

Taunton Association for the Homeless



REGISTERED No: 23680R

**ANNUAL REPORT
31 MARCH 2023**

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Taunton Association for the Homeless

trading as Arc

With nearly 50 years' experience, Arc has continued to grow in services and strives for all homeless people to have a safe and supportive environment, where people can be inspired and empowered by their own strengths.

Our Purpose

Our mission is to offer supported accommodation where people can be inspired and empowered by their own strengths. Every year, as a result of our work, hundreds of homeless people are offered that safe space and second chance and succeed in their journey towards a fresh start and new independence.

Our Clients

We support homeless individuals, which includes rough sleepers or those who find themselves without permanent accommodation. Our clients are aged between 18 and 65+, all genders, and come from varying different backgrounds. Each client is different which is why we take a personalised approach to support. Among our clients, there are those suffering with mental health problems, addictions, escaping domestic violence, ex-offenders, ex-forces, individuals leaving care, people with learning difficulties or those going through difficult relationship breakdowns.

At Present

We currently have 16 properties which can house 169 vulnerable people on any one night. As well as supporting these clients, we also support anyone found to be rough sleeping in Sedgemoor. We employ just over 40 staff and have a growing team of volunteers. Amongst our properties, we have a 40-bed building providing 3 meals per day and 24-hour support. We also have specialist accommodation for veterans at our property 'Victory House'. Alongside our core services, we provide opportunities for clients to boost confidence, mental health, employability, future housing options and independence. We continue to grow to meet the demands on our services and to provide the support required to meet our clients' needs.

An Overview of the Year

Throughout April 2022 – March 2023, Arc have continued to work hard to offer supported accommodation where people can be inspired and empowered by their own strengths. At the end of March 2023, we have 16 operational properties and can house 169 people. During this year, we have housed and supported 226 people and enabled 64 clients to move on successfully into independent living. 21 people have transitioned within Arc's services (moving on to more independent projects) and we have supported 9 with our tenancy sustainment scheme. We continue to develop where we can to meet our clients' needs and meet the demands on our services. The cost-of-living crisis has been a challenge for us this year, causing a significant increase in the cost of providing our services, as well as triggering a rise in homelessness as people struggle financially. We continue to look for ways to diversify our income and fund our growing services, to ensure we remain at a financially stable level.

Introducing our new CEO, Andy Price



In July, Arc welcomed a new Interim Chief Executive Officer, Andy Price.

Andy's has extensive experience in housing and homelessness, setting up a semi-independent living project for young people leaving care or experiencing homelessness. He has also been a Head of Young People's services and a Director for local authorities. Most recently before Arc, Andy was founding CEO of a consortium of charities working with vulnerable groups and communities.

Farewell Sarah

After nearly 15 years of working for Arc, we said a sad goodbye to our Finance Director, Sarah Davies, at the end of 2022. Sarah made the decision to take on a new challenge at another local charity. During Sarah's time working at Arc, we have benefited from her expertise, warmth, calmness under pressure and her passion for our charitable work. Her time and contribution have been incredibly important to Arc's development. We'd like to thank Sarah for this and wish her the best of luck in her new role.



Welcome new Head of Finance, Tracey

With Sarah's departure, the position of Head of Finance became vacant, and we'd like to congratulate Tracey Healy for her promotion to this role. Tracey joined Arc in March 2022 as Finance Manager with just under 20 years' experience of working in finance including working in the public, private and charitable sectors. She is a qualified accountant and a fellow member of the Association of Chartered Certified Accountants. We're delighted to welcome Tracey to our Senior Management Team under this role.



Board Member Update

During this year we have welcomed new members to our board, as well as saying goodbye to others.

After 4 years on the board, as well as her role as Chair of the Audit and Risk Committee, **Vivian Love** made the decision to step down due to work commitments. Vivian was a great support, particularly for our Finance Director Sarah Davies, and we'd like to say thank you and wish her the best of luck for the future.

Richard Foley joined the board in May 2020 with great experience in working with the homeless community in many previous roles. Sadly, due to other commitments Richard decided to step down in November. We wish him the best of luck in future endeavours.

At 2022's AGM, we elected two new board members:

Jo Hake is an experienced Director of Marketing and Communications and accredited member of the Chartered Institute of Marketing. Jo assisted with the rebrand of Taunton Association for the Homeless to Arc in 2018. The experience gave her a deep appreciation of how Arc helps individuals to go on to lead positive and fulfilling lives and she is keen to support the organisation in its future ambitions.

Dominic Macer has had a 27-year career in real estate, and has extensive experience in property management, including housing of multiple occupants and property refurbishment. He has also previously worked for a number of housing associations.

We also co-opted 5 new members, who will stand for election at our 2023 AGM:

Susan Bennett was co-opted in September. Susan is a Director of Operations at Barton Law and a long-term supporter of Arc.

Martin Lyne was co-opted in November. Martin is a Business Leader and a Chartered Accountant and is taking over from Viv Love as Chair of the Audit and Risk Committee.

Sean Canavan was co-opted in November. Sean is a Director of Strategy for the Planning Inspectorate in Bristol.

Jo Reece was co-opted in November. Jo is the CEO of Teign Housing and a qualified accountant.

Simon Cornelius was co-opted in February. Simon is Head of Public Protection at the Community Accommodation Service – part of the Probation Service.

The new members listed above join our existing board members Lynn Emslie (Chair), Karen Ayling (Vice Chair), Victoria Stoker and Gillian Girling.

Volunteer Update

This year Arc has continued to benefit from the generosity of our wonderful volunteers. People come and go as their life circumstances change, although we do have volunteers who have been with us for six years and counting, and at any one time we have around 40 volunteers. This number has held steady for the last couple of years, which is particularly gratifying as across the country the number of people engaging in volunteering opportunities is falling.

Every year during Volunteers' Week we like to show our appreciation by holding an event just for them, and this year it was drinks and nibbles at the Quaker Meeting House.

Our relationship with Bridgwater and Taunton College goes from strength to strength, and during this period we took five trainee counsellors on placement. This enabled us to offer free counselling to 20 of our clients. Our food collectors have saved us lots of money by taking donated food to the kitchen at Lindley House, where volunteers help our staff provide tasty meals every day of the year. Several clients have benefited from long-term relationships with buddies - getting out and about, building their confidence and trying new things.

We are very grateful for the time our volunteers donate and the additional services they allow us to provide, hugely benefitting our clients.

Our Work towards Registered Provider Status

How Arc is regulated, and how we deliver and demonstrate the quality of the accommodation and services we provide is really important. It is important for the clients we house to ensure their safety, security and welfare, and to ensure our accommodation meets all compliance requirements e.g. gas safety checks and fire risk assessments. It is important for our wider stakeholders, particularly referring statutory organisations, and for potential funders and donors to know that we are offering excellent provision.

