

Taunton Association for the Homeless



REGISTERED No: 23680R

**ANNUAL REPORT
31 MARCH 2021**

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Taunton Association for the Homeless t/a Arc

With over 40 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+, are men and women 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 have 16 residences and support around 174 vulnerable people on any one night either in our own accommodation or those rough sleeping. We employ just over 40 staff and have a growing team of volunteers.

Amongst our residences, we have a 46-bed direct access hostel 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. This includes a range of activities and courses offered through our in-house college. We also offer a Deposit Guarantee Scheme, helping clients into their own accommodation.

As employers, Arc are delighted to be awarded a Gold Award with Investors in People in June 2021 and successfully run 'Your Voice' – an avenue for all staff to have a voice in our charitable organisation.

An Overview of the Year

Keeping our clients busy through lockdown

The whole nation has struggled with keeping themselves entertained during the long periods of lockdown this past year and it has been important for us to help our clients to keep busy and stay positive. We therefore put on lots of ‘at home activities’ which our clients have really enjoyed and many have picked up new hobbies as a result. We had bingo and quiz nights, lots of arts and crafts including tie dye, epoxy resin, sewing and sketching. When we were placed back into lockdown following Christmas, we used donations from our wonderful supporters to put ‘activity packs’ together for all of our households, full of games, art materials and challenging puzzles. We were delighted to have such positive feedback from our clients, telling us these packs had positively impacted their mental health. Within the packs, we set an art competition and it was amazing to see the work of Arc’s budding artists!



Social Enterprise

Behind the scenes this year we have been setting up our very own social enterprise! We have received fantastic support from the Enterprise Development Programme and late last year we recruited a Social Enterprise Manager who has been working hard to put our plans in to action. ‘Crescent Cleaning Services’ will provide a professional cleaning service whilst helping to eliminate barriers to employment that our clients and others often face. Our aim is to run a friendly and reliable local business, offering specialist cleaning services and operating in an environmentally friendly way.

We will be employing clients who have recently moved on from our services and therefore ready to take that next step in their journey. As well as providing employment, we will be offering training opportunities and hope to assist clients with their self-confidence. As we have 16 properties that need regular and sometimes specialised cleaning, we will become the cleaning services’ first customer. Once the social enterprise has become established, we will reach out to the wider market.

Virtual Big Sleep Out



On Friday 19th June, we held our first ever virtual sleep out! We had been planning for and looking forward to a night under the stars together with participants at our head office car park. However, the uncertainty of the pandemic led us to rethink. Rather than cancelling, we wanted to continue to raise the funds, awareness and create the community spirit that the sleep out brings each year and so we ran a virtual version instead!

We encouraged participants to spend a night away from their beds and 'sleep out at home', in their gardens, sheds, garages or other alternative spaces. To keep our fantastic participants entertained during the evening, we ran a live stream with music, poetry, storytelling and more!

The event went better than we could have imagined, despite the wet weather! We had an incredible 138 participants sleeping out over 67 households – the most participants the sleep out has ever had! We were even joined by a few international students of a Taunton based school, which meant we had 'sleepers' in Kenya, France and Russia!

As well as giving up their beds for the night, the participants raised an incredible £13,831 to help support our services. A huge thank you to everyone who took part, performed and contributed in some way.

New windows for Lindley House



In September, we were delighted to move forward with a long awaited and much needed project – the replacement of Lindley House windows! The windows (all 49 of them), had not been replaced since at least the 1960s and so they were well overdue an upgrade.

Due to the property being a Grade II Listed Georgian Era building and the fact that it is so big meant that this was a difficult project to achieve as planning permission was required and the cost was significant.

We were awarded with funding from Clothworkers Foundation and Screwfix Foundation to assist with the cost which enabled us to get to work!

The new windows have made a great difference to the appearance of the property, helping our clients to feel safe and comfortable, as well as contributing positively to the aesthetics of our neighbourhood and County town. We are also pleased that the new windows will contribute towards our aim of lowering our carbon footprint.

Our own in-house GP Surgery and Wellbeing Centre

Despite plans being put on hold due to the pandemic, we were delighted to officially open our own in-house GP Surgery in October 2020 in Alfred House, based at the back of our hostel, Lindley House. This had been part of our plan to provide a wider provision for healthcare for the homeless by creating our own safe and clinical space for our clients and rough sleepers to access. Thanks to the hard work of Arc's property team and generous donations, we were able to renovate a space and kit it out with medical equipment suitable for our GP and other healthcare professionals.

