services accommodation and community projects work to the contract compliance procedures of the commissioning agencies which include Leicestershire County Council, Public Health and Charnwood Borough Council.

**Pay Structure**

Falcon Support Services operates a clear pay structure policy that is agreed by the Trustees annually. The pay scale is incremental based on skills, knowledge and experience. Incremental pay increases may be awarded following a successful appraisal and/or increase in responsibility. Pay grades are bench marked against similar organisations/charities in the region.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of the Trustees expenses and related party transactions are disclosed in the notes to the accounts.

**Partnerships**

Falcon Support Services is part of Centrepoint's community partnership scheme. The scheme provides access to national forums, the opportunity to liaise with similar charities from different regions and input into Centrepoint's national data collection and research. As a member of Centrepoint's partnership scheme we can offer AQA accredited life skills education to our service users aged between 16 and 25.

The Falcon Centre is part of the Housing Matters consortium which delivers Leicestershire County Council's Public Health, Homeless Accommodation and Support Contract.

We work with Exaireo Trust as a Registered Provider of Social Housing to ensure our properties meet the standards of the Regulator of Social Housing.

We have a subcontract with Turning Point to deliver the community recovery programme across Leicestershire and Rutland as part of the larger Public Health commissioned substance misuse services contract.

We joined the Reaching People consortium in March 2023. The consortium framework links member organisations working in housing, health and social care, and drug & alcohol services across Leicester and Leicestershire.

## Section three: The management of risk

The Trustees have a risk management strategy that comprises of:

- A risk register that has been compiled to assess governance, strategic, operational and financial risk. The document is reviewed bi-annually and/or following any escalation of risk.
- A business continuity plan is updated monthly to mitigate the risks for the delivery of services in the event of an emergency.
- Policies and procedures are in place to manage operational risks.

## Section Four: Objectives

### Falcon Support Services Objects

Our Memorandum of Association defines our objects as:

(a) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of temporary accommodation and by the provision of support and advice services calculated to relieve their conditions of need.

(b) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of support and advice services calculated to relieve the conditions of need while accommodated within temporary accommodation and new tenancies when referred for such internally or by the Local Authority, Children and Family Services, Criminal Justice Services and other agencies with whom Falcon Support Services has service level agreements.

(c) The relief of need, hardship and distress experienced by vulnerable people regardless of age by the provision of support, advice, educational and community involvement services calculated to relieve their conditions of need when referred internally by Falcon Support Services and its partner agencies or by any other support provider where a support agreement is in place.

### Falcon Support Services aims

Our mission statement:

1. Promote the dignity of vulnerable people.
2. Provide high quality, stable, supportive environments and accommodation for vulnerable people during their transition to independence.
3. Assist vulnerable people in developing the social and life skills necessary to plan and prepare for their futures.
4. Enable vulnerable people to integrate into their local community.

**Vision:**

We strive to reconnect the most excluded.

**Values:**

Dignity

- We recognise that everyone is worthy of honour and respect as fellow humans. We develop and build trusting, accountable, non-judgemental relationships aspiring to release the potential for successful independent living in all our clients.

Persistence

- We believe that everyone deserves a second chance, and we will not give up on an individual, subsequently we adopt a 'whatever it takes' approach. All willing clients are eligible to receive our help and support to the best of our ability.

Collaboration

- We believe that working in collaboration provides the best outcomes for our stakeholders. The success of our team relies on accountable, supportive, and empathetic attitudes, working together to achieve the charity's objectives. The teamwork ethic enables us to successfully collaborate and engage with services external to our own.

Excellence

- We feel fortunate to attract staff that go above and beyond, who are willing to engage with stakeholders with a high level of professionalism and understanding. Falcon Support Services strives to be a charity that continues to learn from good practice and develop through innovation.

**Public Benefit**

The Trustees have given careful consideration to the Charity Commissions general guidance on public benefit [section 4 of the Charities Act 2006]. Our main activities and achievements are described in detail below.

All activities focus on our stated objects and aims which are undertaken to both maintain and extend our charitable efforts for the public benefit.

**Section five: Details of significant activities, achievements and performance**

## Supported Accommodation

Falcon Support Services provides emergency and move on accommodation for homeless vulnerable people as part of our charitable aims and objectives. Our objective to deliver diverse and accessible accommodation is met with the provision of one and two bed flats, studio flats, shared houses of various sizes and a 30 bed hostel. We have a total of 100 beds across thirteen sites in Loughborough and one in North West Leicestershire. We provide three models of accommodation which include emergency, supported living and support and engagement. The accommodation is either commissioned, grant funded or supported through our fundraising activities.

**KPI's Achieved Across All Accommodation Projects 2022-23**

- 79% Community integration
- 97% Finances improved
- 85% Health and wellbeing improved
- 63% Homelessness and rough sleeping reduced
- 34% Substance dependency reduced

## Emergency Accommodation Projects

### Falcon Centre:

The Falcon Centre is part of the Housing Matters consortium providing the supported accommodation for Leicestershire County Council's Public Health, Homeless Accommodation and Support contract. The Falcon Centre's en-suite rooms provide supported accommodation for 30 single homeless people with support needs over the age of 18 and a local connection to Leicestershire. The Falcon Centre is catered accommodation providing breakfast and an evening meal. The maximum length of stay at the Falcon Centre is 10 months.

The average stay at the Falcon Centre has increased this year to 158 days or 22.5 weeks.

**Referrals Received by District**

269 referrals were made to the Falcon Centre and of these:

- 101 Charnwood
- 49 Hinckley and Bosworth
- 27 Blaby
- 30 North West Leicestershire
- 22 Oadby and Wigston
- 13 Harborough
- 21 Melton
- 6 Other

**Number Accommodated in the Year**

- 99 Individuals

**Referrals Accommodated by District**

- 49 Charnwood
- 16 Hinckley and Bosworth
- 16 Blaby
- 6 North West Leicestershire
- 6 Oadby and Wigston
- 4 Harborough
- 2 Melton

**Of those Accommodated:**

- 73.3 % Mental health issues
- 70% Drug dependency
- 70% Alcohol dependency
- 60% Poor physical health
- 56.7% Dual diagnosis

## Charnwood Borough Council Emergency Beds:

Three beds were commissioned by Charnwood Borough Council to provide emergency accommodation for people facing immediate homelessness in Charnwood.

**Number Supported on Beds:**

- 24 individuals accommodated

Of the 24 individuals accommodated 20 moved on successfully, 5 moved into council properties, 13 into further supported accommodation and 2 moved in with friends. An average of 43 days per person were spent on the bed before achieving a successful outcome.

**Of Those Accommodated:**

- 67% Male
- 33% Female
- 72% aged between 26-59
- 8% aged between 18-25
- 79% Mental health
- 37.5% Drug dependency
- 16.5% Alcohol dependency
- 25% History of offenders
- 12.5% Abuse (sexual/domestic/nondomestic)
- 25% Repeat homelessness
- 12.5% Repeat rough sleeper

## Rough Sleeper Initiative Fund:

Mill House provides supported accommodation as part of the RSI multi-year fund for 2022-25. The property provides catered, 24 hour supported accommodation, for six rough sleepers with

a complex housing history.

27 individuals were accommodated during the year with an average stay of 12 ½ weeks. Of the 21 people who moved on during the year, 12 were positive and 9 negative. The positive move ons consisted of 5 into further supported accommodation, 2 into private rented, 1 returned home and 1 into a local authority general needs flat.

**Referrals Accommodated by District:**

- 8 Charnwood
- 4 North West Leicestershire
- 1 Blaby
- 1 Hinckley and Bosworth
- 3 Harborough
- 8 Outside of Leicestershire

**Of those Accommodated:**

- 87% Mental health Issues
- 83% Substance dependency
- 24% Alcohol dependency
- 30% Poor physical health

**Outcomes Across All Emergency Accommodation Projects Include:**

- 61% Maintained or gained accommodation
- 99% Supported with benefits
- 22% Assisted to gain ID
- 32% Supported to open a bank account
- 10% Supported with funds
- 13% Supported to reduce debts
- 26% Supported with leisure, cultural and faith activities
- 35% Improved physical health
- 40% Reported improved mental health
- 40% Reduced substance dependency
- 27% Reduced offending behaviour
- 37% Increased confidence
- 6% Involved in volunteering

**Festive Falcon Campaign:**

The Festive Falcon campaign raises funds to provide additional beds over the 4 week Christmas period. This year 13 people were prevented from spending Christmas on the streets by being provided with immediate access to a Festive Falcon bed. During this time one person entered into a treatment house for their substance dependency, two returned to their families and one moved into supported accommodation.

## Supported Living

The Supported Living projects are commissioned to provide temporary accommodation for single homeless individuals in priority need with 100% nomination rights for Charnwood Borough Council. The team work to meet the needs of homeless applicants with intense wrap around support taking them from crisis to independence.

Holly House and Ivy House are located on the same site, provide 10 beds with 24 hour support for vulnerable adults over the age of 16.

**Referrals Received**

- 91

**Of the Referrals received:**

- 18 individuals were accommodated

**Of those accommodated:**

- 22% 18 to 25 year olds
- 94.5% Mental health issues
- 44.5% Drug dependency
- 5.5% Alcohol dependency
- 16.5% Learning difficulties
- 5.5% Physical health problems
- 16.5% At risk or experienced sexual exploitation
- 77.8% At risk or experienced domestic/non domestic abuse
- 27.8% History of offending
- 22% Repeat homelessness
- 27.8% History of rough sleeping
- 253 days Average length of stay

**Outcomes Achieved:**

- 89% Planned move onto independent living
- 50% Moved into Local Authority/Registered Provider accommodation
- 25% Moved into further supported accommodation
- 100% Supported to gain funds
- 67% Assist to gain ID
- 100% Reduced debts
- 75% Supported to open a bank account
- 42% In education, training or employment
- 75% Participate in leisure, cultural or faith activities
- 100% Improved mental health
- 100% Improved physical health
- 17% Reduced offending
- 100% Improved confidence
- 17% Involved in volunteering

## Young Persons Projects

Our young person's projects are designed to provide additional support with life skills education including practical on-site meal planning, budgeting and healthy cooking along with access to AQA accredited life skills qualifications. Our 21 bed spaces specifically for young people under the age of 35, range from fully staffed 24 hour supported 5 bed house, a 6 bed semi-independent house with staff presence on site, to 10 one bed self-contained flats with on-site support.

At the beginning of the year we made the difficult decision to close Park Rd House due to the significant upgrading works required which were beyond our capacity. Park Rd House was our original 24 hour supported accommodation for young people so it was a difficult decision to make. Fortunately, we were able to lease a new property before the closure of Park Rd House ensuring the continuation of the much needed 21 beds specifically for young people. The new house was called Jubilee House in honour of the Queen's Jubilee Celebration.

**Referrals Received:**

- 105

**Of Referrals Received:**

- 28 young people accommodated

**Of those Accommodated:**

- 78% Mental health issues
- 45% Substance dependency
- 12% Learning disabilities
- 17% Poor physical health
- 18% Offending history

**Outcomes Achieved:**

- 79% Maintained or gained permanent accommodation
- 25% Supported to gain ID
- 21% Supported to access a bank account
- 61% Improved physical health
- 82% Improved mental health
- 39% Reduced substance dependency
- 61% Increased confidence
- 25% Reduced offending behaviour
- 14% Involved in volunteering
- 50% Involved in leisure, cultural or social activities
- 29% Involved in education, training or employment

## Support and Engagement

The step-down approach towards independent living is an important part of a person's recovery when they have suffered a crisis, such as homelessness and have complex needs. Our Support and Engagement team provide that important middle ground between 24 hour

supported accommodation and completely independent living.

Properties included in the Support and Engagement programmes include:

- Towles Mill – 6 beds
- Warwick House – 4 beds
- Pinfold Jetty – 2 beds
- Beauchief Apartments – total of 10 beds across 8 flats
- Chapel House – 3 beds
- Moor House – 3 beds

**Total Number Accommodated:**

- 62 Individuals accommodated

**Of those Accommodated:**

- 91% Mental health
- 52% Substance misuse
- 4% Learning disabilities
- 13% Poor physical health
- 29% Offending history
- 22% Rough sleeper history
- 9% Repeat homelessness
- 9% Domestic abuse

**Outcomes Achieved:**

- 69.5% Planned move onto independent living
- 100% Supported with benefits
- 8% Assisted to gain ID
- 21% Supported to open a bank account
- 23% Supported with applying for funds
- 29% Supported to reduce debts
- 35% Supported with leisure, cultural and faith activities
- 44% Improved physical health
- 48% Improved mental health
- 45% Reduced substance dependency
- 29% Reduced offending behaviour
- 63% Increased confidence
- 6% Involved in volunteering

## Community Services

Falcon Support Services mission is to enable vulnerable people to integrate into their local community. We aim to reconnect our service users with their communities or help them settle into new ones. Strong communities, partnership working, and positive social networks are all vital to successful move on and independent living.

**Drop-In:**

The Drop In meets a vital need in the community providing a service that is open access to all those who need support in the community. The removal of barriers to this service is an important factor in the reduction of social isolation for the most vulnerable in the community whilst helping to improve their health, wellbeing, and sense of belonging.

The Big Lottery Reaching Communities grant allowed the Drop In to expand across the county and offer a drop-in service in every district of Leicestershire.

**Drop In Attendance:**

- 9292 Visits to all Community Services
- 1,180 Individuals accessed community services:
  - Loughborough 8164 visits, 805 individuals
  - Coalville 707 visits, 183 individuals
  - Melton 151 visits, 32 individuals
  - Harborough 40 visits, 38 individuals
  - Blaby 42 visits, 7 individuals
  - Wigston 14 visits, 7 individuals
  - Hinckley 174 visits, 108 individuals
- 477 Food parcels issued
- 351 Visits to our soup kitchen a quarter
- 715 Require access to phones
- 215 Require access to showers

**KPI's Achieved Across All Community Projects Included:**

- 64% Improved finances
- 64% Supported with housing and homelessness
- 20% Supported rough sleepers to gain accommodation
- 52% Improved community integration
- 51% Improved health and wellbeing
- 36% Improved confidence
- 19% Reduced substance misuse

## Improving Health Inequalities

**Substance Misuse**

The Harm Reduction Team expanded to 3 workers as part of the new subcontract with Turning Point to deliver a community recovery programme across Leicestershire and Rutland.

Funding from the Police Crime Commissioner through the Charnwood's Community Safety Partnership has ensured the continuation of our Recovery Navigator.

**Outcomes Achieved:**

- 615 One to one sessions in total
- 196 Individuals worked with by harm reduction team
- 343 One to one sessions held with the harm reduction team
- 68 Individuals worked with by the recovery navigator
- 272 One to one sessions held with the recovery navigator
- 6 Referrals into treatment houses
- 2 Admissions to treatment houses
- 28 Individuals issued 112 one hit kits
- 4 Naloxone issued
- 128 Smart recovery attendance/mutual aid groups

**Recovery Week**

The success of this year's Recovery Week was having representation from all the treatment houses we have been working with over the last year.

- 75 individuals attended the on-site activities at the Falcon Centre.
- 62 people attended from other agencies.

**Emotional and Wellbeing Team**

The Emotional and Wellbeing team received continuation funding through Getting Help In Neighbourhoods which is funded by NHS England. The team provide one to one and group sessions for those struggling with their mental health.

**Outcomes Achieved:**

- 1530 Attendees
- 74% Reported increase in personal aspirations
- 80% Reported better access to health services
- 95% Improved social networks

**Physical Health**

The Falcon Centre has a dedicated clinical health room which hosts various health initiatives including:

- A Turning Point Nurse
- Needle exchange service
- Optician
- Hepatitis C Team
- BBV testing
- Fibro scanning
- Pabrinex injections

**Hepatitis C Team Outcomes:**

- 20 engaged with the Service
- 9 people were treated

With support from Public Health, Dentaid, the Dental Charity, who provide dental care and oral health for people experiencing homelessness visited the Falcon Centre and Coalville as part of our community health services programme. Dentaid have a mobile dental unit which they

bring onto site to provide full dental treatment and oral cancer screening.