Part of how we do this is through our relationship with LiveWest, a large housing association that is a 'registered provider,' which means they are regulated by the Regulator of Social Housing (RSH), the governmental body with responsibility for overseeing public and social housing.

Arc is not currently registered with the RSH, so we have in place management arrangements with LiveWest who in effect oversee and 'quality assure' our accommodation from a compliance and safety perspective. Most of our clients are issued their licences by LiveWest, so we also have to meet their housing management standards which in turn are monitored by the RSH.

The drive from national government and local authorities is to encourage supported housing providers to become regulated in their own right by the RSH, and to become registered providers. As a provider of supported housing, we believe this is a good thing. We want all those who need it in the UK to be offered supported accommodation which, at the very least, meets a certain level of safety, security and compliance.

In early December Arc's board made the decision to pursue the aspiration to become a registered provider in our own right. We have consulted with Somerset West and Taunton District Council, Sedgemoor District Council and with the new unitary authority, Somerset Council, who are all supportive of our approach.

We have set the ambitious target to become a registered provider by April 2024.

We will use the registration process to demonstrate we are well regulated; as a focus for our long term strategic and business planning; and as a 'learning tool' to help us to continually improve what we do. This work over the next 12 months will be a significant key objective for the board, the senior management team and for all the staff at Arc. We are grateful to LiveWest who have given us an extended management agreement until end of September 2023 to help support our application.

Crescent Cleaning Services Update



Since the launch of our social enterprise in October 2021, Crescent Cleaning Services (CCS) have been going from strength to strength, starting 2023 with a strong team of 9 employees and volunteers.

Arc created CCS to provide a supportive route back into employment for those who would struggle to find employment otherwise. We are delighted to say that the team have been developing and strengthening their skills and thriving in their employment.

Having grown during this financial year, CCS have been able to secure external contracts, alongside the cleaning they do for Arc properties. In September they took on their first external client, the Collar Factory in Taunton. Expanding further at the beginning of 2023, we took on the cleaning contract for Open Door, Taunton's Homeless Community Drop-In Centre, and are looking forward to taking on more work and offering opportunities to even more clients.

In December we were delighted to receive funding from The National Lottery Community Fund in partnership with Somerset Community Foundation, giving financial support to CCS for the next 3 years, to enable growth.



We are very proud that it has so far been achieving our aims and are told often by our employees what a difference it has made to their lives. As one of our first employees, Simon, expressed: "Arc saved my life; Crescent Cleaning Services has put my life back together."

Building Connections with the New Unitary Authority

During the course of this year, five local councils within Somerset (Somerset West and Taunton Council, Mendip District Council, Sedgemoor District Council, South Somerset District Council, and Somerset County Council) have been preparing to become one council, newly titled 'Somerset Council'. The new unitary authority will combine their existing council services to become one, delivering all services to communities in the county.

Due to the service we provide within the county, we have a close working relationship with the local authority and it has been important to us that we retain this connection with the newly formed council. We have been keeping informed during the transition process, have continued to build relationships and we look forward to any new opportunities that arise from the 'one Somerset' approach.

In May 2022, Councillor Bill Revans was elected as the new leader of Somerset County Council, with a view to taking on the role of leader of the newly formed Somerset Council. Eager to meet Cllr Revans and introduce Arc's work to him, we were delighted to welcome him for a visit in October, along with Councillor Federica Smith-Roberts, who at this time was the leader of Somerset West and Taunton Council. We took the opportunity to show Cllr Revans and Cllr Smith-Roberts our new property in Bridgwater, Tower House. Thank you to them both for taking time from their busy schedules to visit Arc and we look forward to continuing our relationships with them and the wider council.

A Visit from the Lord Lieutenant of Somerset



Following our successful bid to the National Lottery Community Fund and Somerset Community Foundation for CCS, we were delighted to receive a visit from the Lord Lieutenant of Somerset, Mohammed Saddiq and the CEO of the Somerset Community Foundation (SCF), Justin Sargeant. We gave them a tour of Lindley House and The Reach Centre and were pleased to introduce them to Crescent Cleaning Services employees. Both were impressed and complimentary about the work taking place and wished us the best of luck in the growth of our social enterprise.

Community Spirit

We are incredibly grateful for the generosity we continue to receive from our community and committed supporters. This year has been difficult for many due to the cost-of-living crisis, yet we have been shown a lot of kindness which has assisted us tremendously in providing our services and going above and beyond for our clients. We would like to thank everyone who has supported us this year. There is simply too much to mention specifically but we include some community support highlights below:

At the very start of this financial year, we were delighted to be supported at a local art exhibition in Wellington, showcasing the artwork of two local artists, Claire Western and Tor Townsend. The event raised funds and awareness for Arc, and we were pleased to host an exclusive evening for our committed supporters. It was this event that sparked the idea to host our own exhibition, which you can read about below.

From visual arts to performing arts – we were excited to be supported by two separate theatre groups in the space of 1 month, both raising money at their theatre shows in April and May. The Wellington Operatic Society performed 'Our House' and raised an amazing £450. Year 13 students of Space College in Taunton performed a play very relevant to our work – 'Cathy', telling the tale of a young woman facing homelessness and chose to support Arc, raising funds and awareness for the cause.



Later in the year, at Christmas time, we are always overwhelmed by the level of support that comes our way. One local business Crescent Funeral Services chose to support Arc at their annual 'Carols by Candlelight', which remembers all those they have cared for in the recent year. It was an honour to attend and be supported and the audience gave generously, raising £242.

As well as monetary donations at Christmas, we receive a significant amount of gifts in kind from our community, including filled shoeboxes for each client as a Christmas gift, and food hampers with Christmas treats for all our properties. Our clients are also treated to a number of special meals to help with celebrations, and this year we were delighted to again welcome Ethic Street Pizza and Augustus, who both provided free delicious and luxurious meals for

our clients.

The Big Sleep Out 2022



On Friday 10th June, we hosted the 'Big Sleep Out': our annual event that sees members of the public sleeping outside for one night, raising funds and awareness to support those that have become homeless.

Following 2 years of hosting the event virtually due to the pandemic, we were delighted to bring our 8th Big Sleep Out back to our Taunton based car park and welcome participants in person. It was also our first time offering a hybrid event, where there was choice to join in-person or virtually. Although a smaller event than usual, we were thrilled to be joined by 38 participants sleeping out together, along with 14 people choosing to sleep out at home.

Participants are open to the elements, with just a piece of cardboard beneath them and no shelter from the weather. Although the event shows some of the harsh realities of rough sleeping, we put on an enjoyable evening for participants with food, live music and socialising. The support received was fantastic, and not just from the participants, as all the food was donated by local businesses and the music artists performed for free.

