



Falcon

Homeless & Community Support

Trustees' Annual Report and Accounts

2022 – 2023

FALCON SUPPORT SERVICES E.M LTD

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

Report of the trustees

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

Section one: Reference and Administrative Information

The name of the charity

Falcon Support Services is also a Company Limited by Guarantee

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

Registration numbers

Registered Charity Number 1103101

Company Number 04177320

The address of the registered office

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

The Management Committee

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

Company Secretary

Jane Fele

Senior Staff members

Marie Davis	CEO
Rachel Hall	Deputy CEO
Jane Fele	Finance Manager

Bankers:

National Westminster Bank plc Market Place LOUGHBOROUGH LE113NZ

Auditor

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

Section two: Structure, Governance and Management

Governing document

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

Recruitment and appointment of new trustees

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

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

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

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

Trustee induction and training.

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

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

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

The organisational structure

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

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

Pay Structure

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

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

Partnerships

Falcon Support Services is part of 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 offer AQA accredited life skills education to our service users aged between 16 and 25.

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

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

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

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

Section three: The management of risk

The Trustees have a risk management strategy that comprises of:

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

Section Four: Objectives

Falcon Support Services Objects

Our Memorandum of Association defines our objects as:

- (a) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of temporary accommodation and by the provision of support and advice services calculated to relieve their conditions of need.
- (b) The relief of need, hardship and distress experienced by homeless people and disadvantaged groups, regardless of age by the provision of support and advice services calculated to relieve the conditions of need while accommodated within temporary accommodation and new tenancies when referred for such internally or by the Local Authority, Children and Family Services, Criminal Justice Services and other agencies with whom Falcon Support Services has service level agreements.
- (c) The relief of need, hardship and distress experienced by vulnerable people regardless of age by the provision of support, advice, educational and community involvement services calculated to relieve their conditions of need when referred internally by Falcon Support Services and its partner agencies or by any other support provider where a support agreement is in place.

Falcon Support Services aims

Our mission statement:

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

Vision:

We strive to reconnect the most excluded.

Values:**Dignity**

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

Persistence

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

Collaboration

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

Excellence

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

Public Benefit

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

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

Section five: Details of significant activities, achievements and performance

Supported Accommodation

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

KPI's Achieved Across All Accommodation Projects 2022-23

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

Emergency Accommodation Projects

Falcon Centre:

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

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

Referrals Received by District

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

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

Number Accommodated in the Year

- 99 Individuals

Referrals Accommodated by District

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

Of those Accommodated:

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

Charnwood Borough Council Emergency Beds:

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

Number Supported on Beds:

- 24 individuals accommodated

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

Of Those Accommodated:

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

Rough Sleeper Initiative Fund:

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

a complex housing history.

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

Referrals Accommodated by District:

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

Of those Accommodated:

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

Outcomes Across All Emergency Accommodation Projects Include:

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

Festive Falcon Campaign:

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

Supported Living

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

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

Referrals Received

- 91

Of the Referrals received:

- 18 individuals were accommodated

Of those accommodated:

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

Outcomes Achieved:

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

Young Persons Projects

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

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

Referrals Received:

- 105

Of Referrals Received:

- 28 young people accommodated

Of those Accommodated:

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

Outcomes Achieved:

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

Support and Engagement

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

supported accommodation and completely independent living.

Properties included in the Support and Engagement programmes include:

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

Total Number Accommodated:

- 62 Individuals accommodated

Of those Accommodated:

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

Outcomes Achieved:

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

Community Services

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

Drop-In:

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

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

Drop In Attendance:

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

KPI's Achieved Across All Community Projects Included:

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

Improving Health Inequalities

Substance Misuse

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

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

Outcomes Achieved:

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

Recovery Week

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

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

Emotional and Wellbeing Team

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

Outcomes Achieved:

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

Physical Health

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

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

Hepatitis C Team Outcomes:

- 20 engaged with the Service
- 9 people were treated

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

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

Outcomes for Dentaaid include:

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

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

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

Section six: Financial Review

The financial position:

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

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

Policy on reserves:

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

Principal funding sources:

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

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

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

Donations:

