

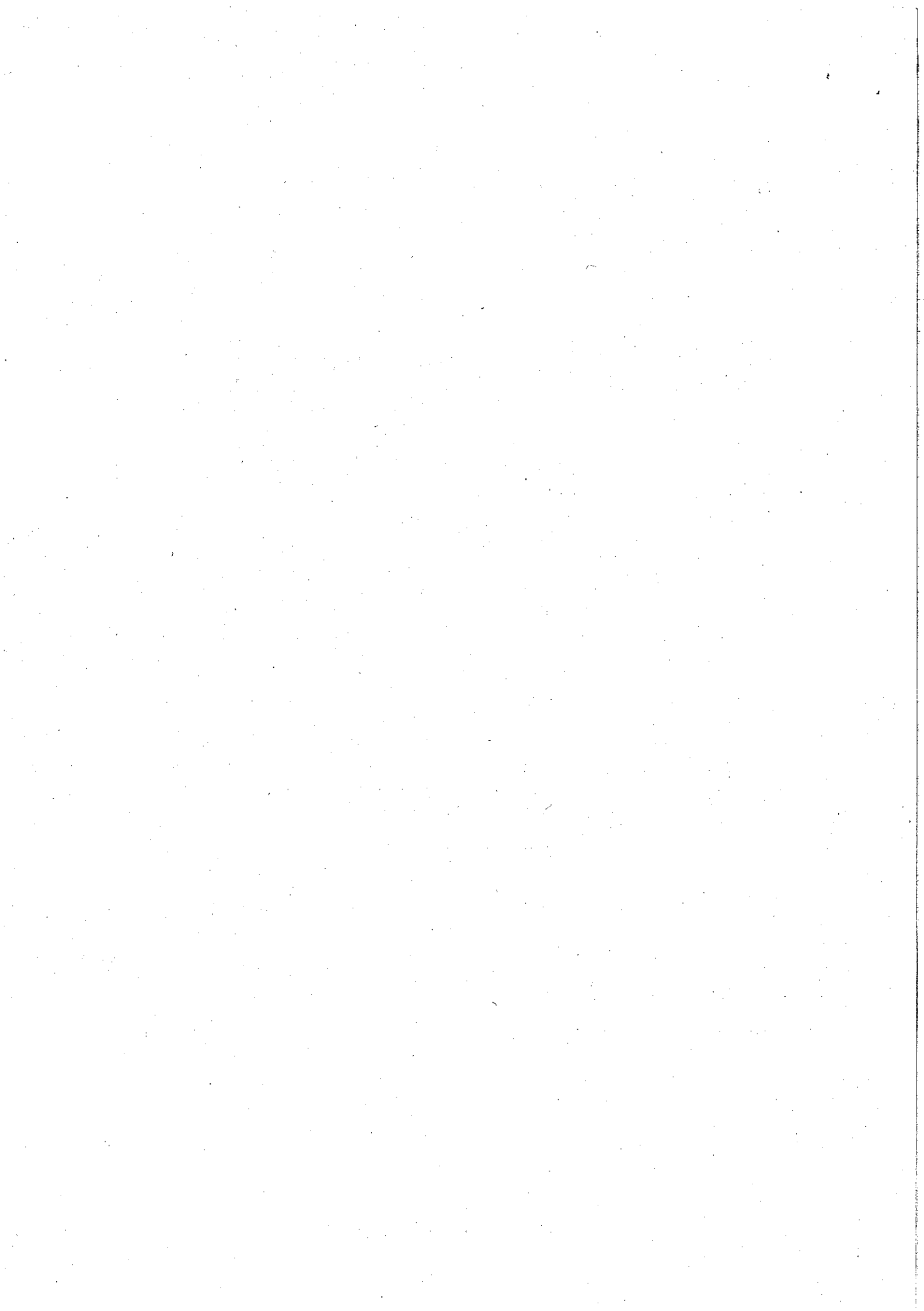


Falcon

Homeless & Community Support

Trustees' Annual Report and Accounts

2023 – 2024



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

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

Falcon Support Services is also a Company Limited by Guarantee

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

Registration numbers

Registered Charity Number 1103101

Company Number 04177320

The address of the registered office

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

The Management Committee

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

Company Secretary

Jane Fele

Senior Staff members

Marie Davis	CEO
Rachel Hall	Deputy CEO
Jane Fele	Finance Manager

Bankers:

National Westminster Bank plc Market Place LOUGHBOROUGH LE113NZ

Auditor

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

Section two: Structure, Governance and Management

Governing document

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

Recruitment and appointment of new trustees

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

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

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

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

Trustee induction and training.