**Outcomes for Dentaid include:**

- 35 Dental check ups with oral cancer screening
- 22 Fillings completed
- 6 Tooth extractions

Our physical activity sessions change according to our residents and service users interests and requests. This year our weekly dog walks have remained popular with service users, staff and their dogs visiting beauty spots across Charnwood.

Falcon's allotment not only provides a space for physical activity but also provides a calm, green therapeutic space to escape the noise of a busy town centre. This year the allotment won a level 4 Thrive Award from the Horticultural Society. The allotment is a volunteer and service user led space, that provides service users with an opportunity to engage in gardening, carpentry and other practical skills, as well as to relax, enjoy barbecues and socialise in an outdoor space.

**Section six: Financial Review**

The financial position:

The statement of financial activities for the year shows a deficit of -£21,208 (2022 -£1,749). Total income is £2,805,208 (2022 - £2,402,544) and total expenditure is £2,826,416 (2022 £2,404,293). This deficit was due to difficulties recruiting staff which increased our use of agency staff. High energy prices and increased food costs meant some project costs were much higher than originally budgeted.

The audited accounts show balances carried forward on restricted funds of £92,940. These restricted funds are due to grant awards for schemes running beyond 31st March 2023 and will be spent in the current financial year.

**Policy on reserves:**

The charity had unrestricted retained funds of £395,827 on 31st March 2023 compared with £442,508 on 31st March 2022. The trustees have reviewed the policy on reserves and continue to support a 'three months reserves' figure to cover staff wages and residual liabilities. The Charity Commission recommends six months reserves, and this remains a goal which the charity is working towards.

**Principal funding sources:**

Our main income is derived from the Leicestershire County Council Homeless Prevention contracts, rents, and service charges for the accommodation we manage.

We also benefit from the successful bids we have made to various grant making bodies. In this year Falcon Support Services received £385,862 in grants. Some of these grants were carried over from last financial year as well as new grants were received are from the below organisations: -

Big Lottery Reach & Community
LPCC The Annex
CBC Grant
ESC Lottery Funding 'This girl can do'
Garfield Weston - Neos House
Intelligent Energy Charitable Trust - FC/Drop-in
Food
Cheshire Community Foundation - Belvoir Rd
Coalville
Turning Point - Community Harm Reduction Worker
DWP Grant - Kickstart
LCC - George Smith Hub, Coalville
NHS - Mental Health and Wellbeing Grant
Turning Point - Refurb to Medical Room Falcon
Centre
LLR Funding - Falcon/Drop-in Boilers
David Cock Foundation
NWLDC - Mill House - 11 Towles Mill
Trussell Trust
NWLDC - George Smith Hub, Coalville
LLR Community Fund - Chapel Street Refurb
ASDA Foundation - Community Drop-ins
LCC Shires Community Grants - George Smith Hub
David Wilson

**Donations:**

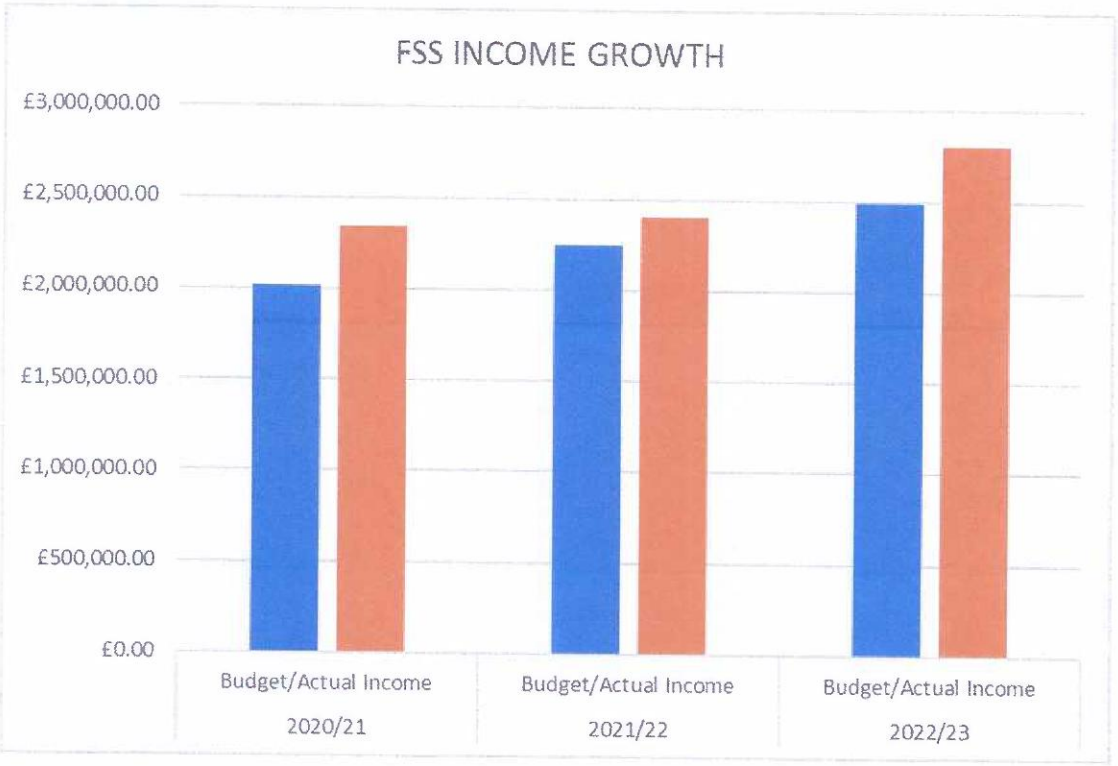
The donation of goods, facilities, and services to a Falcon Support Services e.m Ltd provides an economic resource for use by the charity to further its aims and objectives. All donations received are logged onto Falcon Support Services e.m Ltd SharePoint system. The donation system shows who made the donation and which Falcon Support Services e.m Ltd project has received the donation. In accepting donated goods for resale, the charity is receiving a gift in kind on trust for conversion into cash to fund the charity's activities. Where practicable, donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale.

Falcon Support Services e.m Ltd is a member of Fundraising Regulator and carries out fundraising activities following the guidance of the fundraising standards, our membership number is 073734.

A fundraising strategy is updated annually which provides a structure and guidance to our fundraising activities during the year. The Charity does not carry out any direct marketing campaigns, but we do run fundraising events. Financial donations are made via fundraising platforms such as Global Giving, Just Giving or direct through our website. All financial donations are recorded and logged in a separate journal for accounting purposes. We do not retain or use the personal details of anyone who has made a financial donation for any reason other than to send a thank you letter.

**Falcon Support Services Income Growth**

Income Growth Chart below reflects Falcon Support Services income success over the last 3 years. From 2020/21– £2,342,383 to 31st March 2023 £2,805,208 Income Growth is 84%.




**Section seven: Plans for Future Periods**

In the coming year Falcon Support Services will work on its Strategic objectives as set out in its Business Strategy for 2022-25:

**To develop our organisational Growth and Sustainability**

- Expand our employee benefits package
- Increase and diversify income generation

- Refine our systems and process to better operate, monitor and impact report.
- Minimise our environmental impact.

**Support Communities to Prevent Rough Sleeping**

- Learn from and co-produce services with those who have had real lived experience.
- Progress community hubs across Leicestershire that meet the needs in the community.
- Collaboratively work with stakeholders and community assets to best support our service users to achieve a healthy lifestyle.

**Offer a High Standard of Diverse and Accessible Accommodation**

- Remove the barriers our service users face to accessing accommodation and support.
- Enhance the quality of our accommodation.
- Expand our accommodations offer across Leicestershire.
- Become a Registered Landlord.

**Enable People to Live Independently**

- Teach employability and life skills.
- Provide aftercare support ensuring tenancy sustainment.
- Contribute to ending furniture poverty.

**Responsibilities of the Management Committee**

Company law requires the management committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming

resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the management committee should follow best practice and:

- select suitable accounting policies and then apply them consistently;

- make judgements and estimates that are reasonable and prudent;

- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The management committee is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The management committee is 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.

**Members of the Management Committee**

Members of the management committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and

- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the management committee on and signed on its behalf by:

Acting Chair
Jane Gray
13th July 2023

Jane A. Gray
13/07/2023

**FALCON SUPPORT SERVICES E.M LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES (incorporating the income and expenditure account)**
**FOR THE YEAR ENDED 31st MARCH 2023**

| | Note | 2023 Unrestricted funds £ | 2023 Restricted funds £ | 2023 Total funds £ | 2022 Total funds £ |
|---|---|---|---|---|---|
| **INCOME** | | | | | |
| DONATIONS | | | | | |
| Other grants, donations and fundraising | | 64,422 | | 64,422 | 44,719 |
| CHARITABLE ACTIVITIES | | | | | |
| LCC Public Health, Turning Point and other contracted services | | 581,583 | | 581,583 | 140,000 |
| Housing benefits, rent charges and associated income and support grants | | 1,631,018 | | 1,631,018 | 1,600,373 |
| Contributions from tenants, room lettings, incidental income etc. | | 142,323 | | 142,323 | 110,921 |
| Project support grants received as restricted funds | 9 | | 385,862 | 385,862 | 506,531 |
| **Total** | | 2,419,346 | 385,862 | 2,805,208 | 2,402,544 |
| **EXPENDITURE** | | | | | |
| Raising funds | | 36,642 | | 36,642 | 10,579 |
| Charitable activities | | 2,429,385 | 360,389 | 2,789,774 | 2,393,714 |
| **Total** | 4 | 2,466,027 | 360,389 | 2,826,416 | 2,404,293 |
| **NET INCOME/(SHORTFALL) AND NET MOVEMENT IN FUNDS FOR THE YEAR** | | (46,681) | 25,473 | (21,208) | (1,749) |
| **RECONCILIATION OF FUNDS** | | | | | |
| Total funds brought forward | | 442,508 | 67,467 | 509,975 | 511,724 |
| Total funds carried forward | 9 | 395,827 | 92,940 | 488,767 | 509,975 |

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derives from continuing activities.
The notes on pages 23 to 27 form part of the financial statements.

**FALCON SUPPORT SERVICES E.M LIMITED**

**BALANCE SHEET – 31st MARCH 2023**

| | Note | 2023 £ | 2023 £ | 2022 £ | 2022 £ |
|---|---|---|---|---|---|
| FIXED ASSETS | | | | | |
| Tangible assets | 6 | | 346,458 | | 97,416 |
| CURRENT ASSETS | | | | | |
| Debtors | 7 | 240,432 | | 200,319 | |
| Cash at bank and in hand | | 173,952 | | 298,159 | |
| | | 414,384 | | 498,478 | |
| LIABILITIES | | | | | |
| Creditors – amounts falling due within one year | 8 | 121,766 | | 85,919 | |
| NET CURRENT ASSETS | | | 292,618 | | 412,559 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | 639,076 | | 509,975 |
| Creditors – amounts falling due after more than one year – Charity Bank mortgage (secured) | 13 | | 150,309 | | |
| | | | 488,767 | | 509,975 |
| THE FUNDS OF THE CHARITY | | | | | |
| Unrestricted income funds | 9 | | 395,827 | | 442,508 |
| Restricted funds | 9 | | 92,940 | | 67,467 |
| TOTAL CHARITY FUNDS | | | 488,767 | | 509,975 |

For the year ended 31st March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The above declaration relates solely to the entitlement to exemption from audit under the Companies Act. The Company is still subject to the audit regulations contained in the Charities Act 2011 and the trustees have elected to be subject to audit under these rules.

These accounts have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

The accounts were approved by the trustees on 13th July 2023

Signed on behalf of the board of trustees

Jane Gray
Acting Chair

Jane A. Gray

13/07/2023

**FALCON SUPPORT SERVICES E.M. LIMITED**

**CASH FLOW STATEMENT**
**FOR THE YEAR ENDED 31ST MARCH 2023**

| | 2023 £ | 2022 £ |
|---|---|---|
| **Net cash flow from operating activities:** | | |
| Net shortfall for the year per SOFA | (21,208) | ( 1,749) |
| Adjustments for: | | |
| Depreciation charges | 23,930 | 21,521 |
| (Increase)/ decrease in debtors | (40,113) | 26,505 |
| Increase/(decrease) in creditors | 33,791 | (40,815) |
| Net cash flow provided/(shortfall) from operating activities | (3,600) | 5,462 |
| **Other funding** | | |
| Charity Bank mortgage loan | 154,000 | |
| | 150,400 | 5,462 |
| **Application of cash** | | |
| Purchase of fixed assets | (272,972) | (4,624) |
| Mortgage loan capital repayments | (1,635) | |
| **Net increase/(decrease) in cash** | (124,207) | 838 |
| Cash at bank and in hand at the beginning of the year | 298,159 | 297,321 |
| Cash at bank and in hand at the end of the year | 173,952 | 298,159 |

**FALCON SUPPORT SERVICES E.M LIMITED**

**NOTES ON THE ACCOUNTS – 31st MARCH 2023**

Notes forming part of the Financial Statements for the year ended 31st March 2023

1. ACCOUNTING POLICIES
The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

a) Basis of accounting including going concern
The financial statements of the charitable company, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS102) '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 (FRS102) (effective 1 January 2019)', Financial Reporting Standard 102 'the Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.
The trustees consider that the charity has adequate resources to continue in operational existence for the foreseeable future. They therefore consider that the charity is a going concern and the accounts have been prepared on that basis.

b) Fund accounting
Unrestricted funds are available for use at the discretion of the trustees in accordance with the general objectives of the charity.

Designated funds are unrestricted funds earmarked for particular purposes. The designation only has administrative significance and does not legally restrict the discretionary application of the funds.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

c) Income recognition
All income is included in the Statement of Financial Activities when the charity is entitled to the income, receipt is probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. 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. Income from grants for the provision of services is accounted for as part of income from charitable activities.

The value of services provided by the volunteers has not been included in these accounts but it is described in the trustee's annual report.

d) Expenditure recognition
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 and their associated support costs
- expenditure on charitable activities and their associated support costs.
Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include head office costs, finance, HR, IT and payroll. Within support costs, governance costs comprise those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to trustees meetings for the strategic management and planning of the charity. Cost allocation is mainly derived from an apportionment of relevant staff costs and other expenses.

e) Fixed assets
Fixed assets are stated at cost less accumulated depreciation and identified impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:
- office equipment - 4 years
- motor vehicle – 5 years
- leasehold property alterations - over the periods of the leases
- long leasehold property – over the remainder of the lease but commencing in 2023/24

2. 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 £10.

3. TAXATION
The charitable company is exempt from corporation tax on its charitable activities.

4. TOTAL RESOURCES EXPENDED including VAT

| | 2023 Total | 2022 Total |
|---|---|---|
| | £ | £ |
| Staff costs (note 5) | 1,786,134 | 1,545,759 |
| Premises costs | 664,540 | 570,894 |
| EMHA monthly fee | 35,615 | 39,560 |
| Van costs and mileage claims | 16,146 | 9,430 |
| Training | 20,394 | 10,739 |
| Printing, stationery, computer, IT and office | 85,855 | 59,794 |
| Website and publicity | 632 | 10,579 |
| Telephones | 13,127 | 15,539 |
| Charitable payments for clients | 28,624 | 50,218 |
| Other project costs | 111,025 | 39,787 |
| Auditors remuneration - audit | 3,000 | 3,000 |
| - other services | 1,200 | 1,200 |
| Legal and professional | 30,333 | 26,273 |
| Depreciation | 23,930 | 21,521 |
| Bank loan interest | 5,861 | - |
| Total resources expended | 2,826,416 | 2,404,293 |

GOVERNANCE AND SUPPORT COSTS

Within the above, the charity initially identifies the indirect costs of support functions and then subdivides those costs between charitable activity support and governance costs.

| | | |
|---|---|---|
| Charitable activity support | | |
| Salaries - general management and administration apportionments | 389,601 | 285,670 |
| Other costs - apportionments | 260,758 | 176,855 |
| | 650,359 | 462,525 |
| Governance costs | | |
| Salaries and related costs - apportionments | 68,369 | 63,967 |
| Audit and accountancy | 4,200 | 4,200 |
| | 72,569 | 68,167 |

5. TRUSTEE AND EMPLOYEE INFORMATION

| | 2023 £ | 2022 £ |
|---|---|---|
| Staff costs comprise: | | |
| Wages and salaries | 1,462,884 | 1,341,854 |
| Employers NIC | 109,863 | 103,700 |
| Pension contributions | 25,319 | 23,540 |
| Agency workers | 165,158 | 61,913 |
| Recruitment costs | 22,910 | 14,752 |
| | 1,786,134 | 1,545,759 |
| Remuneration of key management personnel inc. ERS NIC | 170,971 | 159,160 |

No employees received emoluments of more than £60,000. No remuneration was paid to the trustees during the year (2022-nil). Re-imbursed travel expenses paid to the trustees amounted to £nil (2022-£nil).