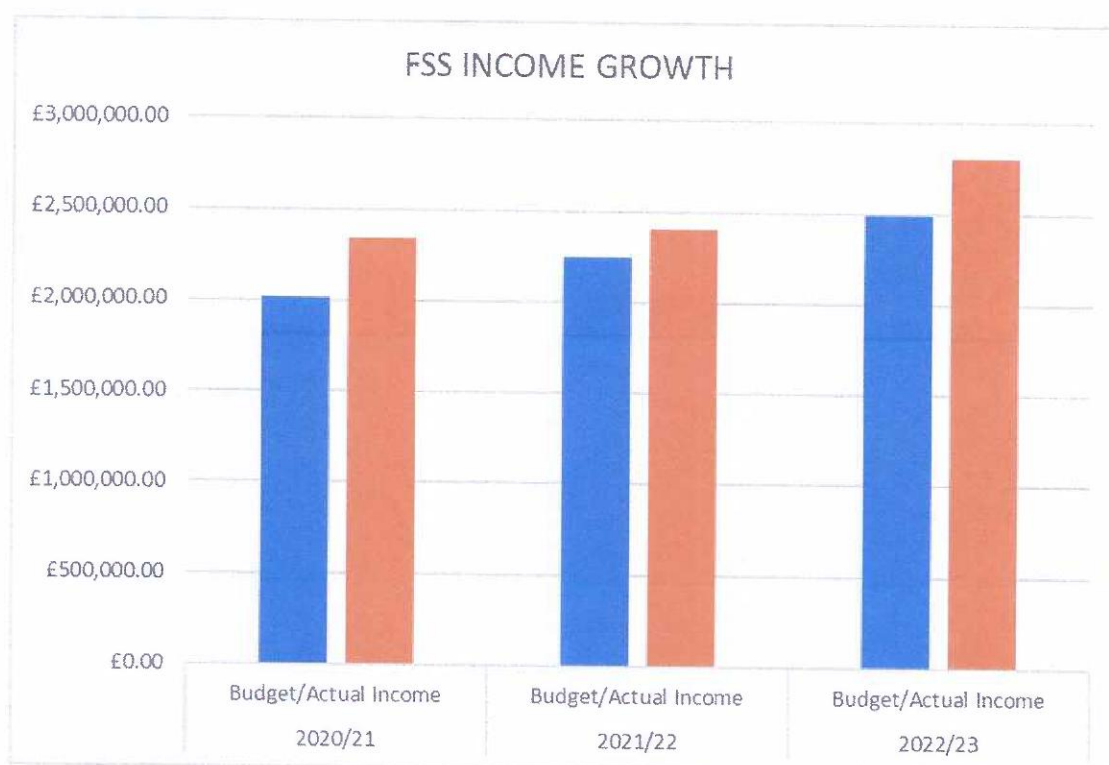
The donation of goods, facilities, and services to a Falcon Support Services e.m Ltd provides an economic resource for use by the charity to further its aims and objectives. All donations received are logged onto Falcon Support Services e.m Ltd SharePoint system. The donation system shows who made the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

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

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

Falcon Support Services Income Growth

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



Section seven: Plans for Future Periods

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

To develop our organisational Growth and Sustainability

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

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

Support Communities to Prevent Rough Sleeping

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

Offer a High Standard of Diverse and Accessible Accommodation

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

Enable People to Live Independently

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

Responsibilities of the Management Committee

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

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

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

The management committee is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The management committee is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Members of the Management Committee

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


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

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

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

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

Acting Chair
Jane Gray
13th July 2023

Jane A. Gray
13/07/2023 

FALCON SUPPORT SERVICES E.M LIMITED**STATEMENT OF FINANCIAL ACTIVITIES (incorporating the income and expenditure account)
FOR THE YEAR ENDED 31st MARCH 2023**

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

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

FALCON SUPPORT SERVICES E.M LIMITED**BALANCE SHEET – 31st MARCH 2023**

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

For the year ended 31st March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

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

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

Signed on behalf of the board of trustees

Jane Gray
Acting Chair

Jane A. Gray
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13/07/2023

FALCON SUPPORT SERVICES E.M. LIMITED**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2023**

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

FALCON SUPPORT SERVICES E.M LIMITED

NOTES ON THE ACCOUNTS – 31st MARCH 2023

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

1. ACCOUNTING POLICIES

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

a) Basis of accounting including going concern

The financial statements of the charitable company, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019)', Financial Reporting Standard 102 'the Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees consider that the charity has adequate resources to continue in operational existence for the foreseeable future. They therefore consider that the charity is a going concern and the accounts have been prepared on that basis.

b) Fund accounting

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

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

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

c) Income recognition

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

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from Government and other grants, whether 'capital' grants or 'revenue' grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income from grants for the provision of services is accounted for as part of income from charitable activities.

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

d) Expenditure recognition

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

- costs of raising funds and their associated support costs
- expenditure on charitable activities and their associated support costs.

Expenditure includes irrecoverable VAT and is reported as part of the expenditure to which it relates.

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

FALCON SUPPORT SERVICES E.M LIMITED

NOTES ON THE ACCOUNTS – 31st MARCH 2023

e) Fixed assets

Fixed assets are stated at cost less accumulated depreciation and identified impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

- office equipment - 4 years
- motor vehicle – 5 years
- leasehold property alterations - over the periods of the leases
- long leasehold property – over the remainder of the lease but commencing in 2023/24

2. LEGAL STATUS OF THE CHARITY

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to £10.