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

and confirm their willingness to become involved.

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

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

The organisational structure

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

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

Pay Structure

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

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

Partnerships

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

member of Centrepoin't's partnership scheme we can offer AQA accredited life skills education to our service users.

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

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

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

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

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

Section three: The management of risk

The Trustees have a risk management strategy that comprises of:

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

Section Four: Objectives

Falcon Support Services Objects

Our Memorandum of Association defines our objects as:

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

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

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

Falcon Support Services aims

Our mission statement:

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

Vision:

We strive to reconnect the most excluded.

Values:

Dignity

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

Persistence

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

Collaboration

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

Excellence

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

develop through innovation.

Public Benefit

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

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

Section five: Details of significant activities, achievements and performance

Supported Accommodation

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

KPI's Achieved Across All Accommodation Projects 2023-24

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

Emergency Accommodation Projects

Falcon Centre:

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

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

Referrals Received by District

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

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

Total Number Accommodated

- 95 individuals were provided with accommodation

Referrals Accommodated by District

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

Of those Accommodated:

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

Charnwood Borough Council Emergency Beds:

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

Number Supported on Beds:

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

Of Those Accommodated:

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

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

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

Winter Beds:

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

During this period:

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

Rough Sleeper Initiative Fund:

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

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

Of those who moved on during the year:

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

- 2 Recalled to prison

Referrals Accommodated by District:

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

Of those Accommodated:

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

Outcomes Across All Emergency Accommodation Projects Include:

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

Supported Living

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

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

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

Referrals Received

- 99

Total Accommodated:

- 35 Individuals were accommodated

Of those accommodated:

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

Outcomes Achieved:

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

Young Persons Projects

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

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

Referrals Received:

- 95

Total Accommodated:

- 32 young people accommodated

Of those Accommodated:

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

Outcomes Achieved:

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

Support and Engagement

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

Properties included in the Support and Engagement project include:

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

Referrals Received:

- 102

Of Referrals Received:

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

Of those Accommodated:

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

Outcomes Achieved:

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

Community Services

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

Drop-In:

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

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

Drop In Attendance:

- 10957 Visits to all Community Services

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

KPI's Achieved Across All Community Projects Included:

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

Improving Health Inequalities

Substance Misuse

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

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

Outcomes Achieved:

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

- 272 Individuals issued with one hit kits

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

Early Bird Outcomes Achieved:

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

Recovery Week

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

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

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

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

- Hep C Team
- NHS

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

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

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

Emotional and Wellbeing Team

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

Outcomes Achieved:

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

Physical Health

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

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

Hepatitis C Team Outcomes:

- 106 people were tested for Hep C

Service User Activities

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

their dogs visiting beauty spots across Charnwood.

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

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

Volunteers:

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

Employability and Functional Skills

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

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

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

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

The Employability Coach's achievements include:

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

Section six: Financial Review

The financial position:

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

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

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

Policy on reserves:

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

Principal funding sources:

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

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

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

Donations:

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

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

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

Falcon Support Services Income Growth

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

- Minimise our environmental impact.

Support Communities to Prevent Rough Sleeping

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

Offer a High Standard of Diverse and Accessible Accommodation

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

Enable People to Live Independently

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

Responsibilities of the Management Committee

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

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

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

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

Members of the Management Committee

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

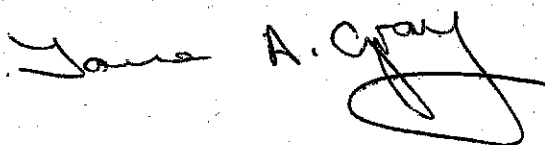
In accordance with company law, as the company's directors, we certify that:

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

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

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

Acting Chair
Jane Gray
8th July 2024

A handwritten signature in black ink, appearing to read 'Jane A. Gray', with a large, stylized loop at the end.

