



Trustees' Annual Report and Accounts
2020 – 2021

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

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.

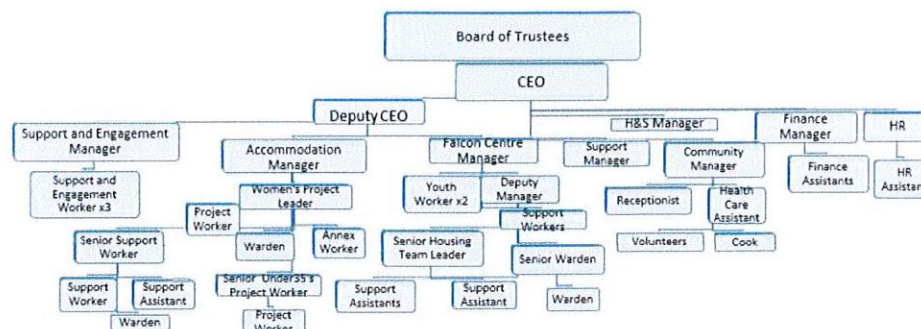
Trustees are provided with access to Falcon Support Services Office 365 SharePoint site which contains resources and information specifically for Trustees including resources via the Charity Commissions' website.

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.

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 Centrepoin't's community partnership scheme. The scheme provides access to national forums, the opportunity to liaise with similar charities from different regions and input into Centrepoin't's national data collection and research. As a member of Centrepoin't'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.

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.

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

- 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

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

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.

Marshall's 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.

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.

Marshall's 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

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.

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

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.

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

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.

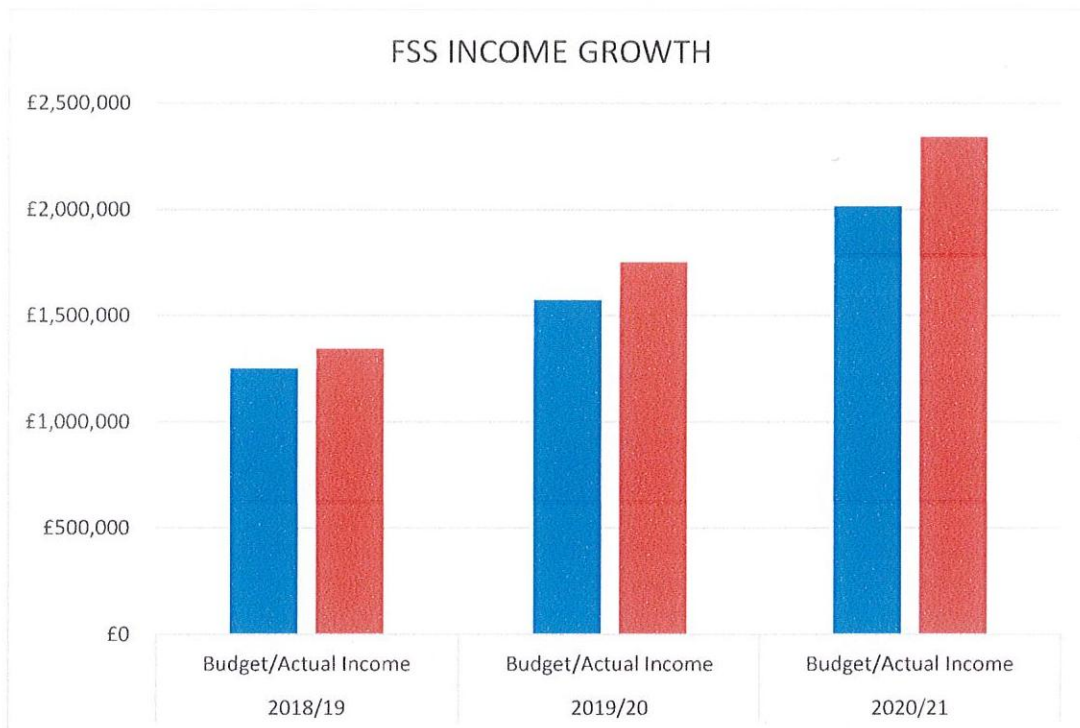
Fundraising:

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%.



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

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

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	<u>458,892</u>	<u>52,832</u>	<u>511,724</u>	<u>349,800</u>

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.

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	
			<u>524,145</u>	<u>397,381</u>	
LIABILITIES					
Creditors – amounts falling due within one year	8	126,734		74,634	
NET CURRENT ASSETS			<u>397,411</u>		<u>322,747</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>511,724</u>		<u>349,800</u>
THE FUNDS OF THE CHARITY					
Unrestricted income funds	9		458,892		247,289
Restricted funds	9		52,832		102,511
TOTAL CHARITY FUNDS			<u>511,724</u>		<u>349,800</u>

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

FALCON SUPPORT SERVICES E.M. LIMITED**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2021**

	2021 £	2020 £
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
	<hr/>	<hr/>
Net cash flow provided by operating activities	121,887	95,584
	<hr/>	<hr/>
Application of cash		
Purchase of fixed assets	(98,908)	(22,029)
	<hr/>	<hr/>
Net increase in cash	22,979	73,555
Cash at bank and in hand at the beginning of the year	274,342	200,787
	<hr/>	<hr/>
Cash at bank and in hand at the end of the year	297,321	274,342
	<hr/> <hr/>	<hr/> <hr/>

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.

FALCON SUPPORT SERVICES E.M LIMITED**NOTES ON THE ACCOUNTS – 31st MARCH 2021**

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.

	2021	2020
4. TOTAL RESOURCES EXPENDED including VAT	Total	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
	<hr/>	<hr/>
Total resources expended	2,180,459	1,663,356
	<hr/>	<hr/>

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
	<hr/>	<hr/>
	360,687	280,854
	<hr/>	<hr/>

Governance costs

Salaries and related costs - apportionments	58,774	55,000
Audit and accountancy	4,200	3,360
	<hr/>	<hr/>
	62,974	58,360
	<hr/>	<hr/>

FALCON SUPPORT SERVICES E.M LIMITED**NOTES ON THE ACCOUNTS – 31st MARCH 2021****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
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Remuneration of key management personnel inc. ERS NIC	155,110	136,517
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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 31 st 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 31 st March 2021	72,893	20,741	110,576	204,210
Depreciation:				
At 31 st 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 31 st March 2021	-	-	89,897	89,897
Net book value:				
At 31 st March 2021	72,893	20,741	20,679	114,313
At 31 st March 2020	-	2,667	24,386	27,053

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
		<u>226,824</u>		<u>123,039</u>
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
		<u>126,734</u>		<u>74,634</u>
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		<u>458,892</u>		<u>247,289</u>
Restricted funds – current year	Balance at	Income	Expenditure	Balance at
	31 st March 2020			31 st 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	-
	<u>102,511</u>	<u>414,222</u>	<u>405,531</u>	<u>52,832</u>
			58,370	

FALCON SUPPORT SERVICES E.M LIMITED**NOTES ON THE ACCOUNTS – 31st MARCH 2021**

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 31 st March 2019 £	Income £	Expenditure £	Balance at 31 st 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	-
	<u>79,191</u>	<u>163,741</u>	<u>140,421</u>	<u>102,511</u>

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.

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.

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 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/auditorsresponsibilities. 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.