The average monthly head count of employees during the year was 88 (2022-73)

| | No. | No. |
|---|---|---|
| Chief Executive Officer and deputy | 2 | 2 |
| Administration | 15 | 10 |
| Supported accommodation | 53 | 49 |
| Community services | 18 | 12 |
| | 88 | 73 |

6. TANGIBLE FIXED ASSETS

| | Long leasehold property £ | Leasehold property alterations £ | Motor vehicle £ | Office equipment £ | Total £ |
|---|---|---|---|---|---|
| Cost: | | | | | |
| At 31st March 2022 | - | 72,893 | 20,741 | 115,200 | 208,834 |
| Additions | 222,728 | 17,780 | - | 32,464 | 272,972 |
| At 31st March 2023 | 222,728 | 90,673 | 20,741 | 147,664 | 481,806 |
| Depreciation: | | | | | |
| At 31st March 2022 | - | 7,289 | 5,185 | 98,944 | 111,418 |
| Charge for the year | - | 9,067 | 5,185 | 9,678 | 23,930 |
| At 31st March 2023 | - | 16,356 | 10,370 | 108,622 | 135,348 |
| Net book value: | | | | | |
| At 31st March 2023 | 222,728 | 74,317 | 10,371 | 39,042 | 346,458 |
| At 31st March 2022 | - | 65,604 | 15,556 | 16,256 | 97,416 |

## NOTES ON THE ACCOUNTS – 31st MARCH 2023

7. DEBTORS – amounts falling due within one year

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Housing benefits and rent receivable | 62,402 | 86,691 |
| Prepayments | 23,571 | 20,468 |
| Deposit held at solicitors re: property purchase | - | 84,866 |
| Other debtors, including contracted service grants receivable | 154,459 | 8,294 |
| | 240,432 | 200,319 |

8. CREDITORS – amounts falling due within one year

| | | |
|---|---|---|
| PAYE, NIC and pension contributions | 28,273 | 26,665 |
| Housing benefits repayable | 5,066 | 4,813 |
| Other creditors | 56,671 | 26,394 |
| Accruals and deferred income | 29,700 | 28,047 |
| Charity Bank loan repayments within one year | 2,056 | - |
| | 121,766 | 85,919 |

9. RECONCILIATION OF MOVEMENT OF FUNDS

| | | |
|---|---|---|
| Unrestricted funds | | |
| Net shortfall of unrestricted funds for the year | ( 46,681) | (101,250) |
| Total unrestricted funds brought forward | 442,508 | 458,892 |
| Transfer from restricted funds | - | 84,866 |
| Total unrestricted funds carried forward | 395,827 | 442,508 |

| **Restricted funds – current year** | Balance at 31st March 2022 | Income | Expenditure | Balance at 31st March 2023 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| LPCC – The Annexe | 4,608 | | 4,608 | |
| ESC – This Girl Can – Sport England | 1,445 | | 1,445 | |
| Cheshire Community Foundation | 2,541 | | 2,541 | |
| Intelligent Energy Charitable Trust | 9,881 | | 9,881 | |
| Garfield Weston Foundation | 8,750 | | 8,750 | |
| Turning Point – refurbishment grant | 20,000 | | 20,000 | |
| LCC Shires Grant – George Smith Hub | 20,242 | 5,250 | 25,492 | |
| Big Lottery Reaching Communities | | 157,772 | 157,772 | |
| NHS Mental Health & Wellbeing | | 36,761 | 36,761 | |
| Turning Point Harm reduction worker | | 8,203 | 8,203 | |
| DWP Kickstart programme | | 6,252 | 6,252 | |
| David Cook Foundation – FSS Garden | | 1,250 | 818 | 432 |
| Rural Community Grant | | 560 | 560 | |
| NHS Leics, Leics and Rutland CCG boiler grant | | 6,985 | 6,985 | |
| Leics, Leicester & Rutland Community Foundation | | 9,795 | 2,398 | 7,397 |
| LCC Shire Multiply grant DropIn extra support | | 10,000 | | 10,000 |
| CBC Loughborough DropIn food costs | | 5,000 | 4,275 | 725 |
| NWLDC Mill House | | 57,426 | 56,171 | 1,255 |
| Nationwide B.S. Charitable Trust - transforming | | 46,392 | | 46,392 |
| Trussell Trust Grant | | 3,114 | 3,114 | |
| Asda Community DropIn Grant George Smith hub | | 1,000 | 1,000 | |
| Angling Trust Get Fishing | | 700 | | 700 |
| CBC Drug Outreach | | 12,000 | | 12,000 |
| David Wilson Foundation | | 13,452 | 3,363 | 10,089 |
| Leics CMF | | 3,950 | | 3,950 |
| | 67,467 | 385,862 | 360,389 | 92,940 |

## NOTES ON THE ACCOUNTS – 31st MARCH 2022

Capital grants initially treated as restricted funds are released when capital spending has taken place on assets for the unrestricted use of the charity.

All balances carried forward will be spent in 2023/24. Details of the funds are shown in the Trustees' report. The closing balance is represented by cash at bank within that asset heading on the balance sheet.

| **Restricted funds – prior year** | Balance at 31st March 2021 | Income | Expenditure | Balance at 31st March 2022 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Nationwide | 5,838 | | 5,838 | |
| The Bridge – Rapid Rehousing project worker | 5,628 | | 5,628 | |
| MIND | 6,229 | | 6,229 | |
| LPCC – The Annex | 11,776 | 17,592 | 24,760 | 4,608 |
| NWLC – Rapid Rehousing | 15,354 | 88,233 | 103,587 | |
| ESC – This Girl Can – Sport England | 8,007 | - | 6,562 | 1,445 |
| The Big Lottery | | 142,386 | 142,386 | |
| Tesco | | 1,000 | 1,000 | |
| LCC – Sport England Inequalities | | 2,942 | 2,942 | |
| Pilgrim Trust | | 16,482 | 16,482 | |
| Turning Point – support worker | | 24,511 | 24,511 | |
| CBC – Mental Health | | 10,800 | 10,800 | |
| Homeless Link – property purchase | | 92,930 | 8,064 | |
| - capital grant released | | - | 84,866 | |
| Cheshire Community Foundation | | 4,992 | 2,451 | 2,541 |
| Intelligent Energy Charitable Trust | | 19,416 | 9,535 | 9,881 |
| DWP Kick Start Program | | 11,227 | 11,227 | |
| Garfield Weston Foundation | | 15,000 | 6,250 | 8,750 |
| LCC Shires Grant – Falcon Centre | | 7,500 | 7,500 | |
| Getting Help in the Neighbourhood | | 9,520 | 9,520 | |
| Turning Point – refurbishment grant | | 20,000 | | 20,000 |
| LCC Shires grant – George Smith Hub | | 22,000 | 1,758 | 20,242 |
| | | | 407,030 | |
| | 52,832 | 506,531 | 84,866 | 67,467 |

10. CAPITAL COMMITMENTS
There were no capital commitments at 31st March 2023 (2022 property purchase in progress for £220,000).

11. RELATED PARTY TRANSACTION
There were no related party transactions during the year (2022 - none).

12. OPERATING LEASE COMMITMENTS
The charity has cumulative future obligations on non-cancellable property leases totalling £993,285 as at 31st March 2023 (2022 - £1,160,648). Payments due within one year are £174,200 (2021 - £174,200) and payments due between two and five years are £519,782 (2022 - £580,145).

13. SECURED BANK BORROWINGS
The Charity Bank loan is secured on the long leasehold property acquired and is repayable by monthly instalments over 25 years ending 12th August 2047.

14. PROVISIONS AVAILABLE FOR SMALL ENTITIES
In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the accounts.

## INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF FALCON SUPPORT SERVICES E.M LIMITED

### Opinion

We have audited the financial statements of Falcon Support Services E.M Limited for the year ended 31st March 2023 which comprise the statement of financial activities, the balance sheet, the cash flow statement and the related notes. 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 to 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 31st 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; and
- have been prepared in accordance with the requirements of the Charities Act 2011

### 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 charity in accordance with ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and the provisions for small entities in the circumstances set out in note 13 to the financial statements and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

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

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

### Other information

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

We have nothing to report in this regard.

Continued...

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

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

This report is made solely to charity's trustees as a body, in accordance with the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Responsibilities of trustees**

As explained more fully in the responsibilities of the management committee on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements which 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 charity'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 company or to cease operations, or have no realistic alternative but to do so.

**Auditors responsibilities for the audit of the financial statements**

We have been appointed as auditor under the Charities Act 2011, s 144 and report in accordance with the Act and relevant regulations made or having effect thereunder. 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 auditors 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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilties. This description forms part of our auditor's report.

JOHN F. MOULD & CO., Statutory Auditor
19 & 20 Baxter Gate
Loughborough
Leics LE11 1TG

13th July 2023

John F Mould & Co is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

**FALCON SUPPORT SERVICES E.M LTD**

England & Wales - Charity number 1103101

# Accounts

Falcon

Homeless & Community Support

**Trustees' Annual Report and Accounts**

**2021 – 2022**

**FALCON SUPPORT SERVICES E.M LTD**

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

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2022**
**(incorporating the directors report)**

**Section one: Reference and Administrative Information**

**The name of the charity**

Falcon Support Services is also a Company Limited by Guarantee

Youth Shelter officially changed its name to Falcon Support Services on 3rd December 2015

**Registration numbers**

Registered Charity Number 1103101

Company Number 04177320

**The address of the registered office**

27-31 Pinfold Gate, Loughborough, Leicestershire, LE11 1BE

**The Management Committee**

| | | |
|---|---|---|
| Peter Dadswell | appointed | 24.11.15 |
| Jane Gray | appointed | 26.04.16 |
| Andrew Cereseto | appointed | 21.02.17 |
| Peter Cannon | appointed | 13.03.17 |
| Robert Sharp (Chair) | appointed | 30.04.18 |
| Alicia Butterfield | appointed | 01.07.19 |
| Graham Hunt | appointed | 14.08.19 |
| Jason King | appointed | 08.03.21 |
| Daljit Ghai | appointed | 20.12.21 |

**Company Secretary**
Jane Fele

**Senior Staff members**

| | |
|---|---|
| Marie Davis | CEO |
| Rachel Hall | Deputy CEO/ Head of Service Development |
| Jane Fele | Finance Manager |

**Bankers:**

National Westminster Bank Plc Market Place LOUGHBOROUGH LE11 3NZ

**Auditor**

John F. Mould & Co., 19-20 Baxter Gate, LOUGHBOROUGH LE11 1TG

## Section two: Structure, Governance and Management

### Governing document

The charity is a charitable company limited by guarantee, incorporated on 29th December 2003. CIYA was registered as a charity on 6th April 2004. The charity officially changed its name from Youth Shelter to Falcon Support Services on 3rd December 2015. The company was established under a Memorandum of Association which established its objects and powers. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £10.

### Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the management committee. The directors retire by rotation, the longest serving first and at the rate of one third each year. The retiring directors may offer themselves for re-election at the AGM.

Directors may also be co-opted during the year if there are vacancies but submit for election at the next AGM.

The search for additional trustees continues through contacting companies operating Social Responsibility Policies and other organisations complementing Falcon Support Services objects.

The trustee's aim is to balance experience and skills from the financial, housing, social and health sectors.

### Trustee induction and training.

The trustees invite potential new trustees to meet them informally, explain the role of trustee and confirm their willingness to become involved.

New trustees are met by the Chair and CEO and briefed on the actions, current plans and priorities of the charity. The induction process includes visiting several projects and access to charity information including the strategy, minutes of meetings and budgets.

Trustees are provided with access to Falcon Support Services Office 365 Sharepoint site which contains resources and information specifically for Trustees including resources via the Charity Commissions' website.

### The organisational structure

Falcon Support Services has a simple line accountability structure. The management committee set direction and monitor performance on an 8 weekly cycle. The CEO reports into those meetings and the Finance Manager acts as company secretary.

All the scheme managers' report to the CEO/Deputy CEO on performance, costs and progress against objectives and service development. Falcon Support Services accommodation projects work to the contract compliance procedures of the commissioning agencies which include Leicestershire County Council, Public Health and Charnwood Borough Council.

**Pay Structure**

Falcon Support Services operates a clear pay structure policy that is agreed by the Trustees annually. The pay scale is incremental based on skills, knowledge and experience. Incremental pay increases are awarded annually following a successful appraisal and/or increase in responsibility. Pay grades are bench marked against similar organisations/charities in the region.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of the Trustees expenses and related party transactions are disclosed in the notes to the accounts.

**Partnerships**

Falcon Support Services is part of Centrepoint's community partnership scheme. The scheme provides access to national forums, the opportunity to liaise with similar charities from different regions and input into Centrepoint's national data collection and research. As a member of Centrepoint's partnership scheme we can access and offer AQA accredited life skills education to our service users aged between 16 and 25.

The Falcon Centre is part of the Housing Matters consortium which delivers Leicestershire County Council's Public Health, Homeless Accommodation and Support Contract.

Falcon Support Services has six properties which comes under the umbrella of Exaireo Trust's Registered Social Landlord status.

Falcon Support Services has been working closely with Turning Point to improve the substance misuse services available to our service users. This year Turning Point have provided funding for a Harm Reduction Worker to support our service users with substance misuse issues across all projects.

**Section three: The management of risk**

The Trustees have a risk management strategy that comprises of:

- A risk register that has been compiled to assess governance, strategic, operational and financial risk. The document is reviewed bi-annually and/or following any escalation of risk.
- A business continuity plan is updated monthly to mitigate the risks for the delivery of services in the event of an emergency.
- Policies and procedures are in place to manage operational risks.

## Section Four: Objectives

### Falcon Support Services Objects

Our Memorandum of Association defines our objects as:

(a) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of temporary accommodation and by the provision of support and advice services calculated to relieve their conditions of need.

(b) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of support and advice services calculated to relieve the conditions of need while accommodated within temporary accommodation and new tenancies when referred for such internally or by the Local Authority, Children and Family Services, Criminal Justice Services and other agencies with whom Falcon Support Services has service level agreements.

(c) The relief of need, hardship and distress experienced by vulnerable people regardless of age by the provision of support, advice, educational and community involvement services calculated to relieve their conditions of need when referred internally by Falcon Support Services and its partner agencies or by any other support provider where a support agreement is in place.

### Falcon Support Services aims

Our mission statement:

1. Promote the dignity of vulnerable people.
2. Provide high quality, stable, supportive environments and accommodation for vulnerable people during their transition to independence.
3. Assist vulnerable people in developing the social and life skills necessary to plan and prepare for their futures.
4. Enable vulnerable people to integrate into local community.

### Public Benefit

The Trustees have given careful consideration to the Charity Commissions general guidance on public benefit [section 4 of the Charities Act 2006]. Our main activities and achievements are described in detail below.

All activities focus on our stated objects and aims which are undertaken to both maintain and extend our charitable efforts for the public benefit.

**Section five: Details of significant activities, achievements and performance**

**Supported Accommodation**

Falcon Support Services provides emergency and move on accommodation for homeless vulnerable people as part of our charitable aims and objectives. During 2021-22 we increased our accommodation to 104 beds. These beds are spread across eleven sites in Loughborough and two sites North West Leicestershire. All the accommodation projects are designed to meet the differing needs of vulnerable homeless people across the county.