FALCON SUPPORT SERVICES E.M LTD

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

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

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

FALCON SUPPORT SERVICES E.M LTD**BALANCE SHEET – 31st MARCH 2024**

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

For the year ended 31st March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

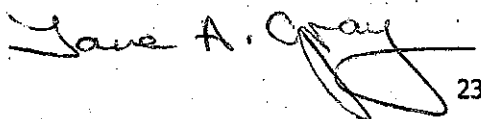
The above declaration relates solely to the entitlement to exemption from audit under the Companies Act. The Company is still subject to the audit regulations contained in the Charities Act 2011 and the trustees have elected to be subject to audit under these rules.

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

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

Signed on behalf of the board of trustees

Jane Gray
Acting Chair



FALCON SUPPORT SERVICES E.M. LTD**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2024**

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

FALCON SUPPORT SERVICES E.M LTD

NOTES ON THE ACCOUNTS – 31st MARCH 2024

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

1. ACCOUNTING POLICIES

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

a) Basis of accounting including going concern

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

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

b) Fund accounting

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

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

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

c) Income recognition

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

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

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

d) Expenditure recognition

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

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

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

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

FALCON SUPPORT SERVICES E.M LTD

NOTES ON THE ACCOUNTS – 31st MARCH 2024

e) Fixed assets

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

- office equipment - 4 years
- motor vehicle – 5 years
- leasehold property alterations - over the periods of the leases
- long leasehold property – over the remainder of the lease

2. LEGAL STATUS OF THE CHARITY

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

3. TAXATION

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

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

GOVERNANCE AND SUPPORT COSTS

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

Charitable activity support

Salaries - general management and administration apportionments	391,306	389,601
Other costs - apportionments	282,908	260,758

674,214	650,359
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Governance costs

Salaries and related costs - apportionments	73,838	68,369
Audit and accountancy	4,200	4,200

78,038	72,569
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FALCON SUPPORT SERVICES E.M LTD**NOTES ON THE ACCOUNTS – 31st MARCH 2024****5. TRUSTEE AND EMPLOYEE INFORMATION**

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

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

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

	No.	No.
Chief Executive Officer and deputy	2	2
Administration	18	15
Supported accommodation	55	53
Community services	26	18
	<u>101</u>	<u>88</u>

6. TANGIBLE FIXED ASSETS

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

FALCON SUPPORT SERVICES E.M LTD
NOTES ON THE ACCOUNTS – 31st MARCH 2024

7. DEBTORS – amounts falling due within one year	2024	2023
	£	£
Housing benefits and rent receivable	124,147	62,402
Prepayments	19,595	23,571
Other debtors, including contracted service grants receivable	101,771	154,459
	<u>245,513</u>	<u>240,432</u>
8. CREDITORS – amounts falling due within one year		
PAYE, NIC and pension contributions	31,408	28,273
Housing benefits repayable	182	5,066
Other creditors	34,274	56,671
Accruals and deferred income	36,482	29,700
Charity Bank loan repayments within one year	2,204	2,056
	<u>104,550</u>	<u>121,766</u>
9. RECONCILIATION OF MOVEMENT OF FUNDS		
Unrestricted funds		
Net surplus/(shortfall) on unrestricted funds for the year	75,041	(46,681)
Total unrestricted funds brought forward	395,827	442,508
	<u>470,868</u>	<u>395,827</u>

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

FALCON SUPPORT SERVICES E.M LTD**NOTES ON THE ACCOUNTS – 31st MARCH 2024**

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

Restricted funds – prior year	Balance at 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
	67,467	385,862	360,389	92,940

10. CAPITAL COMMITMENTS

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

11. RELATED PARTY TRANSACTION

There were no related party transactions during the year (2023 - none).

12. OPERATING LEASE COMMITMENTS

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

13. SECURED BANK BORROWINGS

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

14. PROVISIONS AVAILABLE FOR SMALL ENTITIES

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

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

Opinion

We have audited the financial statements of Falcon Support Services E.M Ltd for the year ended 31st March 2024 which comprise the statement of financial activities, the balance sheet, the cash flow statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including FRS 102 The Financial Reporting Standard applicable to the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

We have nothing to report in this regard.

Continued...

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

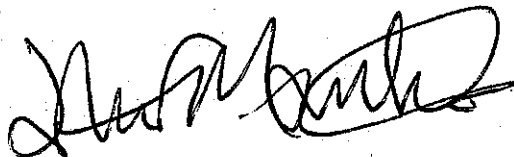
In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company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

Auditors responsibilities for the audit of the financial statements

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

A further description of our responsibilities for the audit of the financial statements is located on the 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



8th July 2024

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