Arc have been working alongside Taunton Vale Healthcare, Somerset NHS Foundation Trust, Somerset County Council, Somerset West and Taunton Council and Public Health (Somerset) as wider discussions and work take place seeking to address health inequalities for those experiencing homelessness.



Arc's GP Surgery is just the start of Arc's plan to create their own wellbeing hub, named 'The Reach Centre'. Here, other agencies will provide drop in sessions covering a wide range of services in one easy to access location. This service will also enable individuals to engage and build trust with different agencies and hopefully gain in confidence and feel comfortable to continue accessing independently, further down the line in community settings, as people move-on from Arc services.

Since its launch, among plenty of other amazing services, our GP Surgery has been a base to provide the covid-19 vaccination to clients and staff members – a moment that will go down in history!

Assisting clients to create a happy home

Each year, Arc are proud to assist clients into their own independent accommodation, and thanks to our kind donors, we offer £150 to spend on furniture at local charity Furnitrust.

To add to this, we were delighted to have been awarded funding in November 2020 from Somerset Community Foundation under their 'Move-In Fund', assisting our clients to purchase appliances and other furniture and fittings that can be difficult to afford. Being able to help people with moving into their own homes after experiencing homelessness is such a vital part of our work and the costs associated with this are often overlooked, so having that additional help is so important. One of our client's, 'Guy', was recently helped by our 'move-in fund' and told us just how much it helped - "The money has definitely helped me settle into my new property, with less to worry about, it really has made a massive difference to me." We're pleased to have a second round of funding to assist with moves in the new financial year.

Charity of the Year Award Winners



We had an amazing end to our financial year as Arc was chosen as the 'Charity of the Year' at the Somerset Business Awards 2021.

This was following an application submission, a virtual 'judge's visits' and subsequently being shortlisted alongside two other fantastic charities. Although the usual fancy get together could not happen, the hosts 'Somerset Chamber of Commerce' put on a brilliant Awards

Ceremony where judges Clark Willmott crowned us as Charity of the Year! A very exciting moment for us all, especially after the year we have faced! We will be carrying our new title with pride.

Tenancy Sustainment Scheme

We are pleased to be offering a new service in collaboration with Somerset West and Taunton Council to assist clients who are moving on from Arc's services into their own independent accommodation. Transitioning from living in supported accommodation to living alone can be an overwhelming move and we want to ensure clients can succeed in their new homes. Our new Tenancy Sustainment Service which launched in December 2020 provides support for clients when they have moved, helping them to get set up and settled. The support work will include helping clients to set up their bills and establish them into the community, building ties to help them in this next stage of their journey. 10 clients have already benefitted from this service and have been very grateful for this support.

Drug and Alcohol Recovery Navigator

In November 2020, we created and recruited for a new role within Arc: 'Drug and Alcohol Recovery Navigator'. This role works with those experiencing any issues with alcohol, drugs, and addiction. The Navigator assists by signposting clients to beneficial services, as well as supporting those who may not be able to tackle the issue immediately, offering advice on safe practices. As with many Arc roles, it has a very 'person-centred' approach and much of the Navigator's work is building trust with clients, so they feel safe to talk openly and honestly without any judgement.

Welcome New Recruits

As well as recruiting our Social Enterprise Manager and Drug and Alcohol Recovery Navigator, we have welcomed in total 8 new staff members during this financial year. We are proud to have achieved the growth of our team reflecting the growth of our services, despite the difficult year we've faced. Alongside those already mentioned, we've recruited a new Kitchen Manager to run our hostel kitchen, another member of the Property Team to keep our properties maintained, more fantastic Pathway Workers to support our clients and a new Fundraising and Communications Assistant to help raise funds and awareness for our charity. A warm welcome to them all.