## Emergency Accommodation Projects

### Falcon Centre:

The Falcon Centre is part of the Housing Matters consortium providing the supported accommodation for Leicestershire County Council's Public Health, Homeless Accommodation and Support contract. The Falcon Centre's en-suite rooms provide supported accommodation for 30 single homeless people with support needs over the age of 18 and a local connection to Leicestershire. The Falcon Centre is catered accommodation providing breakfast and an evening meal. The maximum length of stay at the Falcon Centre is 10 months.

**Referrals Received by District**

218 referrals were made to the Falcon Centre and of these:

- 92 Charnwood
- 62 Hinckley
- 31 Blaby
- 11 North West Leicestershire
- 9 Oadby and Wigston
- 5 Harborough
- 6 Melton
- 1 Leicester City
- 1 Northamptonshire

**Of the Referrals received:**

- 72 were accommodated.

**Referrals Accommodated by District**

- 32 Charnwood
- 16 Hinckley and Bosworth
- 14 Blaby
- 5 North West Leicestershire
- 3 Oadby and Wigston
- 1 Melton
- 1 Harborough

**Of those Accommodated:**

- 67% Mental Health Issues
- 60% Substance Dependency
- 13% Learning Difficulties
- 33% Poor Physical Health
- 47% Offenders
- 85% met the 10 month maximum target.

## Charnwood Borough Council Emergency Beds:

Three beds were commissioned by Charnwood Borough Council to provide emergency accommodation for people facing immediate homelessness in Charnwood.

**Number Supported on Beds:**

- 24 individuals accommodated

**Of Those Accommodated:**

- 67% Male
- 33% Female
- 92% aged between 26-59
- 8% aged between 18-25
- 87.5% Mental health
- 79% Substance Dependency
- 62.5% Offenders
- 25% Abuse (sexual/domestic/nondomestic)
- 25% Repeat homelessness
- 17% Repeat rough sleeper

## Rough Sleeper Initiative Fund:

Mill House was funded for further 9 months by the Department for Levelling Up Housing and Communities Rough Sleeper Initiative fund taking it to end of March 2022. The property provides 24 hour supported accommodation for six rough sleepers with a complex housing history.

**Referrals Received by District:**

39 Referrals received

- 17 Charnwood
- 2 North West Leicestershire
- 2 Melton Mowbray
- 6 Hinckley and Bosworth
- 4 Harborough
- 4 Blaby
- 1 Rutland
- 3 Unknown

**Of the Referrals received:**

- 18 were accommodated

- 9 Charnwood
- 1 North West Leicestershire
- 1 Melton Mowbray
- 1 Blaby
- 3 Hinckley and Bosworth
- 1 Harborough
- 1 Rutland
- 1 Unknown

**Of those Accommodated:**

- 84% male
- 16% female
- 50% Mental health
- 16% Learning difficulties
- 100% Substance dependency
- 33% Physical health

**Outcomes Across All Emergency Accommodation Projects:**

- 74% Maintained or Gained Accommodation
- 77% Supported with Benefits
- 11% Assisted to gain ID
- 12% Supported to Open a Bank Account
- 26% Supported with Funds
- 18% Supported to Reduce Debts
- 20% Supported with Leisure, Cultural and Faith Activities
- 31.5% Improved Physical Health
- 41% Reported Improved Mental Health
- 34% Reduced Substance Dependency
- 26% Reduced Offending Behaviour
- 40% Increased confidence
- 10% Involved in Volunteering

**Festive Falcon Campaign:**

This year also saw the return of our Festive Falcon beds, removing barriers to accommodation and allowing immediate access to prevent people sleeping on the streets. Over the 4 weeks of the Christmas period nine people were accommodated with 100% moving onto other accommodation and 50% went into treatment houses for substance misuse.

## Supported Living

The Supported Living projects are commissioned to provide temporary accommodation for single homeless individuals in priority need with 100% nomination rights to Charnwood Borough Council. The team work to meet the needs of homeless applicants with intense wrap around support taking them from crisis to independence.

Holly House and Ivy House are located on the same site, provide 10 beds with 24 hour support

for vulnerable adults over the age of 16.

**Referrals Received**

- 80

**Of the Referrals received:**

- 33 individuals were accommodated

**Of those accommodated:**

- 52% Male
- 48% Female
- 100% Mental Health Issues
- 90% Substance Dependency
- 20% Learning Difficulties
- 30% Poor Physical Health
- 119 days Average length of stay

**Outcomes Achieved:**

- 74% Planned Move onto Independent Living
- 40% Supported to Gain Funds
- 25% Assist to Gain ID
- 15% Supported to Open a Bank Account
- 40% In Education, Training or Employment
- 75% Participate in Leisure, Cultural or Faith Activities
- 65% Improved Mental Health
- 65% Improved Physical Health
- 30% Reduced Substance Dependency
- 25% Reduced Offending
- 75% Improved Confidence
- 20% Involved in Volunteering

## Young Persons Projects

21 bed spaces are specifically for young people under the age of 35, ranging from fully staffed 24 hour supported projects, to semi-independent house shares, with staff presence on site, to self-contained flats with support.

During 2021-22 there was a 33% increase in under 25-year-olds being referred to our services.

The properties include in the young people's accommodation are:
Neos House – 5 beds
Park House – 6 beds
Marshalls Court – 10 one bed self-contained flats

**Referrals Received:**

- 87

**Of Referrals Received:**

- 60 individuals accommodated

**Of those Accommodated:**

- 56 single young people
- 2 young parents with child
- 72% male
- 28% female
- 71% Mental Health
- 52% Substance Dependency
- 33% Learning Disabilities
- 19% Poor Physical Health

**Outcomes Achieved:**

- 89% Maintained or Gained Permanent Accommodation
- 57% Supported to Gain ID
- 43% Supported to Access a Bank Account
- 71% Improved Physical Health
- 71% Improved Mental Health
- 71% Reduced Substance Dependency
- 100% Increased Confidence
- 14% Reduced Offending Behaviour
- 29% Involved in Volunteering
- 57% Involved in Leisure, Cultural or Social Activities
- 29% Involved in Education, Training or Employment

**Support and Engagement**

People who have lived in supported accommodation can find it difficult to reintegrate themselves into the community. Our Support and Engagement team emerged to combat this issue and give residents the opportunity of living independently without removing our support completely.

Properties included in the Support and Engagement programmes include:
Towels Mill – 5 beds
Warwick House – 3 beds
Pinfold Jetty – 2 beds
Beauchief Apartments – total of 10 beds across 8 flats
Belvoir Road, Coalville – 3 beds
Chapel House – 3 beds

**Referrals Received:**

- 56

**Of Referrals Received:**

- 37 individuals accommodated

**Of those Accommodated:**

- 85% Male
- 15% Female
- 65% Mental Health
- 50% Substance misuse
- 8% Learning Disabilities
- 31% Poor Physical Health

**Outcomes Achieved:**

- 70% Planned Move onto Independent Living
- 6% Assisted to Gain ID
- 3% Supported to Open A Bank Account
- 28% Supported with Applying For Funds
- 34% Supported to Reduce Debts
- 13% Supported with Leisure, Cultural And Faith Activities
- 41% Improved Physical Health
- 47% Improved Mental Health
- 16% Reduced Substance Dependency
- 9% Reduced Offending Behaviour
- 34% Increased Confidence
- 3% Involved in Volunteering

## Community Projects

Falcon Support Services mission is to enable vulnerable people to integrate into their local community. We aim to reconnect our service users with their communities or help them settle into new ones. Strong communities, partnership working, and positive social networks are all vital to successful move on and independent living.

**Drop-In:**

The Drop In meets a vital need in the community providing a service that is open access to all those who need support in the community. The removal of barriers to this service is an important factor in the reduction of social isolation for the most vulnerable in the community whilst helping to improve their health, wellbeing, and sense of belonging.

With Big Lottery Reaching People Funding the Drop In has been able to expand across the county and now offers a service in every district of Leicester.

**Drop In Timetable**

- Loughborough: Monday – Friday 9am- 4.30pm
- Loughborough: Tuesdays 6.30pm – 8.30pm Soup Kitchen at The Falcon Centre
- Syston: Monday 10am – 1pm at Syston Community Centre
- Hinckley: Tuesday 10am – 4pm at Hinckley Salvation Army
- Blaby: Tuesday 2pm – 4pm at Blaby Baptiste Church
- Market Harborough: Wednesday 10am – 1pm at The Symington Building
- Wigston: Thursday 10am – 12pm at Wigston Salvation Army
- Melton: Friday 11am – 1pm at Mary's Place

**Drop In Achievements:**

- 7104 Visits to Community Services
- 462 Individuals Accessing Community Services
- 1,314 Food Parcels Issued
- 94 Visits to Our Soup Kitchen A Quarter
- 678 Require Access to Phones
- 109 Require Access to Showers

**George Smith Hub**

The George Smith Hub is the latest edition of Falcon's County wide drop-in services. Located in the centre of Coalville, the George Smith Hub is the result of a successful partnership with another local charity, Enrych. The project started just before the end of the financial year but has already got off to a good start by offering a variety of activities and services as well as a new community café.

Falcon will be providing support and guidance from the hub on a Monday and Friday between 10am-4pm ensuring we:

- improve the lives, health and wellbeing of vulnerable or disadvantaged people
- deliver early intervention to prevent homelessness in the area
- tackle community isolation
- reduce food poverty

## Improving Health Inequalities

**Substance Misuse**

In the last 12 months 41% of deaths amongst the homeless population across the UK have been contributed to drug and alcohol use. Across all projects 64% of our service users now report having an addiction. This year we have increased the specialist support we can offer through a new partnership with Turning Point to include a harm reduction worker in addition to the recovery navigator delivered in partnership with Exaireo Trust.

Thanks to our work with Public Health and Turning Point, we now have a purpose-built Clinical Room to deliver health services, with Needle Exchange available daily, Hep C testing weekly and a programme of health initiatives being developed for the future.

**Outcomes Achieved:**

- 1,258 one to one sessions in total
- 76 individuals worked with by Harm Reduction worker
- 291 one to one sessions held with the Harm Reduction worker
- 116 individuals worked with by the Recover worker
- 967 one to one sessions held with the Recover worker
- 18 Referrals into treatment houses
- 11 admissions to treatment houses
- issued 169 one hit kits since September 2021

**Recovery Week**
This year saw the return of Recovery Week which took on a hybrid model of online and in person.

- 129 people attended the on-site activities at the Falcon Centre

**Sexual Health**
The pandemic has changed how those involved in sex work operate, so this year saw us start to deliver outreach sessions on the streets, in addition to our main Annex centre.

Working with the Sexual Health Clinic, Juniper Lodge Sexual Assault Referral Centre and other agencies through the local forum, the Annex provides contraception, STI testing, advice and support to exit sex work when they are ready.

**Outcomes Achieved:**

- **384 contacts at the Annex**

**Physical Health**
Our Health Care Support Worker continues to work with service users to access primary health care, complete basic health checks and this year has seen us host health initiatives such as the Covid-19 Vaccination unit, Optician visits, Hairdressers and Cancer Screening Awareness Sessions.

Our Sports sessions have remained popular with weekly mindful walks and gym sessions, helping with service user's physical and mental health.

**Outcomes Achieved:**

- **32 one to one health sessions held**
- **989 sports sessions**
- **48 weekly therapeutic dog walks (minimum 5-hour sessions) exploring Leicestershire taken place.**

**Mental Health**
76% of our service users report having mental health difficulties, so we are pleased to have expanded our Emotional and Wellbeing Team to meet the increased need, providing one to one support, group work and positive activities for our service users so they can better manage their mental health.

Building confidence, reducing stigma and instilling the belief that today doesn't define their tomorrow is a key focus. The staff work with other community initiatives to reduce social isolation and provide a sense of belonging.

Falcon's allotment grows a range of fresh fruit and vegetables, which are donated to the Community Drop In's and is given away to those in need. The allotment is a volunteer and service user led space, that provides service users with an opportunity to engage in gardening, carpentry and other practical skills, as well as to relax, enjoy barbecues and socialise in an outdoor space. During its development the allotment has proven to be an invaluable space for mental health and wellbeing.

**Outcomes Achieved:**

- 907 Emotional and Wellbeing sessions held
- 141 Individuals supported with their mental health

**Grants:**

Grants carried forward from 2020/21 included:

- Nationwide – Support and Engagement Team Leader
- Police Crime Commissioner – The Annex
- The Pilgrim Trust – The Annex
- MIND – Emotional and Wellbeing Support Worker
- Sport England - This Girl Can sporting activities for females
- MHCLG – Rough Sleeper Initiative Fund for Rapid Rehouse

In 2021/22 Falcon Support Services were successful in receiving grants from:

- The Big Lottery Reaching Communities Fund for the community Drop In projects across the County
- Leicestershire County Council Shires Partnership grant for Falcon Support Services and Enrych to open The George Smith Hub in Coalville
- Garfield Weston funded a specialist young person support worker to support the residents at Neos House
- Sport England Tackling Inequalities Fund
- Homeless Link/MHCLG property purchase
- The Police Crime Commissioner – The Annex Outreach Worker

**Implications of Covid-19 Control Measures and Charity Financial Reporting**

Falcon Support Services have followed all Government guidance to become Covid-19 secure. We have worked closely with Public Health throughout lockdown and will continue to do so. We have published our risk assessment on our website, updated our risk register and our business continuity plan to include a pandemic.

We have been able to apply to local and national Government grants to mitigate the additional expenditure on adapting our services to deal with the social distancing and cleaning requirements. We have also been able to access grants to cover any losses we have incurred due to new projects being delayed and any lost income revenue.

While we understand that the long-term effects of Covid-19 will change the way we deliver our services we do not anticipate any long term negative effect on our accommodation services and the Charity's financial stability.

**Section six: Financial Review**

The financial position:

The statement of financial activities for the year shows a deficit on total funds of £1,749 (2021 - surplus £161,924). Total income is £2,402,544 (2021 - £2,342,383) and total expenditure is £2,404,293 (2021 £2,180,459). This deficit was due to CBC First Steps not going ahead, agency costs and the repairs and renewals for the buildings that were not budgeted at the beginning of the financial year.

The audited accounts show balances carried forward on restricted funds of £67,467. These restricted funds are due to grant awards for schemes running beyond 31st March 2022 and will be spent in the current financial year.

**Policy on reserves:**

The charity had unrestricted retained funds of £442,508 on 31st March 2022 compared with £458,892 on 31st March 2021. The trustees have reviewed the policy on reserves and continue to support a 'three months reserves' figure to cover staff wages and residual liabilities. The Charity Commission recommends six months reserves, and this remains a goal which the charity is working towards.

**Principal funding sources:**

Our main income is derived from the Leicestershire County Council Homeless Prevention contracts, rents, and service charges for the accommodation we manage.