Despite the weather being kind, the evening certainly opened eyes and raised awareness of homelessness. Alongside this, the amazing participants raised an incredible £6578.16! We are thrilled with how much support the event has received and are so grateful for anyone who helped with or took part in the Big Sleep Out.



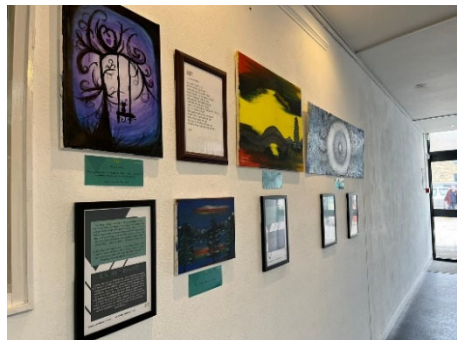
A New Property: Tower House

At the very start of this financial year, we were pleased to complete on the purchase of a new property in Bridgwater, to increase our service provision in Sedgemoor. This accommodation service will be our fifth in Bridgwater, offering an additional 8 beds for those who become homeless in the county.

This was introduced and approved by the board following positive discussions with Sedgemoor District Council, where a need for more supported accommodation was highlighted and we were their chosen provider. This new service will house and support those with high-medium needs and will therefore provide 24-hour staffed support. The process to get this project up and running has unfortunately been slower than planned, due to challenges such as planning permission. However, our Property Team have been working hard to renovate and furnish the property to meet our high standards. We look forward to launching this new service in the near future and providing the additional support required within the county and area of Sedgemoor.

Unseen Art Exhibition

From the 4th to the 8th of October, we hosted our very own art exhibition called 'Unseen' at the Brewhouse Theatre. Consisting entirely of artwork created by those experiencing, or who have previously experienced homelessness. The aim of the exhibition was to showcase the hidden talents of a community who are all too-often 'unseen' themselves.



Our wonderful clients created over 40 pieces of artwork for the event in a variety of media, including acrylic on canvas, poetry, drawing, collage, graffiti, photography, and cross-stitch. Expressing creativity can have many benefits for those in a time of crisis. For many clients, exploring and developing creative skills can have a huge impact on general wellbeing, allowing someone to be inspired and empowered by their own abilities. Amongst our client group we have many people who like to express themselves through art. For some it is simply a joyful and colourful release, for others it is an opportunity to demonstrate real talent. Examples of both were demonstrated throughout the exhibition.

The exhibition launched with an exclusive open evening where we invited supporters, volunteers, and local councillors. It was a great evening and an opportunity to bring us all together. Some of the artwork was sold, with proceeds being split between Arc and the artist.

We would like to say a huge thank you to our artists and everyone else who helped to make this possible, especially the Brewhouse for offering their foyer. It was a successful event, and we will be looking to host a similar event in the future.



GWR get clients on the right track

One area we focus on is learning and development and providing opportunities for our clients to upskill, gain qualifications, build confidence or simply have fun and try out new activities. The pandemic put a hold on much of this work and since returning to some form of 'normality', we've been slowly reintroducing opportunities but with limitations due to cost.

We are thrilled that Great Western Railway (GWR) sees value in this service and finds it important to invest in local communities. GWR provided us with funding to relaunch this area of work with an incredible £5000 grant right at the end of the year in March 2023. With this funding during the next 12 months, we will be able to provide short courses, activities, resources and transport that are tailored to our clients' aims and interests.

We're excited to refocus on this and help our clients to reach their goals and create positive futures. Thank you GWR.

StreetVet Collaboration and Pets at Home Foundation Funding

We've been thrilled to continue our partnership with StreetVet, enabling two of Arc's properties to be part of the 'StreetVet Accredited Hostel Scheme'.

StreetVet are a national organisation who work to support those sleeping rough with their pets. In doing so, they recognised a widespread lack of pet-friendly hostels, meaning that the clients they were seeing could not find accommodation unless they gave up their pets. StreetVet began to assist hostels and other accommodation to become pet-friendly, meaning that the bond between an owner and their pet is not broken by homelessness.

Becoming accredited means that each of our clients with pets receive access to free veterinary treatment, a handmade dog bed from the Big Dog Bed Company, ongoing pet food supplies and pet equipment (e.g., leads, cool mats).



During our first year partnered with StreetVet, we were lucky to have a 'free trial' of their hostel accreditation scheme, which gave the Housing Support Team the confidence and capabilities to house people with their pets, as well as providing the above for our clients. Normally, there is an accreditation fee of £1,000 per property to help cover the costs of the support StreetVet are providing. With the re-accreditation on the horizon, the Fundraising Team sourced funding from the Pets at Home Foundation. We were thrilled when this was awarded allowing us another year in partnership with StreetVet. One aim of Pets at Home Foundation's funding is to provide

assistance to ensure pets can remain with their owners and so we feel this is the perfect collaboration. A huge thank you to the Pets at Home Foundation and to StreetVet - we know there will be many waggy tails and lots of hearts made whole by your contribution and work!

Implementing Inform

During the start of 2023, we began the implementation of a new housing and client management system called Inform. Inform was created by Homeless Link and therefore designed specifically for the sector, so suits ours and our clients' needs well. Once Inform is fully implemented, it will help make Arc's administration more efficient, improve the quality of our information systems and enable us to measure and demonstrate the effectiveness of the work we do to support clients. The implementation of this will include staff training to ensure everyone is familiar with how to use the system and a data transfer from our existing system. This project is being led in-house by Arc employee Marcus Bond.

Growth of the Reach Centre

Since the launch of The Reach Centre in March 2022, our well-being hub has continued to grow and support clients with varying needs. The Reach Centre offers a safe, professional, and clinical space for multi-agency use, allowing for provision of services to be offered and easily accessed by the local homeless community, including those who are rough sleeping.

The Centre includes a GP Clinic and Treatment Room, alongside 6 multi-purpose rooms which are suitable for meetings, training, workshops and more.

During this year we have partnered with multiple organisations to provide additional specialised services for our clients. These include regular 'Stop Smoking' drop-in sessions with Smokefree Somerset, holistic trauma support for our female clients through The Nelson Trust, and substance misuse help and advice from Somerset Drug and Alcohol Service. The Reach Centre also continues to be host to our weekly GP drop-in service and our free counselling service, which is offered 5 days a week through our volunteer counsellors.



Aerosol Art Masterpiece at Victory House

Our clients at Victory House, our veterans' project, were keen to bring some colour and vibrancy to their outdoor space which they use often for socialising and support. We were thrilled to bring in local artist Sam from Aerosol Art, who created a beautiful Remembrance Day poppy mural for our clients to enjoy. Our clients were very moved by the installation with one client saying: "It brought a tear to my eye - we will remember them."