3. TAXATION

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

4. TOTAL RESOURCES EXPENDED including VAT

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

GOVERNANCE AND SUPPORT COSTS

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

Charitable activity support

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

FALCON SUPPORT SERVICES E.M LIMITED

NOTES ON THE ACCOUNTS – 31st MARCH 2023

5. TRUSTEE AND EMPLOYEE INFORMATION

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

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

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

	No.	No.
Chief Executive Officer and deputy	2	2
Administration	15	10
Supported accommodation	53	49
Community services	18	12
	<u>88</u>	<u>73</u>

6. TANGIBLE FIXED ASSETS

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

FALCON SUPPORT SERVICES E.M LIMITED

NOTES ON THE ACCOUNTS – 31st MARCH 2023

7. DEBTORS – amounts falling due within one year	2023	2022		
	£	£		
Housing benefits and rent receivable	62,402	86,691		
Prepayments	23,571	20,468		
Deposit held at solicitors re: property purchase	-	84,866		
Other debtors, including contracted service grants receivable	154,459	8,294		
	<u>240,432</u>	<u>200,319</u>		
8. CREDITORS – amounts falling due within one year				
PAYE, NIC and pension contributions	28,273	26,665		
Housing benefits repayable	5,066	4,813		
Other creditors	56,671	26,394		
Accruals and deferred income	29,700	28,047		
Charity Bank loan repayments within one year	2,056	-		
	<u>121,766</u>	<u>85,919</u>		
9. RECONCILIATION OF MOVEMENT OF FUNDS				
Unrestricted funds				
Net shortfall of unrestricted funds for the year	(46,681)	(101,250)		
Total unrestricted funds brought forward	442,508	458,892		
Transfer from restricted funds	-	84,866		
	<u>395,827</u>	<u>442,508</u>		
Restricted funds – current year	Balance at 31 st March 2022	Income	Expenditure	Balance at 31 st March 2023
	£	£	£	£
LPCC – The Annexe	4,608		4,608	
ESC – This Girl Can – Sport England	1,445		1,445	
Cheshire Community Foundation	2,541		2,541	
Intelligent Energy Charitable Trust	9,881		9,881	
Garfield Weston Foundation	8,750		8,750	
Turning Point – refurbishment grant	20,000		20,000	
LCC Shires Grant – George Smith Hub	20,242	5,250	25,492	
Big Lottery Reaching Communities		157,772	157,772	
NHS Mental Health & Wellbeing		36,761	36,761	
Turning Point Harm reduction worker		8,203	8,203	
DWP Kickstart programme		6,252	6,252	
David Cook Foundation – FSS Garden		1,250	818	432
Rural Community Grant		560	560	
NHS Leics, Leics and Rutland CCG boiler grant		6,985	6,985	
Leics, Leicester & Rutland Community Foundation		9,795	2,398	7,397
LCC Shire Multiply grant DropIn extra support		10,000		10,000
CBC Loughborough DropIn food costs		5,000	4,275	725
NWLDC Mill House		57,426	56,171	1,255
Nationwide B.S. Charitable Trust - transforming		46,392		46,392
Trussell Trust Grant		3,114	3,114	
Asda Community DropIn Grant George Smith hub		1,000	1,000	
Angling Trust Get Fishing		700		700
CBC Drug Outreach		12,000		12,000
David Wilson Foundation		13,452	3,363	10,089
Leics CMF		3,950		3,950
	<u>67,467</u>	<u>385,862</u>	<u>360,389</u>	<u>92,940</u>

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

Restricted funds – prior year	Balance at 31 st March 2021 £	Income £	Expenditure £	Balance at 31 st 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>84,866</u>	<u>67,467</u>

10. CAPITAL COMMITMENTS

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

11. RELATED PARTY TRANSACTION

There were no related party transactions during the year (2022 - none).

12. OPERATING LEASE COMMITMENTS

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

13. SECURED BANK BORROWINGS

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

14. PROVISIONS AVAILABLE FOR SMALL ENTITIES

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

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

Opinion

We have audited the financial statements of Falcon Support Services E.M Limited for the year ended 31st March 2023 which comprise the statement of financial activities, the balance sheet, the cash flow statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including FRS 102 The Financial Reporting Standard applicable to the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and the provisions for small entities in the circumstances set out in note 13 to the financial statements and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

Other information

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

We have nothing to report in this regard.

Continued...

Matters on which we are required to report by exception

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

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

This report is made solely to charity's trustees as a body, in accordance with the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Responsibilities of trustees

As explained more fully in the responsibilities of the management committee on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements which give a true and fair view and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

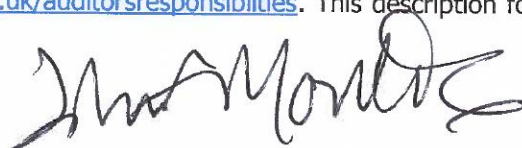
In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditors responsibilities for the audit of the financial statements

We have been appointed as auditor under the Charities Act 2011, s 144 and report in accordance with the Act and relevant regulations made or having effect thereunder. Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

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



13th July 2023

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