We also benefit from the successful bids we have made to various grant making bodies. In this year Falcon Support Services received £506,531 in grants. Some of these grants were carried over from last financial year as well as new grants were received are from the below organisations: -

- Tesco - Groundwork UK
- Turning Point - Community Harm Reduction Worker
- Sport England Inequalities Fund
- CBC - Getting Help in the Neighbourhood
- Homeless Link Property Purchasing Grant
- Garfield Weston - Neos House
- DWP Grant - Kickstart
- Cheshire Community Foundation - Belvoir Rd Coalville
- Intelligent Energy Charitable Trust - FC/Drop-in Food
- LCC - George Smith Hub, Coalville

**Donations:**

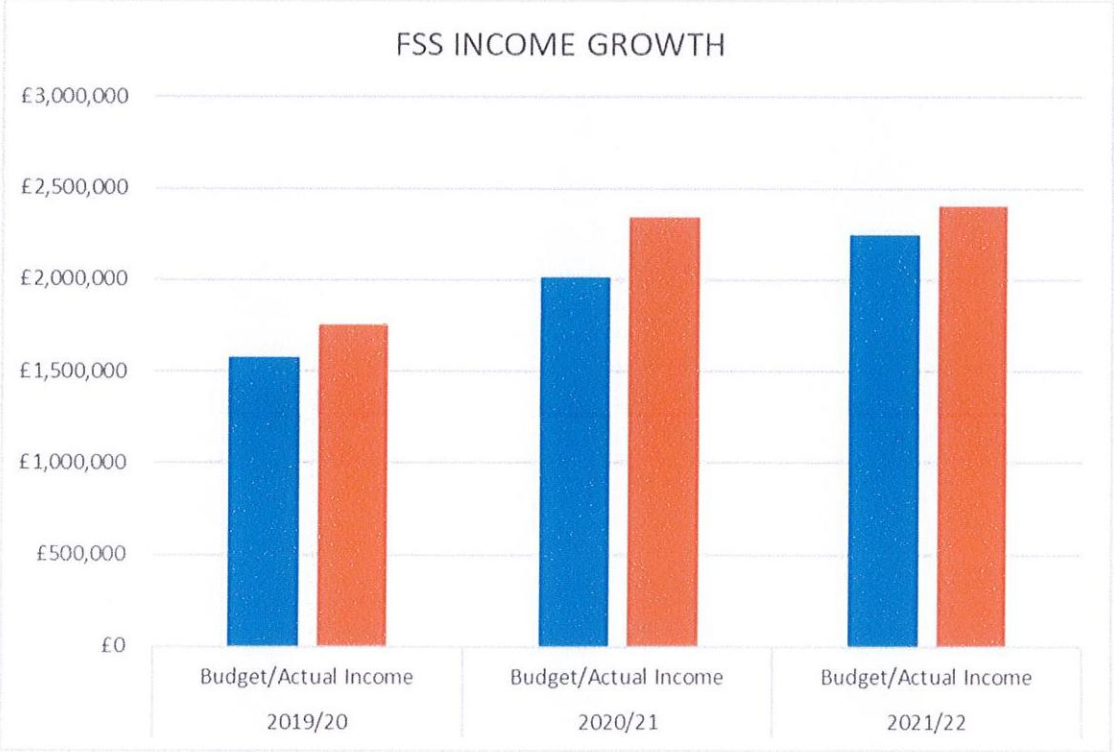
The donation of goods, facilities, and services to a Falcon Support Services e.m Ltd provides an economic resource for use by the charity to further its aims and objectives. All donations received are logged onto Falcon Support Services e.m Ltd SharePoint system. The donation system shows who made the donation and which Falcon Support Services e.m Ltd project has received the donation. In accepting donated goods for resale, the charity is receiving a gift in kind on trust for conversion into cash to fund the charity's activities. Where practicable, donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale.

Falcon Support Services e.m Ltd is a member of Fundraising Regulator and carries out fundraising activities following the guidance of the fundraising standards, our membership number is 073734.

A fundraising strategy is updated annually which provides a structure and guidance to our fundraising activities during the year. The Charity does not carry out any direct marketing campaigns, but we do run fundraising events. Financial donations are made via fundraising platforms such as Global Giving, Just Giving or direct through our website. All financial donations are recorded and logged in a separate journal for accounting purposes. We do not retain or use the personal details of anyone who has made a financial donation for any reason other than to send a thank you letter.

**Falcon Support Services Income Growth**

Income Growth Chart below reflects Falcon Support Services income success over the last 3 years. From 2019/20– £1,750,461 to 31st March 2022 £2,402,544 Income Growth is 73%.



**Section seven: Plans for Future Periods**

In the coming year Falcon Support Services will work on its Strategic objectives as set out in its Business Strategy for 2022-25:

**To develop our organisational Growth and Sustainability**

- Expand our employee benefits package
- Increase and diversify income generation
- Refine our systems and process to better operate, monitor and impact report.
- Minimise our environmental impact.

**Support Communities to Prevent Rough Sleeping**

- Learn from and co-produce services with those who have had real lived experience.
- Progress community hubs across Leicestershire that meet the needs in the community.
- Collaboratively work with stakeholders and community assets to best support our service users to achieve a healthy lifestyle.

**Offer a High Standard of Diverse and Accessible Accommodation**

- Remove the barriers our service users face to accessing accommodation and support.
- Enhance the quality of our accommodation.
- Expand our accommodations offer across Leicestershire.
- Become a Registered Landlord.

**Enable People to Live Independently**

- Teach employability and life skills.
- Provide aftercare support ensuring tenancy sustainment.
- Contribute to ending furniture poverty.

**Responsibilities of the Management Committee**

Company law requires the management committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming
resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the management committee should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The management committee is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The management committee is 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.

**Members of the Management Committee**

Members of the management committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the management committee on and signed on its behalf by:



Robert Sharp
Chair

4th July 2022

**FALCON SUPPORT SERVICES E.M LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES (incorporating the income and expenditure account)**
**FOR THE YEAR ENDED 31st MARCH 2022**

| | Note | 2022 Unrestricted funds £ | 2022 Restricted funds £ | 2022 Total funds £ | 2021 Total funds £ |
|---|---|---|---|---|---|
| **INCOME** | | | | | |
| DONATIONS | | | | | |
| Covid 19 funding and resilience grants | | - | - | - | 149,279 |
| Other grants, donations and fundraising | | 44,719 | | 44,719 | 39,190 |
| CHARITABLE ACTIVITIES | | | | | |
| NCHA/The Bridge contracted services 'Housing Matters' | | 140,000 | - | 140,000 | 149,307 |
| Housing benefits, rent charges and associated income and support grants | | 1,600,373 | - | 1,600,373 | 1,504,857 |
| Contributions from tenants, room lettings etc. | | 110,921 | | 110,921 | 85,528 |
| Project support grants | 9 | - | 506,531 | 506,531 | 414,222 |
| **Total** | | 1,896,013 | 506,531 | 2,402,544 | 2,342,383 |
| **EXPENDITURE** | | | | | |
| Raising funds | | 10,579 | | 10,579 | 15,163 |
| Charitable activities | | 1,986,684 | 407,030 | 2,393,714 | 2,165,296 |
| **Total** | 4 | 1,997,263 | 407,030 | 2,404,293 | 2,180,459 |
| **NET INCOME/(SHORTFALL) AND NET MOVEMENT IN FUNDS FOR THE YEAR BEFORE TRANSFERS** | | ( 101,250) | 99,501 | (1,749) | 161,924 |
| Transfer between funds | 9 | 84,866 | (84,866) | - | - |
| **RECONCILIATION OF FUNDS** | | | | | |
| Total funds brought forward | | 458,892 | 52,832 | 511,724 | 349,800 |
| Total funds carried forward | 9 | 442,508 | 67,467 | 509,975 | 511,724 |

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derives from continuing activities.
The notes on pages 22 to 26 form part of the financial statements.

**FALCON SUPPORT SERVICES E.M LIMITED**

**BALANCE SHEET – 31st MARCH 2022**

| | Note | 2022 | | 2021 | |
|---|---|---|---|---|---|
| | | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Tangible assets | 6 | | 97,416 | | 114,313 |
| CURRENT ASSETS | | | | | |
| Debtors | 7 | 200,319 | | 226,824 | |
| Cash at bank and in hand | | 298,159 | | 297,321 | |
| | | 498,478 | | 524,145 | |
| LIABILITIES | | | | | |
| Creditors – amounts falling due within one year | 8 | 85,919 | | 126,734 | |
| NET CURRENT ASSETS | | | 412,559 | | 397,411 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | 509,975 | | 511,724 |
| THE FUNDS OF THE CHARITY | | | | | |
| Unrestricted income funds | 9 | | 442,508 | | 458,892 |
| Restricted funds | 9 | | 67,467 | | 52,832 |
| TOTAL CHARITY FUNDS | | | 509,975 | | 511,724 |

For the year ended 31st March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The above declaration relates solely to the entitlement to exemption from audit under the Companies Act. The Company is still subject to the audit regulations contained in the Charities Act 2011 and the trustees have elected to be subject to audit under these rules.

These accounts have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

The accounts were approved by the trustees on 4th July 2022

Signed on behalf of the board of trustees

Robert Sharp
Chair

**FALCON SUPPORT SERVICES E.M. LIMITED**

**CASH FLOW STATEMENT**
**FOR THE YEAR ENDED 31ST MARCH 2022**

| | 2022<br>£ | 2021<br>£ |
|---|---|---|
| **Net cash flow from operating activities:** | | |
| Net income/(shortfall) for the year per SOFA | ( 1,749) | 161,924 |
| Adjustments for: | | |
| Depreciation charges | 21,521 | 11,648 |
| (Increase) in debtors | 26,505 | (103,785) |
| Increase in creditors | (40,815) | 52,100 |
| Net cash flow provided by operating activities | 5,462 | 121,887 |
| **Application of cash** | | |
| Purchase of fixed assets | (4,624) | (98,908) |
| **Net increase in cash** | 838 | 22,979 |
| Cash at bank and in hand at the beginning of the year | 297,321 | 274,342 |
| Cash at bank and in hand at the end of the year | 298,159 | 297,321 |

**FALCON SUPPORT SERVICES E.M LIMITED**

**NOTES ON THE ACCOUNTS – 31st MARCH 2022**

Notes forming part of the Financial Statements for the year ended 31st March 2022

1. ACCOUNTING POLICIES
The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

a) Basis of accounting including going concern
The financial statements of the charitable company, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS102) '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 (FRS102) (effective 1 January 2019)', Financial Reporting Standard 102 'the Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.
The trustees consider that the charity has adequate resources to continue in operational existence for the foreseeable future. They therefore consider that the charity is a going concern and the accounts have been prepared on that basis.

b) Fund accounting
Unrestricted funds are available for use at the discretion of the trustees in accordance with the general objectives of the charity.

Designated funds are unrestricted funds earmarked for particular purposes. The designation only has administrative significance and does not legally restrict the discretionary application of the funds.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

c) Income recognition
All income is included in the Statement of Financial Activities when the charity is entitled to the income, receipt is probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. 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. Income from grants for the provision of services is accounted for as part of income from charitable activities.

The value of services provided by the volunteers has not been included in these accounts but it is described in the trustee's annual report.

d) Expenditure recognition
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 and their associated support costs
- expenditure on charitable activities and their associated support costs.
Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include head office costs, finance, HR, IT and payroll. Within support costs, governance costs comprise those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to trustees meetings for the strategic management and planning of the charity. Cost allocation is mainly derived from an apportionment of relevant staff costs and other expenses.

e) Fixed assets
Fixed assets are stated at cost less accumulated depreciation and identified impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:
- office equipment - 4 years
- motor vehicle – 5 years
- leasehold property alterations - over the periods of the leases.

2. 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 £10.

3. TAXATION
The charitable company is exempt from corporation tax on its charitable activities.

| 4. TOTAL RESOURCES EXPENDED including VAT | 2022 Total £ | 2021 Total £ |
|---|---|---|
| Staff costs (note 5) | 1,545,759 | 1,378,746 |
| Premises costs | 570,894 | 561,350 |
| EMHA monthly agency fees | 39,560 | 34,127 |
| Travel and mileage claims | 9,430 | 2,646 |
| Training | 10,739 | 8,703 |
| Printing, stationery, computer, IT and office | 59,794 | 61,311 |
| Website and publicity | 10,579 | 6,614 |
| Telephones | 15,539 | 16,491 |
| Charitable payments for clients | 50,218 | 42,823 |
| Other project costs | 39,787 | 23,754 |
| Auditors remuneration - audit | 3,000 | 3,000 |
| - other services | 1,200 | 1,200 |
| Legal and professional | 26,273 | 19,496 |
| - fundraising services | - | 8,550 |
| Depreciation | 21,521 | 11,648 |
| Total resources expended | 2,404,293 | 2,180,459 |

GOVERNANCE AND SUPPORT COSTS

Within the above, the charity initially identifies the indirect costs of support functions and then subdivides those costs between charitable activity support and governance costs.

| | | |
|---|---|---|
| Charitable activity support | | |
| Salaries - general management and administration apportionments | 285,670 | 198,387 |
| Other costs - apportionments | 176,855 | 162,300 |
| | 462,525 | 360,687 |
| Governance costs | | |
| Salaries and related costs - apportionments | 63,967 | 58,774 |
| Audit and accountancy | 4,200 | 4,200 |
| | 68,167 | 62,974 |

5. TRUSTEE AND EMPLOYEE INFORMATION

| | 2022 £ | 2021 £ |
|---|---|---|
| Staff costs comprise: | | |
| Wages and salaries | 1,341,854 | 1,226,882 |
| Employers NIC | 103,700 | 91,013 |
| Pension contributions | 23,540 | 22,861 |
| Agency workers | 61,913 | 30,096 |
| Recruitment costs | 14,752 | 7,894 |
| | 1,545,759 | 1,378,746 |
| Remuneration of key management personnel inc. ERS NIC | 159,160 | 155,110 |

No employees received emoluments of more than £60,000. No remuneration was paid to the trustees during the year (2021-nil). Re-imbursed travel expenses paid to the trustees amounted to £nil (2021-£nil).

The average monthly head count of employees during the year was 73 (2021-69)

| | No. | No. |
|---|---|---|
| Chief Executive Officer and deputy | 2 | 2 |
| Project managers | 7 | 7 |
| Falcon Centre, Neos House, Moor House, Community and Support and Engagement | 36 | 36 |
| Hostels and flats | 6 | 6 |
| Shared houses | 12 | 14 |
| Administration | 10 | 4 |
| | 73 | 69 |

6. TANGIBLE FIXED ASSETS

| | Leasehold property alterations £ | Motor vehicle £ | Office equipment £ | Total £ |
|---|---|---|---|---|
| Cost: | | | | |
| At 31st March 2021 | 72,893 | 20,741 | 110,576 | 204,210 |
| Additions | - | - | 4,624 | 4,624 |
| At 31st March 2022 | 72,893 | 20,741 | 115,200 | 208,834 |
| Depreciation: | | | | |
| At 31st March 2021 | - | - | 89,897 | 89,897 |
| Charge for the year | 7,289 | 5,185 | 9,047 | 21,521 |
| At 31st March 2022 | 7,289 | 5,185 | 98,944 | 111,418 |
| Net book value: | | | | |
| At 31st March 2022 | 65,604 | 15,556 | 16,256 | 97,416 |
| At 31st March 2021 | 72,893 | 20,741 | 20,679 | 114,313 |

7. DEBTORS

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Amounts falling due within one year | | |
| Housing benefits and rent receivable | 86,691 | 149,441 |
| Prepayments | 20,468 | 22,816 |
| Deposit held at solicitors re: property purchase | 84,866 | - |
| Other debtors | 8,294 | 54,567 |
| | 200,319 | 226,824 |

8. CREDITORS – amounts falling due within one year

| | | |
|---|---|---|
| PAYE, NIC and pension contributions | 26,665 | 25,898 |
| Housing benefits repayable | 4,813 | 1,327 |
| Other creditors | 26,394 | 83,219 |
| Accruals and deferred income | 28,047 | 16,290 |
| | 85,919 | 126,734 |

9. RECONCILIATION OF MOVEMENT OF FUNDS

| | | |
|---|---|---|
| Unrestricted funds | | |
| Net income/(shortfall) for the year | (101,250) | 153,233 |
| Total unrestricted funds brought forward | 458,892 | 247,289 |
| Transfer from restricted funds | 84,866 | 58,370 |
| Total unrestricted funds carried forward | 442,508 | 458,892 |

| **Restricted funds – current year** | Balance at 31st March 2021 | Income | Expenditure | Balance at 31st March 2022 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Nationwide | 5,838 | - | 5,838 | - |
| The Bridge – Rapid Rehousing project worker | 5,628 | - | 5,628 | - |
| MIND | 6,229 | - | 6,229 | - |
| LPCC – The Annex | 11,776 | 17,592 | 24,760 | 4,608 |
| NWLC – Rapid Rehousing | 15,354 | 88,233 | 103,587 | - |
| ESC – This Girl Can – Sport England | 8,007 | - | 6,562 | 1,445 |
| The Big Lottery | - | 142,386 | 142,386 | - |
| Tesco | - | 1,000 | 1,000 | - |
| LCC – Sport England Inequalities | - | 2,942 | 2,942 | - |
| Pilgrim Trust | - | 16,482 | 16,482 | - |
| Turning Point – support worker | - | 24,511 | 24,511 | - |
| CBC – Mental Health | - | 10,800 | 10,800 | - |
| Homeless Link – property purchase | - | 92,930 | 8,064 | - |
| - capital grant released | | - | 84,866 | |
| Cheshire Community Foundation | - | 4,992 | 2,451 | 2,541 |
| Intelligent Energy Charitable Trust | - | 19,416 | 9,535 | 9,881 |
| DWP Kick Start Program | - | 11,227 | 11,227 | - |
| Garfield Weston Foundation | - | 15,000 | 6,250 | 8,750 |
| LCC Shires Grant – Falcon Centre | - | 7,500 | 7,500 | - |
| Getting Help in the Neighbourhood | - | 9,520 | 9,520 | - |
| Turning Point – refurbishment grant | - | 20,000 | - | 20,000 |
| LCC Shires grant – George Smith Hub | - | 22,000 | 1,758 | 20,242 |
| | 52,832 | 506,531 | 407,030<br>84,866 | 67,467 |

Capital grants initially treated as restricted funds are released when capital spending has taken place on assets for the unrestricted use of the charity.