Outreach in Sedgemoor

In last year's overview of the year, we wrote of the success of our Sedgemoor-based Outreach Team and the recognition of this from Sedgemoor District Council, who fund the service. We are pleased to report that the service has continued to do well, providing high quality support to rough sleepers in the district and significantly reducing rough sleeping figures. As a result, Sedgemoor District Council offered an additional 3-year contract to run the Outreach Service in Sedgemoor.



A Visit from our MP

In February 2023, we were delighted to receive a visit from MP Rebecca Pow, who showed an interest in our veteran's project, Victory House. We gave Rebecca a tour of our service and introduced her to clients living there, who told of their positive experience at Arc. Following Rebecca's visit, she commented: "The support given by Victory House is invaluable to our veterans in Taunton, to whom we owe so much for their service. I am impressed by the dedication of the team at Arc and I know from my conversation with some of the residents how much they appreciate the care and advice they are given. Working closely with other agencies Arc is able to facilitate a more stable environment and independent living which allows so many to settle and find work locally." Thank you to MP Rebecca Pow for visiting.

Armed Forces Champion Introduction

At the Armed Forces Day held at Vivary Park in July 2022, we were pleased to be introduced to the new Chair of the Somerset Armed Forces Covenant Partnership and the Armed Forces Champion for Somerset Council, Cllr Henry Hobhouse. Cllr Hobhouse is passionate about providing supported services for our local armed forces community, and housing and homelessness is high on his agenda. He was therefore very interested and impressed to hear of our project. Following the introduction, Cllr Henry Hobhouse visited our services along with Somerset Council's Stronger Communities Service Manager Jeff Brown. We provided a tour of our hostel, Lindley House, and our veterans' service, Victory House. The feedback of these two services was positive and resulted in an invitation to speak at the Somerset Armed Forces Conference in October.

Armed Forces Conference

In October 2022, we were thrilled to be invited to give a presentation at the Somerset Armed Forces Covenant Partnership Annual Conference. The audience were interested in hearing about our veterans' project, Victory House - why this service exists, who we support, how we support them, and the vulnerabilities we see in homeless veterans. As well as presenting at the conference, we benefitted from a day of networking and listening to others' presentations from those working in different areas to us. We made some great connections and continue to build our service at Victory House through partnership working.

A big thank you to everyone who works has worked or volunteered for Arc during the year!

Staff

Aaron Ware	Relief Support Worker	
Alice Hannon	Fundraising and Communications Assistant	Left December 2022
Alina Tanase	Finance Assistant	
Amy Smith	Housing Support Worker	
Andy Palk	Property Services Operative	
Andy Price	Chief Executive Officer	Started July 2022
Anna Gardner	Housing Support Worker	
Ben Darlow	Housing Support Worker	
Billy Goldsmith	Grounds Maintenance Worker	
Charlotte De Burgh	Service Delivery Manager	Left March 2023
Dean Florida	Night Security Worker	Started July 2022, Left July 2022
Edward Bond	Property Services Operative	Left February 2023
Emma Dunn	Volunteer Coordinator	
Harriett Holland	Relief Support Worker	Started April 2022, Left April 2022
James Hobbs	Cleaning Operative	
Jason Thorne	Outreach Worker	
Joanne Pearce	Head of Housing Services	
John Corrigan	Kitchen Manager	
Jordan Canter	Social Enterprise Manager	
Julie Barker	Housing Support Worker	
Kaitlin Ricketts	Housing Support Worker	
Karen Thomas	Housing Support Worker	
Karl Mann	Night Security Worker	Started April 2022, Left Nov 2022
Katherine Goddard	HR Administrator	
Kevin Maule	Housing Support Worker	
Laura Ma	Outreach Worker	Left May 2022
Lauren Haddon	Housing Support Worker	
Lindy Fountain	Housing Service Manager	
Lisa Jarvis	Kitchen Manager	Left October 2022
Lucy Taylor-Yarde	Relief Support Worker	Started June 2022, Left June 2022
Mandy McCarter	Relief Support Worker	
Marcus Bond	Rent and Arrears Officer	
Mark Thornton	Night Security Worker	Started July 2022
Mark Penfold	Night Security Worker	
Martin Ball	Head of Property Services	
Mary Richardson	Learning and Development Officer	Left July 2022
Matthew Tickner	Night Security Worker	Started Dec 2022, Left Feb 2023
Mike Thomas	Property Team Leader	
Michelle Redwood	Relief Support Worker	Started September 2022
Nicki Stanton	Housing Support Worker	
Paul Andrew	Relief Support Worker	Left July 2022
Paul Brown	Cleaning Operative	Started December 2022
Paul Burke	Cleaning Operative	Started July 2022, Left Dec 2022
Paul Howard	Relief Support Worker	
Penny Jakeman	Cleaning Services Supervisor	
Peter Say	Cleaning Operative	Started July 2022
Rachael Overton	Housing Support Worker	
Raj Singh	Chief Executive Officer	Left June 2022

TAUNTON ASSOCIATION FOR THE HOMELESS LTD

Robert Noonan	Kitchen Assistant	Started March 2023
Rocio Smith	Relief Support Worker	Started July 2022, Left August 2022
Rosie Hather	Head of Development	
Sarah Davies	Finance Director	Left December 2022
Sharon Frost	Relief Support Worker	Left June 2022
Shaun Prouse	Night Security Worker	
Sherri Grant	Housing Service Manager	
Simon Lee	Cleaning Operative	
Simon Lee	Night Security Worker	Left June 2022
Stephen Lee	Painter and Decorator	
Teresa Longhurst	Finance Assistant	
Tracey Mansfield	Relief Support Worker	Started August 2022
Tracey Healy	Head of Finance	

Volunteers

Amanda Sherratt	Kitchen Assistant	Started May 2022, left Sept 2022
Carl Rychlewski	Food/Donation Collection	
Charlotte Smart	Buddy	
Dave Budd	Buddy	
Debbie Walker	Trainee Counsellor	Left February 2023
Diane Dethal	Trainee Counsellor	Started August 2022
Frances Smith	Barber/hairdresser	Started Dec 2022, left Feb 2023
Irene LeDoux	Kitchen Assistant	Started May 2022, left Jan 2023
Jo Clements	Kitchen Assistant	
Jo Gould	Buddy	
Jo Stewart	Food/Donation Collection	
John Stewart	Food/Donation Collection	
Julie Charlton	Buddy	Left May 2022
Kelan Hayward	Food Collection	
Khurram Jamil	Food Collection	
Kiana Lorete	Food Collection	
Louise Lawford	Trainee Counsellor	Started October 2022
Matthew Emmerson	Food Collection	Started June 2022
Mel Kubicki	Food Collection	
Paul Trolley	Food Collection	
Pauline Rychlewski	Food/Donation Collection	
Robert Wood	Trainee Counsellor	Left November 2022
Sarah Mabbott	Buddy	
Simon Robson	Buddy	
Warren Gaston-Barratt	Food Collection	Started March 2023
Will Humphreys	Trainee Counsellor	Left August 2022

And many more who have chosen not to be publicly recognised.