Volunteer Recruitment

It has been difficult to keep all volunteering opportunities running in the past year however despite the challenges, those volunteers who could continue have done so and we have even managed to expand our volunteer team! Our volunteers have kept up most of the food donation collections, helping us to provide nutritious meals at our hostel. Volunteers also now assist clients when moving into new accommodation by transporting their belongings, which has been a huge help! Our Volunteer Coordinator has also been busy recruiting volunteer 'buddies' which is a new role for Arc and will help to support clients in many ways. They will get to work as soon as restrictions allow. We're so grateful and excited to be building our team of volunteers!

Welcome New Board Members

Speaking of volunteers, we're pleased to have welcomed four new board members during the past year, all bringing different expertise to our organisation. Gillian Girling has experience of setting up and managing a retirement accommodation business and is pleased to utilise her experience in the property field. Karen Ayling has a wealth of experience in the social housing sector and joined the board with a firm belief that everyone should have a place they can call home. Richard Foley has worked in many relevant sectors in varying roles, including homelessness, drug recovery work and harm reduction. Richard Hussey runs his own Copyright and Marketing business and hopes to be able to raise the profile of Arc using his skills. You can read more about all 8 of our board members on our website. We'd like to wish our new board members a very warm welcome!

Expanding our property portfolio

Within the year we have purchased and renovated an additional two properties based in Bridgwater, enabling us to house an additional 15 people. This came as part of our partnership with Sedgemoor District Council and their initiative to put an end to rough sleeping, following a growing demand for homelessness services across the district.

These two new houses add to our satellite properties where we offer a floating support service, helping our clients where needed but also giving them opportunity to become more independent and prepare to eventually move on from our services.



Although the properties were in a relatively good condition when purchased, Arc's Property Team worked hard to carry out renovations to ensure they were safe and suitable for our clients. One of the properties includes a 2 bedroom flat at the rear which has been made suitable for clients with disabilities. Arc were thrilled to receive a contribution of £13,100 towards the cost of renovations from Hinkley Point C through their HPC Way Fund.

We are thrilled to have already been able to house and support clients in these properties and hope this will continue to contribute towards the council's aim of ending rough sleeping in the district.

Outreach in Sedgemoor



Also as part of our growing partnership with Sedgemoor District Council, we were awarded funding to provide the Outreach Service for rough sleepers in this area. Two team members, Steve and Mandy, took on the role of Outreach Workers in 2020 and have been supporting those found to be rough sleeping in Sedgemoor. Their role includes early morning walkabouts to locate and carry out welfare checks on any rough sleepers, as well as basing themselves at local drop-in services. These drop-

in services enable the team to come into contact with anyone reporting themselves as rough sleeping. This results in early intervention and therefore suitable accommodation can be found as soon as possible. Steve and Mandy have been working hard to build relationships with rough sleepers in Sedgemoor and have successfully helped many into accommodation. As a result, they have lowered the rough sleeper count in the area, which had previously been increasing.

Christmas 2020

Christmas looked different for everyone this year, our clients included, but we were determined as always to provide a Happy Christmas, during a time that can often be difficult for those facing homelessness. We were, as always, overwhelmed by the support we received from our community which enabled us to provide plenty of celebrations, good food, gifts and more to each of our clients and properties. We held a 'Sponsor a Shoebox' and 'Sponsor a Hamper' campaign which meant each client received a present and each property received a hamper full of luxury treats. Although we could not host our usual Christmas dinner for all clients at Lindley House due to restrictions, our catering team worked extra hard to create 'Christmas meals on wheels' so that all clients received a traditional Christmas dinner!



Rockdown in Lockdown

We wanted to spread some cheer in November when the nation was once again 'locked down' and so we speedily put together an evening of entertainment for our supporters, titled 'Rockdown in Lockdown'. Wonderful local artists Kiran Roy, Stevie Brown, Willie Edwards and Joe from The Winters beautifully performed to a virtual crowd. We raised £588 and hopefully put a smile on lots of people's faces and brightened their evenings.