All balances carried forward will be spent in 2022/23. Details of the funds are shown in the Trustees' report. The closing balance is represented by cash at bank within that asset heading on the balance sheet.

| **Restricted funds – prior year** | Balance at 31st March 2020 | Income | Expenditure | Balance at 31st March 2021 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Henry Smith Trust | 20,096 | - | 20,096 | - |
| Garfield Weston Foundation | 11,994 | - | 11,994 | - |
| LCC Shires | 4,081 | - | 4,081 | - |
| Nationwide | 30,126 | - | 24,288 | 5,838 |
| CBC – The Shed | 69 | - | 69 | - |
| CBC – youth worker | 1,236 | - | 1,236 | - |
| Police Crime Commissioner | 2,299 | - | 2,299 | - |
| CBC – The Annex | 4,981 | - | 4,981 | - |
| Homeless Link | 18,349 | - | 18,349 | - |
| Leics & Rutland Community Foundation | 5,314 | - | 5,314 | - |
| Pilgrim Trust | 3,966 | 18,264 | 22,230 | - |
| The Bridge –Rapid Rehousing project worker | - | 25,262 | 19,634 | 5,628 |
| Tesco | - | 500 | 500 | - |
| L & RCF - training equipment | - | 4,632 | 4,632 | - |
| MIND | - | 16,857 | 10,628 | 6,229 |
| LPCC – The Annex | - | 24,780 | 13,004 | 11,776 |
| NWLC - Rapid Rehousing | - | 139,861 | 124,507 | 15,354 |
| LCC - Tackling Inequalities | - | 1,163 | 1,163 | - |
| ESC - This Girl Can – Sport England | - | 8,773 | 766 | 8,007 |
| NWLC | - | 767 | 767 | - |
| The National Lottery Community Fund | - | 148,426 | 105,056 | |
| --capital portion of grant released | | | 43,370 | - |
| The Clothworkers Foundation | - | 15,000 | - | |
| --capital grant released | | | 15,000 | - |
| LCC Shires The Annex | - | 9,937 | 9,937 | - |
| | 102,511 | 414,222 | 405,531<br>58,370 | 52,832 |

10. CAPITAL COMMITMENTS
The purchase of a property for £220,000 was in progress at 31st March 2022. There were no other capital commitments at 31st March 2022 (2021 – none).

11. RELATED PARTY TRANSACTION
There were no related party transactions during the year (2021 - none).

12. OPERATING LEASE COMMITMENTS
The charity has cumulative future obligations on non-cancellable property leases totalling £1,160,648 as at 31st March 2022 (2021 - £1,334,848). Payments due within one year are £174,200 (2021 - £174,200) and payments due between two and five years are £580,145 (2021 - £647,435).

13. PROVISIONS AVAILABLE FOR SMALL ENTITIES
In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the accounts.

## INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF FALCON SUPPORT SERVICES E.M LIMITED

### Opinion

We have audited the financial statements of Falcon Support Services E.M Limited for the year ended 31st March 2022 which comprise the statement of financial activities, the balance sheet, the cash flow statement and the related notes. 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 to 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 31st March 2022 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 requirements of the Charities Act 2011

### 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 charity in accordance with ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and the provisions for small entities in the circumstances set out in note 13 to the financial statements and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

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

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

### Other information

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

We have nothing to report in this regard.

Continued...

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

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

This report is made solely to charity's trustees as a body, in accordance with the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Responsibilities of trustees**

As explained more fully in the responsibilities of the management committee on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements which 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 charity'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 company or to cease operations, or have no realistic alternative but to do so.

**Auditors responsibilities for the audit of the financial statements**

We have been appointed as auditor under the Charities Act 2011, s 144 and report in accordance with the Act and relevant regulations made or having effect thereunder. 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 auditors 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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilties. This description forms part of our auditor's report.

JOHN F. MOULD & CO., Statutory Auditor
19 & 20 Baxter Gate
Loughborough
Leics LE11 1TG

4th July 2022

John F Mould & Co is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

**FALCON SUPPORT SERVICES E.M LTD**

England & Wales - Charity number 1103101

# Accounts

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Falcon Support Services

# Trustees' Annual Report and Accounts

## 2020 – 2021

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**FALCON SUPPORT SERVICES E.M LTD**

**REPORT AND FINANCIAL STATEMENTS**
**FOR THE YEAR ENDED 31st MARCH 2021**

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**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2021**
**(incorporating the directors report)**

**Section one: Reference and Administrative Information**

**The name of the charity**

Falcon Support Services is also a Company Limited by Guarantee

Youth Shelter officially changed its name to Falcon Support Services on 3rd December 2015

**Registration numbers**

Registered Charity Number 1103101

Company Number 04177320

**The address of the registered office**

27-31 Pinfold Gate, Loughborough, Leicestershire, LE11 1BE

**The Management Committee**

| | | |
|---|---|---|
| Peter Dadswell | appointed | 24.11.15 |
| Jane Gray | appointed | 26.04.16 |
| Andrew Cereseto | appointed | 21.02.17 |
| Peter Cannon | appointed | 13.03.17 |
| Robert Sharp (Chair) | appointed | 30.04.18 |
| Alicia Butterfield | appointed | 01.07.19 |
| Graham Hunt | appointed | 14.08.19 |
| Jason King | appointed | 08.03.21 |

**Company Secretary**
Jane Fele

**Senior Staff members**

| | |
|---|---|
| Marie Davis | CEO |
| Rachel Hall | Deputy CEO/ Head of Service Development |
| Jane Fele | Finance Manager |

**Bankers:**

National Westminster Bank plc Market Place LOUGHBOROUGH LE11 3NZ

**Auditor**

John F. Mould & Co., 19-20 Baxter Gate, LOUGHBOROUGH LE11 1TG

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## Section two: Structure, Governance and Management

### Governing document

The charity is a charitable company limited by guarantee, incorporated on 29th December 2003. CIYA was registered as a charity on 6th April 2004. The charity officially changed its name from Youth Shelter to Falcon Support Services on 3rd December 2015. The company was established under a Memorandum of Association which established its objects and powers. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £10.

### Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the management committee. The directors retire by rotation, the longest serving first and at the rate of one third each year. The retiring directors may offer themselves for re-election at the AGM.

Directors may also be co-opted during the year if there are vacancies but submit for election at the next AGM.

The search for additional trustees continues through contacting companies operating Social Responsibility Policies and other organisations complementing Falcon Support Services objects.

The trustees aim is to balance experience and skills from the financial, housing, social and health sectors.

### Trustee induction and training.

The trustees invite potential new trustees to meet them informally, explain the role of trustee and confirm their willingness to become involved.

New trustees are met by the Chair and CEO and briefed on the actions, current plans and priorities of the charity. The induction process includes visiting several projects and access to charity information including the strategy, minutes of meetings and budgets.

Trustees are provided with access to Falcon Support Services Office 365 SharePoint site which contains resources and information specifically for Trustees including resources via the Charity Commissions' website.

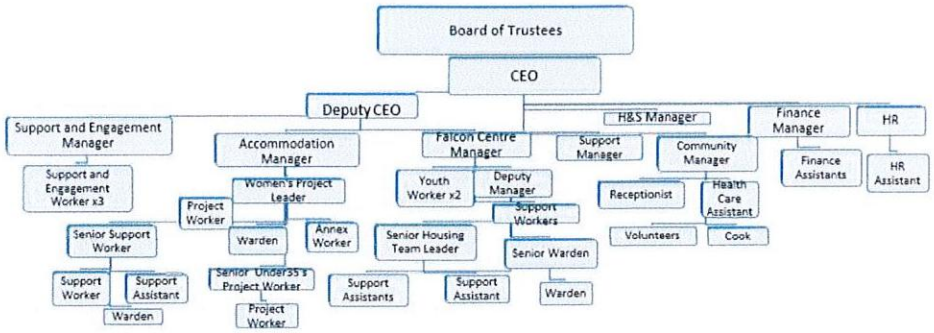
### The organisational structure

Falcon Support Services has a simple line accountability structure. The management committee set direction and monitor performance on a 6 weekly cycle. The CEO reports into those meetings and the Finance Manager acts as company secretary.

All the scheme managers report to the CEO/Deputy CEO on performance, costs and progress against objectives and service development. Falcon Support Services accommodation projects work to the contract compliance procedures of the commissioning agencies which include Leicestershire County Council, Public Health and Charnwood Borough Council.

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The structure approved by the Trustees is shown below.




**Pay Structure**

Falcon Support Services operates a clear pay structure policy that is agreed by the Trustees annually. The pay scale is incremental based on skills, knowledge and experience. Incremental pay increases are awarded annually following a successful appraisal and/or increase in responsibility. Pay grades are bench marked against similar organisations/charities in the region.

All Trustees give of their time freely and no Trustee received remuneration in the year. Details of the Trustees expenses and related party transactions are disclosed in the notes to the accounts.

**Partnerships**

Falcon Support Services is part of Centrepoint's community partnership scheme. The scheme provides access to national forums, the opportunity to liaise with similar charities from different regions and input into Centrepoint's national data collection and research. As a member of Centrepoint's partnership scheme we can access and offer AQA accredited life skills education to our service users aged between 16 and 25.

The Falcon Centre is part of the Housing Matters consortium which delivers Leicestershire County Council's Public Health, Homeless Accommodation and Support Contract.

Falcon Support Services has two properties which come under the umbrella of Exaireo Trust's Registered Social Landlord status.

**Section three: The management of risk**

The Trustees have a risk management strategy that comprises of:

- A risk register that has been compiled to assess governance, strategic, operational and financial risk. The document is reviewed bi-annually and/or following any escalation of risk.
- A business continuity plan is updated monthly to mitigate the risks for the delivery of services in the event of an emergency.
- Policies and procedures are in place to manage operational risks.

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## Section Four: Objectives

### Falcon Support Services Objects

Our Memorandum of Association defines our objects as:

(a) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of temporary accommodation and by the provision of support and advice services calculated to relieve their conditions of need.

(b) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of support and advice services calculated to relieve the conditions of need while accommodated within temporary accommodation and new tenancies when referred for such internally or by the Local Authority, Children and Family Service, Criminal Justice Services and other agencies with whom Falcon Support Services has service level agreements.

(c) The relief of need, hardship and distress experienced by vulnerable people regardless of age by the provision of support, advice, educational and community involvement services calculated to relieve their conditions of need when referred internally by Falcon Support Services and its partner agencies or by any other support provider where a support agreement is in place.

### Falcon Support Services aims

Our mission statement:

1. Promote the dignity of vulnerable people.
2. Provide high quality, stable, supportive environments and accommodation for vulnerable people during their transition to independence.
3. Assist vulnerable people in developing the social and life skills necessary to plan and prepare for their futures.
4. Enable vulnerable people to integrate into local community.

### Public Benefit

The Trustees give careful consideration to the Charity Commissions general guidance on public benefit [section 4 of the Charities Act 2006]. Our main activities and achievements are described in detail below.

All activities focus on our stated objects and aims which are undertaken to both maintain and extend our charitable efforts for the public benefit.

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**Section five: Details of significant activities, achievements and performance**

**Supported Accommodation Projects**

Falcon Support Services provides emergency and move on accommodation for homeless vulnerable people as part of our charitable aims and objectives. During 2020-21 we increased our accommodation offer to 97 beds over twelve sites in Loughborough and one in Measham, North West Leicestershire. All the accommodation projects are designed to meet the differing needs of vulnerable homeless people across the county.

**Falcon Centre:**

The Falcon Centre is part of the Housing Matters consortium providing the supported accommodation element of Leicestershire County Council's Public Health, Homeless Accommodation and Support contract. The Falcon Centre's en-suite rooms provide supported accommodation for 30 single homeless people with support needs over the age of 18 and a local connection to Leicestershire. The Falcon Centre is catered accommodation providing breakfast and an evening meal. The maximum length of stay at the Falcon Centre is 10 months.

The total number of referrals to the service increased by 41.7% in 2020-21 to 306 of which:
42 Blaby District Council
97 Charnwood Borough Council
16 Harborough District Council
59 Hinckley and Bosworth Borough Council
21 Melton Borough Council
18 North West Leicestershire District Council
11 Oadby and Wigston Borough Council
42 The Bridge

Of the Referrals received:
98 were accommodated.

Of those Accommodated:
52% Mental Health Issues
60% Substance Misuse Issues
55% Offenders
97% met the 10 month maximum target.
67% Positive move on

An emergency bed was commissioned by Charnwood Borough Council for the 2020-21 following the success of the provision the previous year. This was supplemented by a further two emergency beds for the winter months from December 2020 to March 31st 2021.

A total of 25 individuals were supported on the emergency beds. Their support needs included:
15 Mental health
8 Drug dependency
5 Alcohol dependency
9 Offenders

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1 Physical health
1 Frail elderly

Of those accessing the beds 88% were male with an average age of 39. The youngest was 18 and the eldest 75.
The average age of the 12% of females was 36. The youngest was 21 and the eldest 50.

**Festive Falcon Campaign**
Due to Covid-19 restrictions we were not able to provide the additional 3 Festive shelter beds or the community Christmas Day lunch we usually provide over the Christmas period. Instead, we ran a Festive Falcon fund raiser to decorate the Falcon Centre, provide activities, games and festive food for the residents over the Christmas period. A total of £13,760.91 was raised which far exceeded the target. The additional funds allowed us to pay for storage for the donated furniture in preparation for residents moving on, contribute towards the purchase of a van to help our residents move into their new homes and provide a small pot of money to help towards advance rent payments. These advance rent payments have become a standard requirement for anyone moving into a housing association property. This can be a barrier for our residents move on to independent living so having a pot of money to subsidise these payments has been invaluable.

**Rough Sleeper Initiative Fund**
A successful bid for RSI3 funding from MHCLG with partner agencies NWLDC, CBC Lettings and The Bridge enabled Falcon Support Services to open six new bed spaces for rough sleepers with a complex housing history. The property was due to open April 1st but was delayed by 2 months due to Covid-19. Adaptations were made to make the property covid safe allowing the house to open with a reduced capacity on June 1st eventually achieving full capacity by September 1st.

During the last 10 months:
58 Referrals received
22 Accommodated
9 Positive move ons

Of those Accommodated:
73% Mental health
4.5% Learning difficulties
32% Alcohol dependency
68% Drugs dependency
9% Physical health

Successful outcomes included:
66% Reduced debts
83% Improved physical health
83% Improved mental health
50% Reduced drug misuse
17% Reduced alcohol use
50% Reduced offending

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50% Improved confidence

**Winter House**

The MHCLG provided further funding as part of the Covid-19 response to provide additional accommodation over the winter months for street homeless, rough sleeping or staying in B&Bs as part of the 'Everyone In' or 'Covid Plus' scheme. In collaboration with Leicestershire and Rutland Local Authorities, we opened an additional 5 bed supported accommodation project for 6 months from November 2020 to May 2021.

During the last 6 months:
32 Referrals received
10 Accommodated
3 Successfully moved on to independent accommodation
2 Moved on to more suitable supported accommodation
5 Remained in the property after the funding ended and successfully transitioned over to the Support and Engagement team.

**Charnwood Homeless Accommodation and Support**

Charnwood Borough Council commission this service to provide emergency supported accommodation for those in priority housing need. The accommodation provides 10 beds over 2 properties.