CHAIR'S REPORT

Year ended 31 March 2023

Despite a difficult year which brought change and new challenges, I am pleased to report another year where Taunton Association for the Homeless (trading as Arc) has succeeded in achieving its mission, providing supported accommodation to hundreds of local people facing homelessness. With the added impacts of the cost-of-living crisis, Arc's work feels particularly important as more people experience financial strain. Arc has received a rise in demand on our services but has also struggled, like many, with the rising rates of inflation. The whole staff team have worked hard to handle this added pressure and work around increased costs, and I would like to thank them for their efforts and resilience as always.

There have been a number of changes in Arc's senior management team, including the recruitment of interim CEO Andy Price. Andy has already significantly contributed towards the growth of Arc, and we have begun a period of exciting change under his leadership. I'd like to offer Andy a warm welcome and thank him on behalf of the Board for his commitment to Arc's development. Whilst we welcomed Andy, we sadly said goodbye to Finance Director, Sarah, who had worked for Arc for coming up to 15 years. Sarah contributed tremendously to the work and financial sustainability of the charitable organisation, and we wish her well in her new adventures.

The Board are in a strong position having elected two new board members and co-opted another 5, each with varying skills and expertise that will bring great strength to the Board, particularly during challenging times and periods of change. This sets a good structure for the future. I really appreciate the time and effort that everyone has contributed. Thank you.

At Arc, we have been continuing to raise awareness of our services and develop more partnerships to meet the varying needs of our client group. This has included keeping informed with the move to a unitary authority 'Somerset Council' and we look forward to growing our relationship with key members. We have also benefited from partnership working at our wellbeing hub, The Reach Centre, which has been of great benefit to our clients.

We are grateful to these partners, to our donors and volunteers who play a big role in supporting homeless people locally and adding value to the services we provide. Despite a difficult year for many, we have seen great kindness and generosity from our supporters.

There is more change to come for Arc as we begin the process of becoming a registered provider, regulated by the Regulator or Social Housing. It is important to us that we can deliver high quality accommodation and services and that our clients' safety, security, and welfare are at the heart of what we do. This process and becoming a registered provider will ensure that we are delivering and demonstrating this high standard. The work involved in this process will be significant, but the Board are in full support and are confident that it will make the organisation stronger and in a better position to support our client group.

I look forward to another year as Chair of Arc as it continues to develop and support those who are homeless locally.



Lynn Emslie

Chair

CHIEF EXECUTIVE'S REPORT

Year ended 31 March 2023

It is with a tinge of sadness that I begin my report by reflecting on the reason for Arc's existence at all. We live in a wealthy society and yet still many people spend nights sleeping rough or in housing situations that are not good or healthy. And indeed it is clear that the need for Arc's services continues to grow as the cost of living, and austerity and cuts in public sector services, hit those most vulnerable hardest. Significantly we have seen an increasing demand for accommodation as the number of people facing homelessness across Somerset has also increased.

It has however been a heartfelt pleasure for every day of my eight months in post, alongside the board and the senior management team, to be leading an organisation that is at all levels responding positively to the challenges society is throwing up, as we seek to improve the breadth, depth and quality of our accommodation services.

The two most important things I can say are - a big-big thank you for everyone connected with Arc.

To all paid staff who have coped brilliantly with extensive change. I can only say their responses have been fantastic. But also that this isn't going to go away! We are in many respects only at the beginning of a journey as we seek to move Arc to becoming a registered provider of housing and all the challenges and opportunities that brings. But which will undoubtedly make us a better provider of accommodation and stand the organisation in good stead for the future, particularly with key local authority and national government stakeholders and with potential funders future.

To all our volunteers who give generously of their time, effort and energy to add value to the work of our paid staff.

To our donors and supporters who give equally generously of their time but also of their vitally important financial support without which we would not be able to provide some of the support as well as direct material support to help those who are struggling.

To a board whose skills and commitment to take on the leadership and governance challenges of becoming a registered provider has been heartening to see. We have strengthened the board over the course of the year with five new coopted members whose varied talents will help us to achieve our goal.

I've mention becoming a registered provider several times. There have been significant other elements of change, not least preparing to implement a management information system 'Inform' that will enable us to more effectively and efficiently manage our accommodation and the way we deliver support for clients. It will also help us to better evidence the social impact of the work we do in reducing and preventing homelessness.

I come back again, however, one more time to the task of becoming a regulated provider because in a very real sense it has driven almost everything we have done for the last 5 months and will continue to do so over the next year.

I'd like to mention all the external support we have had from our local government, health and community partners who help us to provide support services and move on accommodation. Without whom our job would be so much more difficult. We are looking forward to the opportunities that the new Unitary Authority will bring for addressing homelessness across Somerset.

Finally, my second most important thing to mention – our clients. Those we house and support and the reason for our existence. Arc has always tried to think about what works to help them but increasingly we are trying to put the client at the heart of everything we do.

I am looking forward to continuing to work with everyone and help us see the benefits of the changes we have started.

TAUNTON ASSOCIATION FOR THE HOMELESS LTD

A handwritten signature in black ink, appearing to read 'Andy Price', written in a cursive style.

Andy Price

Interim Chief Executive

STATEMENT OF THE BOARD OF MANAGEMENT RESPONSIBILITIES

The Board of Management is responsible for preparing the accounts in accordance with applicable law and regulations. We are required by law to prepare accounts for each financial year which give a true and fair view of the state of affairs of the Association, and of the surplus or deficit of the Association for that period.

In preparing these accounts we are required to:

- select suitable accounting policies and apply them consistently;
- make reasonable and prudent judgements and estimates;
- prepare the accounts on a going concern basis unless it is inappropriate to presume that Association will continue to operate.

The Board of Management is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Association and to enable them to ensure that the financial statements comply with the Co-operative and Community Benefit Societies Act 2014.

We are also responsible for safeguarding the assets of the Association and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

We have a reserves policy.

On behalf of the Board of Management



M Lyne

Treasurer

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

Opinion

We have audited the financial statements of Taunton Association for the Homeless (the 'association') for the year ended 31 March 2023 which comprise the Income and Expenditure Account, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the association's members, as a body, in accordance with section 87 of the Co-operative and Community Benefit Societies Act 2014. Our audit work has been undertaken so that we might state to the association's members 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 association and the association's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the association's affairs as at 31 March 2023 and of 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 Co-operative and Community Benefit Societies Act 2014.

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 association in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, 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

In auditing the financial statements, we have concluded that the Board of Management's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the association's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Board of Management with respect to going concern are described in the relevant sections of this report.