Addressing health inequalities

As well as launching our own GP Surgery, our Health Link Worker (Louise) has been working alongside many agencies to expand the healthcare services offered to the local homeless community. Our Health Link Worker's role is to identify homeless individuals with physical or mental health needs that are not being addressed and provide health advocacy work alongside other health professionals, signposting and making referrals as necessary. Louise also works closely with the A&E and Discharge Team at Musgrove Hospital to coordinate the discharge of homeless people and ensuring they are placed in suitable accommodation. Towards the beginning of the pandemic, Louise began a new service of Dry Blood Spot Testing for the homeless community and we were able to train Arc's staff to administer these tests. This enabled us to identify any cases of Hepatitis B, Hepatitis C, HIV and syphilis, of which there is often a high prevalence in the homeless community. Due to this testing and Louise's links, there was quick access to treatment at Musgrove Hospital for positive cases of Hep B and C and to SWISH Clinic for HIV and syphilis. In the last year this has meant that over 20 people have received or are waiting to receive treatment. Incredible work! Another exciting expansion to this service has recently launched and our Health Link Worker is now joined by 5 specialist nurses, including two mental health nurses, a district nurse and a liver nurse specialist. Their aim is to provide short term interventions, advice, support and signposting for the rough sleeper and homeless communities in Somerset. Their role will help to identify health inequalities in accessing health services and intervene where needed, helping to prevent health issues from worsening. We're delighted to be part of such an amazing project.

Adjusting to a virtual world

We've all been introduced to the world of Zoom this year (among other online software) as we've adjusted to a new way of living. Although we can all agree that a personal face to face connection cannot be beaten by a computer screen, we have felt very grateful that today's technology has enabled us to achieve so much and to stay connected as a team. As well as our two virtual fundraising events mentioned above, we have held a virtual staff away day, a virtual board away day and a virtual AGM, all helping us to discuss, plan and achieve the aims of our charity. Alongside these larger scale virtual meet ups, many meetings have taken place on Zoom and our business account tells us just how busy we've been, with a total of 459 Zoom meetings since April 2020, adding up to 2,566.51 hours! 'You're on mute' has become part of our everyday vocabulary – we're sure you can relate!



Measuring our social impact

From January 2020, we started to do more to measure our social impact by collating data collected from clients at the start, during and end of their journey with Arc. This gives our clients a great opportunity to feedback on our services and a way in which Arc can learn and improve. It has been heart-warming to see comments left by clients when asked what their most positive experience had been whilst at Arc and we'd like to share a few here:

"Everything and the help I have been given I am extremely grateful for".

"Having a place to call mine where I could escape".

"Reply on support worker and felt very well supported".

"Appreciated staff never giving up".

We also asked clients moving on to tell us how satisfied they were with our services, scoring between 1 (low) and 10 (high). We are delighted that during 2020 we received high average scores of 9-10 when provided with statements such as "my time with Arc has been a positive one" and "The service I received from Arc has helped improve my quality of life".

Whilst we know there will always be improvements to be made and are willing to learn, these comments make our work worthwhile and give us great encouragement to keep going!

Support from our community

Last but by no means least, we'd like to say a special thank you to the many people and organisations who have so kindly supported us this year, during what has been a difficult time for everyone. We have been overwhelmed by the generosity and kindness of our community and it has kept us going in more ways than one. To know that we have so many people behind us and our work is very heart warming and encouraging too! There are far too many acts of kindness to mention just a few but here we share some photos of some of this fantastic support. Thank you.



(L-R: Cook Puddings donating weekly meals to Lindley House, Taunton Round Table handing a cheque to CEO Justin, Fundraiser Steve who cycled 350 miles for Arc!)

CHAIR'S REPORT

Year ended 31 March 2021

I am delighted to report another successful year for Taunton Association for the Homeless (trading as Arc). This is despite the pandemic and enduring Covid-19 restrictions but due to the resilience and tenacity of all staff and the excellent leadership demonstrated by senior management.

Arc continues to provide high quality housing and support services for homeless clients, helping over 300 people in the last year. The financial position remains robust, enabling continued expansion of services and sustainable organisational development, overseen by a strong and cohesive Board. New Board members have been appointed which has expanded the range of high-level skills and increased the agility of the governance process during these turbulent times. Everyone has successfully adjusted to working remotely!

Following a virtual full staff meeting and Board 'away day' in the winter of 2020, Arc's Vision, Mission and Values were reviewed and the Risk Management process reassessed. This led to the development of a strong medium-term strategy for Arc and I feel confident that this approach, along with a strong Board and professional senior management team, will help Arc emerge from the pandemic stronger than ever before.