**Holly House and Ivy House:**

The two properties are located on the same site and offer 24 hour supported accommodation for vulnerable adults over the age of 16.

During the last 12 months:
48 Referrals received
29 Referrals accommodated
15 Successful move on

Of those Accommodated:
90% Mental Health Issues
79% Substance Misuse Issues
17% Learning Disabilities
17% Physical Health
14% Offenders
14% Sex working
10% Fleeing Domestic Violence

Successful outcomes include:
67% Benefits awarded
52% Reduce their debts
52% Secured additional funds
21% Reduction in substance misuse
14% Reduced their offending
14% Open a bank account
7% Provided with Identification documents

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**Ending Women's Homelessness Programme**

Homeless Link's Ending Women's Homelessness grant programme funded by the Government's Tampon Tax Fund has enabled us to provide 5 beds for vulnerable women to be accommodated in a specialist gender informed project, a further 4 beds for move on accommodation and 1 mother and baby unit.

**Janus House:**

Janus House is a 5 bedroom, 24 hour supported accommodation project. This specialist gender informed project was funded for 15 months and closed March 31st 2021.

During the last 12 months:
30 Referrals received
17 Accommodated
9 Positive move on

Of those Accommodated:
33% Substance Misuse Issues
50% Mental Health Issues
17% Offender

Outcomes Include:
68.75% Reduced debts
50% Improved their physical health
43.75% Improved their mental health
25% Reduced their substance misuse
37.5% Open a bank account
31.25% Improved their self confidence
31.25% Provided with identification documents

**Warwick House:**

Warwick House is a 4 bedroom property which acted as a move on property from Janus House for the Ending Women's Homelessness Programme.

During the last 12 months:
12 Referrals received
7 Accommodated
4 Positive move on
3 Remained in the property after the funding ended and successfully transitioned over to the Support and Engagement team.

**Marshalls Court Mother and Baby unit:**

This unit supported 2 mums with their babies during the year providing accommodation and support allowing them to successful move on to independent living.

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## Under 35's Supported Accommodation

**Park House:**
Park House provides supported accommodation for six people under 35 who are vulnerable and require a smaller project with the emphasis on building life skills. Park House is staffed overnight and has a working office on site for support. This project provides an opportunity to live in a shared house environment and operates a cooking rota ensuring that service users plan, shop and cook a healthy meal at least once a week.

Park Road received 45 referrals and accommodated 18 of those during the year. They achieved an 85% planned move on rate with 11 residents moving on to independent living.

**Marshalls Court Flats:**
Marshall's Court is an East Midlands Housing Association site providing ten self-contained one-bedroom flats offering semi-independent supported accommodation for single people, aged 18-35 years old. This project continues to be used primarily for move on from other projects enabling service users to go from fully supported to semi supported as a stepping stone to independence. The accommodation is longer term with residents staying for up to 2 years meaning demand far exceeds supply.

During the last 12 months:
13 Referrals received
3 Accommodated
3 Positive move on

## Support and Engagement Project

Support and Engagement projects provide shared housing within the private rented sector. Falcon Support Services act as the bridge between landlords and tenants, guaranteeing the rent and reducing their risks allowing us to accommodate vulnerable people that would otherwise be unable to access the private sector.

The team worked hard opening 2 new properties, Towles Mill and Coalville House during the pandemic, as well as supporting Moor House, Chapel House, Pinfold Jetty and Beauchief Apartments.

During the last 12 months:
35 Referrals received
35 Accommodated
53 Supported in the year

Outcomes include:
30.5% Reduced debts
56.5% Improved physical health
30.5% Improved mental health
9% Reduced drug use
13% Reduced alcohol use
9% Reduced offending
30.5% Increased confidence

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## Community Projects

Falcon Support Services mission is to enable vulnerable people to integrate into their local community. We aim to reconnect our service users with their communities or help them settle into new ones. Strong communities, partnership working, and positive social networks are all vital to successful move on and independent living.

**Drop-In:**

The Drop In meets a vital need in the community providing a service that is open access to all those who need support in the community. The removal of barriers to this service is an important factor in the reduction of social isolation for the most vulnerable in the community whilst helping to improve their health, wellbeing, and sense of belonging.

The Covid-19 pandemic meant that the normal function of the Drop-In had to cease. Initially, the Drop-In staff worked with Charnwood Borough Council to ensure that all rough sleepers were housed either in B&B accommodation or referred to supported accommodation as part of the 'Everyone In' scheme. Services were then adapted, opening longer hours over 7 days a week offering a 'one in one out' service providing assistance with benefits, housing, food parcels, drinks and access to shower and laundry facilities.

Drop In Achievements:

364 Individual attendees
2828 Visits
2401 Hot drinks
798 Breakfast
403 Lunches
137 Clothes issued
53 Showers
126 Phones charged.
509 Phone use

Additional Drop-In services which were able to continue during the year include:

- The Allotment
- Substance Misuse Navigator
- Local Police

The Drop In provides access to a Health Care Assistant who provides:

- First Aid/Wound Care
- Corona Virus information & advice
- Personal Hygiene Guidance/Foot care/Healthy Eating & Lifestyle
- Sexual Health Screening/Pregnancy Testing/Hep C Screening.
- General Health Checks/ Mental Health and Well Being.
- Registering with a GP & Dentist/Assisting with appointments/Signposting to Agencies
- Blood Pressure/Temperature checks/Weight Monitoring.
- Help and Advice on health matters e.g Risk of Diabetes, Cardiovascular Disease.

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**The Annex:**
The Annex is a specialist sex worker support service funded by the Police and Crime Commissioner, Charnwood Borough Council, Leicestershire County Council and the Pilgrim Trust.

The Annex is open for 3 sessions per week providing a safe place, access to specialist advice, help with housing, substance misuse, offending, welfare and benefits guidance, specialist preventative services including free contraception/pregnancy testing and links with GU clinics, Hep C screening and First Aid training. The centre also provides laundry facilities, shower facilities, access to clothes/toiletries and food supplies, and hot food and drinks from the kitchen.

Outcomes:
792 Contacts with the Annex
40 Women supported
5 Women exited sex work
7 Reduced their drug use

The project works in conjunction with Turning Point, Adults at Risk, Vulnerable Adults Risk Management Team, Social Services, Community Mental Health Team, Police, Probation, Practitioners Forum, and housing options.

The project lead chairs the Sex Workers Forum.

**Substance Recovery Support Services:**
The Recovery Navigator continued to show commitment and found new ways to support our service users in their recovery during the pandemic. The group sessions continued over zoom with more people attending than ever before. Our service users were provided with access to tablets to enable them to take part in the privacy of their own room.

Achievements include:
133 Individuals supported
697 One to one Sessions
1138 Group sessions attended
16 Rehab assessments
11 Rehab visits
14 Admissions to rehab

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**Grants:**

Grants carried forward from 2019/20 included:

- Henry Smith
- Garfield Weston Foundation (3 years)
- Nationwide
- Police Crime Commissioner
- Homeless Link Ending Women's Homelessness
- The Pilgrim Trust
- Shires Grant (Annex)
- LCRF Tampon Tax

In 2020/21 Falcon Support Services were successful in receiving grants from:

- Charnwood Borough Council (The Shed)
- Leicestershire Community Fund (Covid)
- MIND (Coronavirus mental health response fund)
- Leicestershire and Rutland Community Foundation (Covid)
- Tesco
- The Big Lottery (Covid)
- This Girl Can
- CAF Resilience
- Clothworkers Foundation

The Henry Smith revenue grant ended February 2021. The grant provided funding for the project worker at the Drop In and the setting up of satellite Drop In services across the county. County satellite Drop In sites now include Coalville, Syston and Hinckley.

The Garfield Weston Foundation grant in its third and final year of funding for a reception and triage worker at the Drop In.

The Pilgrim Trust funded the Annex project leader post for 2 years. This ends November 2021.

Charnwood Borough Council funded The Annex and The Shed Youth Club.

Police Crime Commissioner funded The Annex.

Homeless Link's Ending Women's Homelessness grant funded the support worker post at Janus House.

Leicestershire and Rutland Community Foundation funded 6 laptops and 2 manikins for training purposes.

Leicestershire County Council Shires Grant funded The Annex and the Health Care Assistant post for the Drop In.

Nationwide funded the Support and Engagement project leader post.

LCRF Tampon Tax provided additional support in the Drop-In for females.

MIND funded an emotional and wellbeing worker as part of their mental health response fund.

Tesco Bags of Help funded food, washing powder and toiletries.

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MHCLG – Homeless Link Covid grant covered costs for lost housing benefit, furloughed staff and provided additional staff to control entry and triage services as well as additional cleaning costs.

Leicestershire Communities Fund covered staff costs, property costs and PPE costs.

The Big Lottery funded additional staff to support longer opening hours at the Drop-In, additional cleaning and cooking. Refurb of the Drop-In building to create new laundry and shower area, washing machines and tumble dryers. The grant also covered loss of income due to Covid-19.

CAF Resilience Fund provided a grant to create socially distanced support rooms, wifi improvements for residents, doors fobs, cleaning, PPE and screens.

Clothworkers Foundation funded the purchase of a van.

This Girl Can funded sporting activities for females.

**Implications of Covid-19 Control Measures and Charity Financial Reporting**

Falcon Support Services have followed all Government guidance to become Covid-19 secure. We have worked closely with Public Health throughout lockdown and will continue to do so. We have published our risk assessment on our website, updated our risk register and our business continuity plan to include a pandemic.

We have been able to apply to local and national Government grants to mitigate the additional expenditure on adapting our services to deal with the social distancing and cleaning requirements. We have also been able to access grants to cover any losses we have incurred due to new projects being delayed and any lost income revenue.

While we understand that the long term effects of Covid-19 will change the way we deliver our services we do not anticipate any long term negative effect on our accommodation services and the Charity's financial stability.

**Section six: Financial Review**

The financial position:

The statement of financial activities for the year shows a surplus on unrestricted funds of £153,233 (2020 - £63,726). Total income was £2,342,383 (2020 - £1,750,402) and total expenditure was £2,180,459 (2020 £1,663,356). This increase arose from providing additional contracted services and the corresponding increased costs in the delivery of those services, mainly on additional staff and premises costs which includes Queens Road offices.

The audited accounts show a balance carried forward on restricted funds of £52,832. These restricted funds are due to awards for schemes running beyond 31st March 2021 and will be spent in the current financial year.

**Policy on reserves:**
The charity had unrestricted retained funds of £458,892 at 31st March 2021 compared with £247,289 at 31st March 2020. The trustees have reviewed the policy on reserves and continue to support a 'three months reserves' figure to cover staff wages and residual liabilities. The Charity Commission recommends six months reserves, and this remains a goal which the charity

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is working towards.

**Principal funding sources:**

Our main income is derived from the Leicestershire County Council Homeless Prevention contracts, rents, and service charges for the accommodation we manage.

We also benefit from the successful bids we have made to various grant making bodies. In this year Falcon Support Services received Covid 19 funding totalling £149,279. This compensated for the loss of housing benefit and personal charge income due to the Pandemic. All Covid 19 grant monies were spent in the year.

**Donations:**

The donation of goods, facilities, and services to a Falcon Support Services e.m Ltd provides an economic resource for use by the charity to further its aims and objectives. All donations received are logged onto Falcon Support Services e.m Ltd SharePoint system. The donation system shows who made the donation and which Falcon Support Services e.m Ltd project has received the donation. In accepting donated goods for resale, the charity is receiving a gift in kind on trust for conversion into cash to fund the charity's activities. Where practicable, donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale.

**Fundraising:**

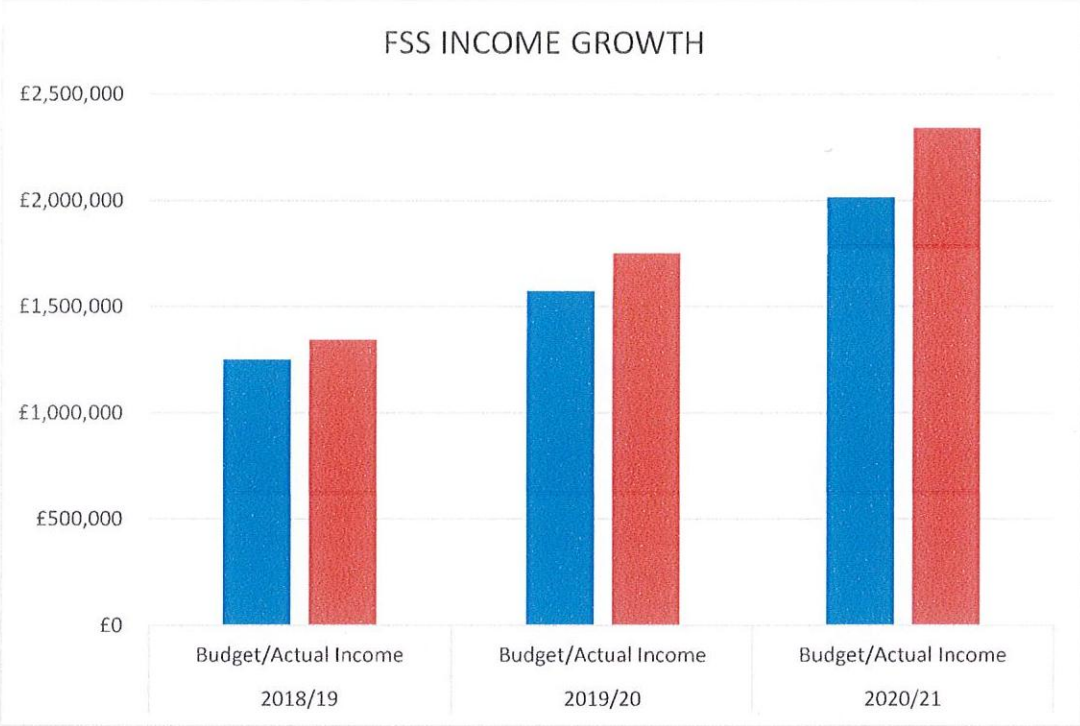
Falcon Support Services e.m Ltd is a member of Fundraising Regulator and carries out fundraising activities following the guidance of the fundraising standards, our membership number is 073734.

A fundraising strategy is updated annually which provides a structure and guidance to our fundraising activities during the year. The Charity does not carry out any direct marketing campaigns, but we do run fundraising events. Financial donations are made via fundraising platforms such as Global Giving, Just Giving or direct through our website. All financial donations are recorded and logged in a separate journal for accounting purposes. We do not retain or use the personal details of anyone who has made a financial donation for any reason other than to send a thank you letter. The charity never applies undue pressure when requesting support from donors and no complaints have been received by the charity about fundraising activities.

**Falcon Support Services Income Growth**

Income Growth Chart below reflects Falcon Support Services income success over the last 3 years. From 2018/19 – £1,345,637 to 31st March 2021 £2,342,383 Income Growth is 74%.

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**Section seven: Plans for Future Periods**

In the coming year Falcon Support Services will continue to work on its Strategic objectives as set out in its Business Strategy for 2019-22:

**To develop our organisational capacity**

- Ensuring Falcon Support Services is a financially stable charity with good governance
- To have a professional, trained staff and volunteer team that are committed, experienced and professional

**To prevent rough sleeping**

- To provide a smooth transition from rough sleeping to supported housing to independence

**To offer a high standard of diverse accommodation to meet the needs of our service users**

- Developing new accommodation solutions which meet the needs and preferences of our customers
- Ensuring a high standard of accommodation

**To enable people to live independently**

- Providing interventions to aid recovery enabling clients to transform their lives and move away from homelessness permanently

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**Responsibilities of the Management Committee**

Company law requires the management committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the management committee should follow best practice and:

- 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The management committee is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the charities act 2011. The management committee is 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.