Other information

The Board of Management is responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report

thereon. 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 statements 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Co-operative and Community Benefit Societies Act 2014 requires us to report to you if, in our opinion:

- the association has not kept proper books of account, and not maintained a satisfactory system of control over its transactions, in accordance with the requirements of the legislation; or
- the revenue account, any other accounts to which our report relates, and the balance sheet are not in agreement with the association's books of account; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of the Board of Management

As explained more fully in the Board of Management's responsibilities statement set out on page 18, the Board of Management is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as it determines 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 Board of Management is responsible for assessing the association'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 Board of Management either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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 auditor's 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We have considered the nature of the sector, control environment and financial performance;
- We have considered the results of enquiries with the Board of Management in relation to their own identification and assessment of the risk of irregularities within the entity; and

- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the organisation for fraud and identified the highest area of risk to be in relation to revenue recognition, with a particular risk in relation to year-end cut off. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained understanding of the legal and regulatory frameworks that the association operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Co-operative and Community Benefit Societies Act 2014 and FRS 102. In addition, we considered the provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the association's ability to operate or avoid a material penalty.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Enquiring of management in relation to actual and potential claims or litigations;
- Performing detailed transactional testing in relation to the recognition of revenue with a particular focus around year-end cut off; and
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgments made in accounting estimates are indicative of potential bias; and evaluating the business rationale of significant transactions that are unusual or outside the normal course of business.

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators of fraud or non-compliance with laws and regulations throughout the audit.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from an error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it.

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.

Bishop Fleming LLP
Chartered Accountants & Statutory Auditors
10 Temple Back
Bristol
BS1 6FL

INCOME AND EXPENDITURE ACCOUNT (incorporating the Statement of Comprehensive Income)
year ended 31 March 2023

	Note	2023	2023	2022	2022
		£	£	£	£
Income					
Rent Receivable	4	2,065,040		1,999,964	
Grants Receivable	5	84,405		155,522	
Donations		117,304		110,937	
Landlord Incentive Scheme		-		6,197	
Crescent Cleaning Services	9	44,279		34,572	
			2,311,028		2,307,192
Direct Expenditure					
Property Costs	6	504,543		460,677	
Employee Costs	8	1,235,159		1,282,042	
Food		28,614		24,820	
Donated Funds Expended		74,501		86,888	
Landlord Incentive Scheme		-		6,197	
PAWS Project		-		2,195	
Crescent Cleaning Services	9	92,409		54,423	
			1,935,226		1,917,242
Gross Operating Surplus			375,802		389,950
Central Costs	7		(173,416)		(178,771)
Depreciation and Amortisation	10/11		(146,564)		(133,712)
Operating Surplus/(Loss)			55,822		77,467
Interest received			975		23
Interest Paid			(34,787)		(20,967)
Other Finance Costs	17		(10,000)		(12,000)
Net Surplus/(Deficit) to Reserves			12,010		44,523
Other Comprehensive Income					
Actuarial (Loss)/Gain on Defined Benefit Pension Scheme			(29,000)		78,000
Total Comprehensive Income/(Loss) for the Year			(16,990)		122,523

None of the Association's material activities were acquired or discontinued during the current or previous year.

REGISTERED No: 23680R

**BALANCE SHEET
as at 31 March 2023**

	Note	2023 £	2022 £
Fixed Assets			
Intangible Assets	10	9,407	0
Tangible Assets	11	3,148,758	3,235,001
Current Assets			
Stock		2,538	1,107
Debtors	12	142,012	108,051
Cash at Bank and in Hand		<u>393,094</u>	<u>426,737</u>
		537,644	535,895
Creditors: amounts falling due within one year	13	<u>(284,988)</u>	<u>(331,772)</u>
Net Current Assets		<u>252,656</u>	<u>204,123</u>
Total Assets less Current Liabilities		3,410,821	3,439,124
Creditors: amounts falling due after one year	14	<u>(964,015)</u>	<u>(967,324)</u>
Net Assets excluding defined benefit deficit contributions liability		<u>2,446,806</u>	<u>2,471,800</u>
Defined benefit liability	17	(221,000)	(229,000)
Net Assets		<u>2,225,806</u>	<u>2,242,800</u>
Called up Share Capital	18	24	27
General Reserve	18	<u>2,225,782</u>	<u>2,242,773</u>
Association Funds	18	<u>2,225,806</u>	<u>2,242,800</u>

The accounts were approved and authorised for issue by the Board of Management on 15th August 2023 and signed on its behalf by:-



.....
L Emslie
(Chair)



.....
M Lyne
(Treasurer)



.....
A Price
(Secretary)

NOTES TO THE ACCOUNTS

year ended 31 March 2023

1. Principal Accounting Policies

(a) Basis of Accounting

The accounts have been prepared under the historical cost convention unless otherwise specified within these accounting policies and in accordance with Section 1A of Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and the Republic of Ireland.

The defined benefit deficit contributions liability has been accounted for in accordance with the Financial Reporting Standard FRS 102, the Financial Reporting Standard applicable in the UK and the Republic of Ireland.

The financial statements are prepared in Sterling, which is the functional currency of the entity.

(b) Going Concern

The financial statements have been prepared on a going concern basis. The board has a reasonable expectation that the Association has adequate resources to continue in operational existence for the foreseeable future, being a period of at least twelve months after the date on which the report and financial statements are signed. The Board have considered the foreseeable future for their going concern assessment to cover the period to 30 September 2024.

There are currently no material uncertainties that the Association feels will affect this assessment.

(c) Rental Income

Rental income is accounted for on a receivable basis and provision has been made in these accounts for rents owing at 31 March 2023 where there is not a reasonable expectation of recovery.

For properties where the association acts as managing agents the rent collected by the association is included in rental income. The amount payable to the property owner is included in expenditure. This treatment fairly reflects the level of activity undertaken by the association and is consistent with other properties owned by the association.

(d) Other Income

All other income is recognised in the period in which it is receivable, provided conditions for recognition are met, unless the income relates to a specified future period in which case it is deferred.

Government grants on capital expenditure are credited to a deferral account and are released to revenue over the expected useful life of the relevant asset by equal annual instalments.

(e) Depreciation

Depreciation is provided on tangible fixed assets in equal instalments in order to write off the cost over their anticipated useful lives. The anticipated useful lives are as follows:

Freehold Property	– 40 years
Improvements to Freehold Property	– 10 years
Improvements to Leasehold Property	– Over the period of the lease, or 25 years where the lease is for an indefinite term
Fixtures and Fittings	– 3 years
Office Equipment	– 3 years
Motor Vehicles	– 5 years

Fixtures and Fittings comprise the initial cost of fitting out new premises only. Fixtures and Fittings within the Association's Hostels and Satellite Houses are subject to considerable wear and tear and are constantly being

replaced and renewed. Expenditure on Fixtures and Fittings which is therefore of a replacement nature is written off to revenue in the year in which the cost is incurred.

