



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 Centrepoin'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's national data collection and research. As a member of Centrepoin'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

Marshall's 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:

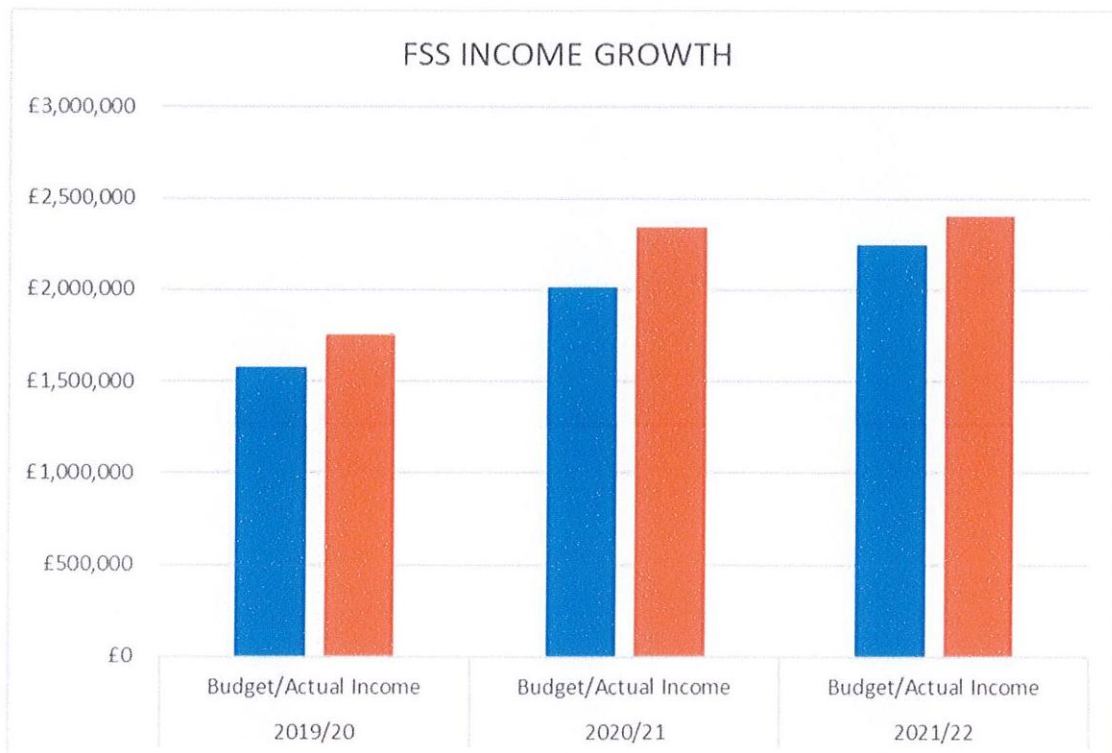
The donation of goods, facilities, and services to a Falcon Support Services e.m Ltd provides an economic resource for use by the charity to further its aims and objectives. All donations received are logged onto Falcon Support Services e.m Ltd SharePoint system. The donation system shows who made the 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	<u>442,508</u>	<u>67,467</u>	<u>509,975</u>	<u>511,724</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 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	
			<u>498,478</u>	<u>524,145</u>	
LIABILITIES					
Creditors – amounts falling due within one year	8	85,919		126,734	
NET CURRENT ASSETS			<u>412,559</u>	<u>397,411</u>	
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>509,975</u>	<u>511,724</u>	
THE FUNDS OF THE CHARITY					
Unrestricted income funds	9		442,508		458,892
Restricted funds	9		67,467		52,832
TOTAL CHARITY FUNDS			<u>509,975</u>	<u>511,724</u>	

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 £	2021 £
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
	<hr/>	<hr/>
Net cash flow provided by operating activities	5,462	121,887
Application of cash		
Purchase of fixed assets	(4,624)	(98,908)
	<hr/>	<hr/>
Net increase in cash	838	22,979
Cash at bank and in hand at the beginning of the year	297,321	274,342
	<hr/>	<hr/>
Cash at bank and in hand at the end of the year	298,159	297,321
	<hr/> <hr/>	<hr/> <hr/>

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.

FALCON SUPPORT SERVICES E.M LIMITED

NOTES ON THE ACCOUNTS – 31st MARCH 2022

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

FALCON SUPPORT SERVICES E.M LIMITED
NOTES ON THE ACCOUNTS – 31st MARCH 2022
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
	<u>1,545,759</u>	<u>1,378,746</u>
Remuneration of key management personnel inc. ERS NIC	<u>159,160</u>	<u>155,110</u>

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
	<u>73</u>	<u>69</u>

6. TANGIBLE FIXED ASSETS

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

FALCON SUPPORT SERVICES E.M LIMITED
NOTES ON THE ACCOUNTS – 31st MARCH 2022

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
	<u>200,319</u>	<u>226,824</u>
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
	<u>85,919</u>	<u>126,734</u>
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
	<u>442,508</u>	<u>458,892</u>

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
	<u>52,832</u>	<u>506,531</u>	<u>407,030</u>	<u>67,467</u>
			84,866	

FALCON SUPPORT SERVICES E.M LIMITED

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 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 31 st March 2020	Income	Expenditure	Balance at 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	-
	102,511	414,222	405,531 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/auditorsresponsibilities. 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.