**Members of the Management Committee**

Members of the management committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 2.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in January 2015) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the management committee on and signed on its behalf by:



Robert Sharp
Chair

5th July 2021

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**FALCON SUPPORT SERVICES E.M LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES (incorporating the income and expenditure account)**
**FOR THE YEAR ENDED 31st MARCH 2021**

| | Note | 2021 Unrestricted funds £ | 2021 Restricted funds £ | 2021 Total funds £ | 2020 Total funds £ |
|---|---|---|---|---|---|
| **INCOME** | | | | | |
| DONATIONS | | | | | |
| Covid 19 funding and resilience grants | | 149,279 | - | 149,279 | - |
| Other grants, donations and fundraising | | 39,190 | - | 39,190 | 12,235 |
| CHARITABLE ACTIVITIES | | | | | |
| NCHA/The Bridge contracted services 'Housing Matters' | | 149,307 | - | 149,307 | 177,227 |
| Housing benefits, rent charges and associated income and support grants | | 1,504,857 | - | 1,504,857 | 1,318,418 |
| Contributions from tenants, room lettings etc. | | 85,528 | - | 85,528 | 78,781 |
| Project support grants | 9 | - | 414,222 | 414,222 | 163,741 |
| **Total** | | 1,928,161 | 414,222 | 2,342,383 | 1,750,402 |
| **EXPENDITURE** | | | | | |
| Raising funds | | 15,163 | - | 15,163 | 15,086 |
| Charitable activities | | 1,759,765 | 405,531 | 2,165,296 | 1,648,270 |
| **Total** | 4 | 1,774,928 | 405,531 | 2,180,459 | 1,663,356 |
| **NET INCOME AND NET MOVEMENT IN FUNDS FOR THE YEAR BEFORE TRANSFERS** | | 153,233 | 8,691 | 161,924 | 87,046 |
| Transfer between funds | 9 | 58,370 | (58,370) | - | - |
| **RECONCILIATION OF FUNDS** | | | | | |
| Total funds brought forward | | 247,289 | 102,511 | 349,800 | 262,754 |
| Total funds carried forward | 9 | 458,892 | 52,832 | 511,724 | 349,800 |

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derives from continuing activities.
The notes on pages 21 to 25 form part of the financial statements.

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**FALCON SUPPORT SERVICES E.M LIMITED**

**BALANCE SHEET – 31st MARCH 2021**

| | Note | 2021 | | 2020 | |
|---|---|---|---|---|---|
| | | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Tangible assets | 6 | | 114,313 | | 27,053 |
| CURRENT ASSETS | | | | | |
| Debtors | 7 | 226,824 | | 123,039 | |
| Cash at bank and in hand | | 297,321 | | 274,342 | |
| | | 524,145 | | 397,381 | |
| LIABILITIES | | | | | |
| Creditors – amounts falling due within one year | 8 | 126,734 | | 74,634 | |
| NET CURRENT ASSETS | | | 397,411 | | 322,747 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | 511,724 | | 349,800 |
| THE FUNDS OF THE CHARITY | | | | | |
| Unrestricted income funds | 9 | | 458,892 | | 247,289 |
| Restricted funds | 9 | | 52,832 | | 102,511 |
| TOTAL CHARITY FUNDS | | | 511,724 | | 349,800 |

For the year ended 31st March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The above declaration relates solely to the entitlement to exemption from audit under the Companies Act. The Company is still subject to the audit regulations contained in the Charities Act 2011 and the trustees have elected to be subject to audit under these rules.

These accounts have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

The accounts were approved by the trustees on 5th July 2021

Signed on behalf of the board of trustees

Robert Sharp
Chair

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**FALCON SUPPORT SERVICES E.M. LIMITED**

**CASH FLOW STATEMENT**
**FOR THE YEAR ENDED 31ST MARCH 2021**

| | 2021<br>£ | 2020<br>£ |
|---|---|---|
| **Net cash flow from operating activities:** | | |
| Net income for the year per SOFA | 161,924 | 87,046 |
| Adjustments for: | | |
| Depreciation charges | 11,648 | 7,836 |
| (Increase) in debtors | (103,785) | (47,477) |
| Increase in creditors | 52,100 | 48,179 |
| Net cash flow provided by operating activities | 121,887 | 95,584 |
| **Application of cash** | | |
| Purchase of fixed assets | (98,908) | (22,029) |
| **Net increase in cash** | 22,979 | 73,555 |
| Cash at bank and in hand at the beginning of the year | 274,342 | 200,787 |
| Cash at bank and in hand at the end of the year | 297,321 | 274,342 |

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**FALCON SUPPORT SERVICES E.M LIMITED**

**NOTES ON THE ACCOUNTS – 31st MARCH 2021**

Notes forming part of the Financial Statements for the year ended 31st March 2021

1. ACCOUNTING POLICIES
The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

a) Basis of accounting including going concern
The financial statements of the charitable company, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS102) '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 (FRS102) (effective 1 January 2019)', Financial Reporting Standard 102 'the Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.
The trustees consider that the charity has adequate resources to continue in operational existence for the foreseeable future. They therefore consider that the charity is a going concern and the accounts have been prepared on that basis.

b) Fund accounting
Unrestricted funds are available for use at the discretion of the trustees in accordance with the general objectives of the charity.

Designated funds are unrestricted funds earmarked for particular purposes. The designation only has administrative significance and does not legally restrict the discretionary application of the funds.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

c) Income recognition
All income is included in the Statement of Financial Activities when the charity is entitled to the income, receipt is probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. 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. Income from grants for the provision of services is accounted for as part of income from charitable activities.

The value of services provided by the volunteers has not been included in these accounts but it is described in the trustee's annual report.

d) Expenditure recognition
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 and their associated support costs
- expenditure on charitable activities and their associated support costs.
Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include head office costs, finance, HR, IT and payroll. Within support costs, governance costs comprise those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to trustees meetings for the strategic management and planning of the charity. Cost allocation is mainly derived from an apportionment of relevant staff costs and other expenses.

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e) Fixed assets
Fixed assets are stated at cost less accumulated depreciation and identified impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:
- office equipment - 4 years
- motor vehicle – 5 years
- leasehold property alterations - over the periods of the leases.

2. 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 £10.

3. TAXATION
The charitable company is exempt from corporation tax on its charitable activities.

| 4. TOTAL RESOURCES EXPENDED including VAT | 2021 Total £ | 2020 Total £ |
|---|---|---|
| Staff costs (note 5) | 1,378,746 | 1,030,695 |
| Premises costs | 561,350 | 388,988 |
| EMHA monthly agency fees | 34,127 | 37,060 |
| Travel and mileage claims | 2,646 | 8,889 |
| Training | 8,703 | 17,710 |
| Printing, stationery, computer, IT and office | 61,311 | 59,986 |
| Website and publicity | 6,614 | 6,336 |
| Telephones | 16,491 | 11,846 |
| Charitable payments for clients | 42,823 | 27,061 |
| Other project costs | 23,754 | 38,618 |
| Auditors remuneration - audit | 3,000 | 2,400 |
| - other services | 1,200 | 960 |
| Legal and professional | 19,496 | 16,221 |
| - fundraising services | 8,550 | 8,750 |
| Depreciation | 11,648 | 7,836 |
| Total resources expended | 2,180,459 | 1,663,356 |

GOVERNANCE AND SUPPORT COSTS

Within the above, the charity initially identifies the indirect costs of support functions and then subdivides those costs between charitable activity support and governance costs.

| | | |
|---|---|---|
| Charitable activity support | | |
| Salaries - general management and administration apportionments | 198,387 | 153,340 |
| Other costs - apportionments | 162,300 | 127,514 |
| | 360,687 | 280,854 |
| Governance costs | | |
| Salaries and related costs - apportionments | 58,774 | 55,000 |
| Audit and accountancy | 4,200 | 3,360 |
| | 62,974 | 58,360 |

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5. TRUSTEE AND EMPLOYEE INFORMATION

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Staff costs comprise: | | |
| Wages and salaries | 1,226,882 | 911,635 |
| Employers NIC | 91,013 | 63,924 |
| Pension contributions | 22,861 | 17,394 |
| Agency workers | 30,096 | 29,563 |
| Recruitment costs | 7,894 | 8,179 |
| | 1,378,746 | 1,030,695 |
| Remuneration of key management personnel inc. ERS NIC | 155,110 | 136,517 |

No employees received emoluments of more than £60,000. No remuneration was paid to the trustees during the year (2020-nil). Re-imbursed travel expenses paid to the trustees amounted to £nil (2020-£nil).

The average monthly head count of employees during the year was 69 (2020-54)

| | No. | No. |
|---|---|---|
| Chief Executive Officer and deputy | 2 | 2 |
| Project managers | 7 | 6 |
| Falcon Centre, Janus House, Moor House, Community and Support and Engagement | 36 | 30 |
| Hostels and flats | 6 | 6 |
| Shared houses | 14 | 6 |
| Administration | 4 | 4 |
| | 69 | 54 |

6. TANGIBLE FIXED ASSETS

| | Leasehold property alterations £ | Motor vehicle £ | Office equipment £ | Total £ |
|---|---|---|---|---|
| Cost: | | | | |
| At 31st March 2020 | - | 10,000 | 105,302 | 115,302 |
| Additions | 72,893 | 20,741 | 5,274 | 98,908 |
| Cost of disposal | - | (10,000) | - | (10,000) |
| At 31st March 2021 | 72,893 | 20,741 | 110,576 | 204,210 |
| Depreciation: | | | | |
| At 31st March 2020 | - | 7,333 | 80,916 | 88,249 |
| Charge for the year | - | 2,667 | 8,981 | 11,648 |
| Relating to disposal | - | (10,000) | - | (10,000) |
| At 31st March 2021 | - | - | 89,897 | 89,897 |
| Net book value: | | | | |
| At 31st March 2021 | 72,893 | 20,741 | 20,679 | 114,313 |
| At 31st March 2020 | - | 2,667 | 24,386 | 27,053 |

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**FALCON SUPPORT SERVICES E.M LIMITED**

**NOTES ON THE ACCOUNTS – 31st MARCH 2021**

7. DEBTORS

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Amounts falling due within one year | | |
| Housing benefits and rent receivable | 149,441 | 68,389 |
| Prepayments | 22,816 | 51,580 |
| Other debtors | 54,567 | 3,070 |
| | 226,824 | 123,039 |

8. CREDITORS – amounts falling due within one year

| | | |
|---|---|---|
| PAYE, NIC and pension contributions | 25,898 | 18,058 |
| Housing benefits repayable | 1,327 | 29,859 |
| Other creditors | 83,219 | 13,357 |
| Accruals and deferred income | 16,290 | 13,360 |
| | 126,734 | 74,634 |

9. RECONCILIATION OF MOVEMENT OF FUNDS

| | | |
|---|---|---|
| Unrestricted funds | | |
| Net income for the year | 153,233 | 63,726 |
| Total unrestricted funds brought forward | 247,289 | 183,563 |
| Transfer from restricted funds | 58,370 | - |
| Total unrestricted funds carried forward | 458,892 | 247,289 |

| Restricted funds – **current year** | Balance at 31st March 2020 | Income | Expenditure | Balance at 31st March 2021 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Henry Smith Trust | 20,096 | - | 20,096 | - |
| Garfield Weston Foundation | 11,994 | - | 11,994 | - |
| LCC Shires | 4,081 | - | 4,081 | - |
| Nationwide | 30,126 | - | 24,288 | 5,838 |
| CBC – The Shed | 69 | - | 69 | - |
| CBC – youth worker | 1,236 | - | 1,236 | - |
| Police Crime Commissioner | 2,299 | - | 2,299 | - |
| CBC – The Annex | 4,981 | - | 4,981 | - |
| Homeless Link | 18,349 | - | 18,349 | - |
| Leics & Rutland Community Foundation | 5,314 | - | 5,314 | - |
| Pilgrim Trust | 3,966 | 18,264 | 22,230 | - |
| The Bridge –Rapid Rehousing project worker | - | 25,262 | 19,634 | 5,628 |
| Tesco | - | 500 | 500 | - |
| L & RCF - training equipment | - | 4,632 | 4,632 | - |
| MIND | - | 16,857 | 10,628 | 6,229 |
| LPCC – The Annex | - | 24,780 | 13,004 | 11,776 |
| NWLC - Rapid Rehousing | - | 139,861 | 124,507 | 15,354 |
| LCC - Tackling Inequalities | - | 1,163 | 1,163 | - |
| ESC - This Girl Can – Sport England | - | 8,773 | 766 | 8,007 |
| NWLC | - | 767 | 767 | - |
| The National Lottery Community Fund | - | 148,426 | 105,056 | |
| --capital portion of grant released | | | 43,370 | - |
| The Clothworkers Foundation | - | 15,000 | - | |
| --capital grant released | | | 15,000 | - |
| LCC Shires The Annex | - | 9,937 | 9,937 | - |
| | | | 405,531 | |
| | 102,511 | 414,222 | 58,370 | 52,832 |

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Capital grants initially treated as restricted funds are released when capital spending has taken place on assets for the unrestricted use of the charity.

All balances carried forward will be spent in 2021/22. Details of the funds are shown in the Trustees' report. The closing balance is represented by cash at bank within that asset heading on the balance sheet.

| Restricted funds – **prior year** | Balance at 31st March 2019 £ | Income £ | Expenditure £ | Balance at 31st March 2020 £ |
|---|---|---|---|---|
| Bailey Will Trust | 2,006 | - | 2,006 | - |
| Henry Smith Trust | 23,243 | 25,000 | 28,147 | 20,096 |
| Garfield Weston Foundation | 22,994 | - | 11,000 | 11,994 |
| CBC Drug and Alcohol | 320 | - | 320 | - |
| Sport England | 8,173 | - | 8,173 | - |
| Awards for All | 5,564 | - | 5,564 | - |
| Peoples Postcode | 7,391 | - | 7,391 | - |
| Access Foundation | 9,500 | - | 9,500 | - |
| LCC Shires | - | 8,707 | 4,626 | 4,081 |
| Nationwide | - | 49,933 | 19,807 | 30,126 |
| CBC – The Shed | - | 1,700 | 1,631 | 69 |
| CBC – youth worker | - | 2,350 | 1,114 | 1,236 |
| Police Crime Commissioner | - | 24,121 | 21,822 | 2,299 |
| CBC – The Annex | - | 10,870 | 5,889 | 4,981 |
| Homeless Link | - | 29,246 | 10,897 | 18,349 |
| Leics & Rutland Community Foundation | - | 5,314 | - | 5,314 |
| Pilgrim Trust | - | 5,750 | 1,784 | 3,966 |
| Loughborough University environmental Grant | - | 750 | 750 | - |
| | 79,191 | 163,741 | 140,421 | 102,511 |

10. CAPITAL COMMITMENTS

There were no capital commitments at 31st March 2021 (2020 - none).

11. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2020 - none).

12. OPERATING LEASE COMMITMENTS

The charity has cumulative future obligations on non-cancellable property leases totalling £1,334,848 as at 31st March 2021 (2020 - £207,473). Payments due within one year are £174,200 (2020 - £143,560) and payments due between two and five years are £647,365 (2020 - £43,913).

13. PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the accounts.

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## INDEPENDENT AUDITORS REPORT TO THE TRUSTEES OF FALCON SUPPORT SERVICES E.M LIMITED

### Opinion

We have audited the financial statements of Falcon Support Services E.M Limited for the year ended 31st March 2021 which comprise the statement of financial activities, the balance sheet, the cash flow statement and the related notes. 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 to 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 31st 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 requirements of the Charities Act 2011

### 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 charity in accordance with ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and the provisions for small entities in the circumstances set out in note 13 to the financial statements and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

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

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

### Other information

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

We have nothing to report in this regard.

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

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

This report is made solely to charity's trustees as a body, in accordance with the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Responsibilities of trustees**

As explained more fully in the responsibilities of the management committee on page 15, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements which 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 charity'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 company or to cease operations, or have no realistic alternative but to do so.

**Auditors responsibilities for the audit of the financial statements**

We have been appointed as auditor under the Charities Act 2011, s 144 and report in accordance with the Act and relevant regulations made or having effect thereunder. 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 auditors 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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilties. This description forms part of our auditor's report.

JOHN F. MOULD & CO., Statutory Auditor
19 & 20 Baxter Gate
Loughborough
Leics LE11 1TG

Meirion Thomas

Meirion Thomas

27-Aug-2021

5th July 2021

John F Mould & Co is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.