(f) Stock

Stock of foodstuffs and consumables is valued at the lower of cost and net realisable value.

(g) Operating Leases

Rentals paid under operating leases are charged to the profit and loss account as incurred.

(h) Pensions

Defined contribution pension plan

The Association operates three Social Housing defined contribution pension schemes. The pension charge represents the amounts payable by the company to the fund in respect of the year. The assets of the scheme are held separately from those of the company in an independently administered fund.

Contributions paid during the year are charged to the income and expenditure account.

Defined benefit pension plan

The Association also participates in the Social Housing defined benefit CARE pension scheme. Contributions are based on pension costs across the various participating Associations taken as a whole. The assets of the scheme are invested and managed independently of the finances of the Association. Pension costs are assessed in accordance with the advice of an independent qualified actuary. Costs include the regular cost of providing benefits which it is intended should remain at a substantially level percentage of current future earnings of the employees concerned.

2. Net (Deficit)/Surplus

	2023 £	2022 £
The net surplus is stated after charging		
Depreciation and Amortisation owned assets	146,564	133,712
Audit remuneration – audit	11,076	8,760
Audit remuneration – non audit	-	-
Operating lease payments	36,996	36,948

3. Taxation

As an exempt charity, Taunton Association for the Homeless Ltd is exempt from tax under sections 478, 481 and 485 of the Corporation Tax Act 2010.

NOTES TO THE ACCOUNTS
year ended 31 March 2023

4 Rents Receivable	Bed Nights	2023 £	Bed Nights	2022 £
Maximum Occupancy	61,573	2,244,156	61,276	2,170,252
Less Unoccupied Rooms	(3,846)	(140,472)	(3,564)	(133,404)
Actual Occupancy	57,727	<u>2,103,684</u>	57,712	<u>2,036,848</u>
Less Bad Debts written off		(13,911)		(8,104)
Plus Bad Debts written back (monies received)		3,563		2,065
Less Bad Debts provided for		(28,296)		(30,845)
Actual Rents Receivable		<u>2,065,040</u>		<u>1,999,964</u>

5 Grants Receivable	2023 £	2022 £
Positive Lives Grant - SCC	5,881	42,260
Somerset Partnership – Health Link Worker	-	20,847
Outreach and Drug Navigator - SDC	70,631	68,371
Tenancy Sustainment – Somerset West and Taunton	-	20,714
Somerset Community Foundation Costs of Living Fund	5,850	-
GWR Grant	43	-
Pets at Home	2,000	-
Furlough Income (CJRS Grant)	-	3,330
	<u>84,405</u>	<u>155,522</u>

6 Property Costs	2023 £	2022 £
Motor and Travelling	6,005	7,057
Rent, Rates and Insurance	148,309	135,493
Heat and Light	187,376	86,086
Repairs and Renewals	102,239	111,658
Laundry and Cleaning	24,275	82,849
TV Licences	6,148	2,619
Telephones	16,457	18,811
Outreach and Drug Navigator SDC expenses	6,297	5,829
Health Link expenses	-	2,211
Sundry Expenses including Grounds maintenance	7,437	8,064
	<u>504,543</u>	<u>460,677</u>

NOTES TO THE ACCOUNTS
year ended 31 March 2023

7 Central Costs	2023	2022
	£	£
Office, Rent, Rates and Insurance	33,781	32,612
Stationery and Photocopying	7,331	6,830
Telephone and Postage	10,659	8,698
Promotional Expenses	5,355	3,569
Office, Heat and Light	7,757	4,817
Subscriptions	3,191	2,515
Meeting Expenses	2,837	1,779
Legal and Professional	55,015	75,525
Auditors Remuneration	11,076	9,432
Computer Costs	33,854	31,051
Fundraising Costs	1,866	2,137
Loss/(Profit) on sale of fixed assets	-	(618)
Sundries	694	426
	<u>173,416</u>	<u>178,771</u>

8 Employee Costs	2023	2022
	No	No
The average number of full-time equivalent employees of the Organisation excluding Crescent Cleaning Services was:	35	37
Costs in respect of the staffing of the Association (excluding Crescent Cleaning Services) were as follows:	£	£
Wages and Salaries, agency costs and other employee costs	1,090,540	1,099,997
Social Security Costs	95,103	100,250
Pension Costs	40,277	48,209
Redundancy	0	22,411
Governance	1,300	1,275
Volunteer Expenses	5,197	5,616
Night Security Costs	2,742	4,284
	<u>1,235,159</u>	<u>1,282,042</u>

NOTES TO THE ACCOUNTS
year ended 31 March 2023

9 Crescent Cleaning Services (CCS)

The average number of full-time equivalent employees was:

2023	2022
No	No
2.7	1.2

	£	£
Cleaning Income	4,355	12,312
Enterprise Development Fund	14,360	16,730
Community Reach Fund	20,564	5,530
Somerset Social Entrepreneurs	5,000	0
	<u>44,279</u>	<u>34,572</u>

Expenditure

Salaries, Recruitment, Training and other staff costs	83,963	40,991
Borrowing Costs	501	-
Cleaning Materials and equipment	3,744	5,140
Vehicle and Travel Costs	2,409	5,497
Computer and telephone costs	1,139	1,176
Health & Safety costs	390	1,233
Promotion and Advertising costs	184	355
Sundry costs	79	31
	<u>92,409</u>	<u>54,423</u>

10 Intangible Assets

**Intangible
Assets
£**

Cost

As at 1 April 2022	-
Additions	9,960
Disposals	-
As at 31 March 2023	<u>9,960</u>

Depreciation

As at 1 April 2022	-
Charge in the year	553
Disposals	-
As at 31 March 2023	<u>553</u>

Net Book Value

As at 31 March 2023	<u>9,407</u>
As at 31 March 2022	<u>0</u>

NOTES TO THE ACCOUNTS
year ended 31 March 2023

11 Tangible Assets

	Freehold Property and Impr- ovements £	Improve- ments to Leasehold Property £	Fixtures and Fittings £	Office Equipment £	Motor Vehicles £	Total £
Cost						
As at 1 April 2022	4,423,185	178,457	83,393	31,245	10,100	4,726,380
Additions	43,880	-	14,316	1,572	-	59,768
Disposals	-	-	-	-	-	-
As at 31 March 2023	4,467,065	178,457	97,709	32,817	10,100	4,786,148
Depreciation						
As at 1 April 2022	1,277,346	124,457	61,370	25,603	2,603	1,491,379
Charge in the year	120,910	2,800	16,394	3,887	2,020	146,011
Disposals	-	-	-	-	-	-
As at 31 March 2023	1,398,256	127,257	77,764	29,490	4,623	1,637,390
Net Book Value						
As at 31 March 2023	3,068,809	51,200	19,945	3,327	5,477	3,148,758
As at 31 March 2022	3,145,839	54,000	22,023	5,642	7,497	3,235,001

Somerset Council holds a charge over the freehold property at 44, William Street, Taunton. In the event that the Association ceases to use this property in accordance with its current objects before July 2026, it could be required to pay the sum of £190,000 to SCC. As this event is considered to be unlikely no provision has been made in the accounts.

12 Debtors

	2023 £	2022 £
Rents Receivable	103,480	91,558
Bad Debt Provision	(43,924)	(34,650)
Income Tax Recoverable	11,856	9,480
Other Debtors	7,199	6,250
Prepayments	63,401	35,413
	<u>142,012</u>	<u>108,051</u>

13 Creditors – amounts falling due within one year

	2023 £	2022 £
Trade Creditors	5,910	48,237
Taxation and Social Security	20,455	27,590
Other Creditors	9,016	6,253
Accruals and Deferred income	171,919	179,347
Natwest Credit Cards	6,095	-
Somerset Community Foundation Loan	1,248	-
NatWest Bank Loan	70,345	70,345
	<u>284,988</u>	<u>331,772</u>

NOTES TO THE ACCOUNTS
year ended 31 March 2023

14 Creditors – amounts falling due after one year	2023	2022
	£	£
Somerset Community Foundation Loan	32,419	-
NatWest Loans	<u>931,596</u>	<u>967,324</u>
	<u>964,015</u>	<u>967,324</u>

15 Contingent Liabilities -

There were none at the year end or at the prior year end.

16 Obligations under Leasing Agreements	2023	2022
	£	£
The following payments are committed to be paid:		
Plant and Machinery		
Payable within one year	3,883	4,448
Payable in 1 – 5 years	<u>2,657</u>	<u>6,204</u>
	<u>6,540</u>	<u>10,652</u>
Land and Buildings		
Payable within one year	32,500	32,500
Payable in 1 – 5 years	107,083	130,000
Payable in more than 5 years	<u>129,375</u>	<u>138,958</u>
	<u>268,958</u>	<u>301,458</u>

17 Pensions and other post-retirement benefits

a) Defined contribution plans

The company operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £35,252 (2022-£41,649).

b) Defined benefit pension plans

The company operates a defined benefit pension plan for qualifying employees providing benefits based upon Finance Pensionable Earnings or Career Average Revalued Earnings, depending on the benefit groups and service applicable for each member. The pension plan is funded by the payment of contributions and assets of the plan are held in a separately administered fund.

The most recent comprehensive actuarial valuation of pension plan assets and the present value of the defined benefit obligation were carried out on 30th September 2020.

NOTES TO THE ACCOUNTS
year ended 31 March 2023

The total cost recognised in the period was as follows:	2023
	£000
Current service cost	0
Past service cost	0
Plan introductions, changes, curtailments and settlements	4
Net interest expense	6
Recognised in profit and loss	<u>10</u>
Recognised in other comprehensive income	<u>(29)</u>

Amounts recognised in the balance sheet were as follows:

	2023	2022
	£000	£000
Present value of funded obligations	(1,181)	(1,674)
Fair value of plan assets	<u>960</u>	<u>1,445</u>
	(221)	(229)

Amounts recognised in the balance sheet were as follows:

	2023
	£000
Opening defined benefit obligation	1,674
Current service cost	0
Past service cost	0
Interest expense	50
Actuarial gain	(498)
Contributions by scheme participants	0
Benefits paid	(45)
(Gains)/losses on curtailment	0
Liabilities extinguished on settlements	<u>0</u>
Closing defined benefit obligation	<u>1,181</u>

17 Pensions and other post-retirement benefits (continued)

b) Defined benefit pension plans (continued)

Changes in the fair value of the pension assets were as follows:

	2023
	£000
Opening plan assets	1,445
Interest income	40
Actual return (loss) on plan assets (excluding interest income)	(527)
Assets distributed on settlements	0
Contributions by employer	47
Contributions by scheme participants	0
Benefits paid	<u>(45)</u>
Closing plan assets	<u>960</u>

NOTES TO THE ACCOUNTS
year ended 31 March 2023

The amount that each major class of pension plan assets constitutes the fair value of the total plan assets was as follows:

	2023 £000	2022 £000
Equity instruments	18	277
Debt instruments (bonds)	48	175
Property	70	76
Other assets	<u>824</u>	<u>917</u>

The return on plan assets was as follows: 2023 2022
960 1,445

	2023 £000
Interest income	40
Actual return (loss) on plan assets (excluding interest income)	<u>(527)</u>
Total return (loss) on plan assets	<u>(487)</u>

The principal actuarial assumptions used were as follows:

	2023	2022
Discount rate	4.78%	2.79%
Inflation (RPI)	3.19%	3.59%
Inflation (CPI)	2.75%	3.20%
Salary Growth	3.75%	4.20%

The mortality assumptions used for longevity (in years) on retirement at age 65 are:

Retiring at the balance sheet date	
• males	21.0
• females	23.4
Retiring in 20 years	
• males	22.2
• females	24.9

NOTES TO THE ACCOUNTS
year ended 31 March 2023

18 Reconciliation of Movements in the Association's Funds

	Share Capital	General Reserve	Total
	£	£	£
As at 1 April 2022 as previously stated	27	2,242,773	2,242,800
Surplus/(Loss) in the year	0	12,010	12,010
Other recognises gains and losses	(5)	(29,001)	(29,006)
Issued £1 shares in the year	<u>2</u>	<u>0</u>	<u>2</u>
As at 31 March 2023	<u>24</u>	<u>2,225,782</u>	<u>2,225,806</u>

19 Capital Commitments

The Association entered into an agreement to purchase a van for the cost of £12,684 at the end of March 2023. A deposit was paid of £500 which has been recognised in prepayments. The Association completed the purchase of the van in April 2023.

20 General Information

Taunton Association for the Homeless t/a Arc is a Co-operative and Community Benefit Society, limited by shares. The Organisation is registered in the United Kingdom. Its registered number is 23680R and registered office is 7, The Crescent, Taunton, TA1 4EA.

BOARD OF MANAGEMENT

LYNN EMSLIE (Chair)

KAREN AYLING (Vice Chair)

VIVIAN LOVE (Resigned 22nd November 2022)

VICTORIA STOKER

RICHARD FOLEY (Resigned 16th November 2022)

GILLIAN GIRLING (Resigned 9th April 2023)

JO HAKE (Appointed 20th September 2022)

DOMINIC MACER (Appointed 20th September 2022)

SUSAN BENNETT (Co-opted on 20th September 2022)

MARTIN LYNE (Co-opted on 22nd November 2022)

SEAN CANAVAN (Co-opted on 22nd November 2022)

JO REECE (Co-opted on 22nd November 2022)

SIMON CORNELIUS (Co-opted 7th February 2023)