Through-out the pandemic, the whole staff team has demonstrated incredible levels of resilience; making adjustments to their working practices but also continuing to provide seamless services to clients. With the full support of the Board, the team is well trained and highly competent, enabling clients to achieve many successes and improve their lives, as well as working with more complex clients, some of whom have near death experiences and some, sadly, who reach the end of their life. Arc is there to support, enable and inspire.

This standard of professionalism and commitment through-out the organisation has been rewarded by the achievement of a Gold standard in an Investors in People assessment since the year end. Arc was also awarded Charity of the year 2021 by the Somerset Chamber of Commerce, which was a great achievement, having reached the final in the previous year.

I would like to thank Chief Executive, Justin Roxburgh and Finance Director, Sarah Davies for their diligence and strong leadership, the senior management team for their tenacity and all staff members for their compassion and resilience. Volunteers play a huge role in supporting Arc's clients and bring added value to the services provided. Doners and supporters also provide much needed resources and I am grateful to the Board for their commitment and energy. Arc is a One Vision/One Team organisation and is stronger for it.

I look forward to working with Arc over the coming year and beyond.



Lynn Emslie

Chair

20th July 2021

CHIEF EXECUTIVE'S REPORT

Year ended 31 March 2021

Yet another outstanding year for Taunton Association for the Homeless (trading as Arc). We have continued to develop our culture and refine our business model to ensure core services continue to be financially sustainable.

Despite a year of change due to a pandemic and lockdowns we have supported over 250 homeless people in the last year, seeing many of them develop their lives in our main hostel and moving on from our satellite houses as well as supporting those who are sleeping rough. Arc has had a significant impact on so many lives and even during lockdown when our college has had to reduce activity, and with volunteering held back to a minimum I am regularly met with contented clients cooking for others, managing their finances and keeping themselves fit and healthy. The Arc College will soon re-open, expanding opportunities for activities and learning into the future. So many clients are now engaging more than ever with some truly amazing results – securing jobs, housing and succeeding in sustaining their lives.

Last year I reported that we planned further expansion and despite the global constraints on business activity, we did acquire additional housing and now have 15 additional beds in Sedgemoor in two wonderfully restored houses. Gearing and liquidity levels remain healthy and our headroom for further development is significant. We are now looking at acquiring additional properties in Somerset West and Taunton and Sedgemoor Districts.

At the end of the year we were thrilled that the Somerset Chamber of Commerce awarded Arc 'Charity of the Year' in the Somerset Business of the Year awards. With strong competition and some amazing charities in Somerset this is a tremendous achievement and something we are very proud to have won.

Our relationship with LiveWest continues to thrive with a three-year agreement in place that supports us until March 2023 and our relationships with Somerset County Council, Sedgemoor and Somerset West and Taunton Councils are stronger than ever.

During the year we have also strengthened our partnerships with the Police, National Probation Service and the National Health Service, with Health work being especially strengthened by the opening of our own GP surgery in October 2020. During the year our Health Link worker reported over 500 engagements with homeless clients, many of whom are also supported by our Outreach Team and Dependency Navigator while on the streets.

We remain a lead partner in the Somerset wide 'Positive Lives Partnership', working closely with other like-minded providers of services for vulnerable people making optimum benefit of the little funding available. The group thrives on co-production rather than competition for funding and is very much part of the new Somerset wide Homeless Reduction Board of which Arc is a member.

As an organisation that focuses on people, we continue to develop our culture of looking at people's strengths rather than focusing on their problems which is demonstrating huge successes in both clients and staff alike. In line with this, we have developed our Equality Diversity and Inclusion strategy, to ensure we recognise people for who they are in all ways.

Our staff forum, Your Voice has grown in stature and continues to be fully representative of the staff and matters they raise, both positive and areas in which we need to grow. This demonstrates a culture of complete openness, trust and inclusion in decision making at all levels. The staff Health and Wellbeing Committee has also been working tirelessly through the pandemic and several staff health and wellbeing projects are running, growing on what was already established in the previous year. Both these forums have been especially strong during the Covid – 19 pandemic, and in a staff survey since the outbreak and during the year staff reported they felt very well cared for and supported during a very difficult time. This has been a tough time, but we can report business has continued.

Since the year end we have also been awarded a Gold Standard by Investors In People, having previously held Silver for three years. In such a difficult year for so many this is another huge achievement for us and demonstrates the values we place in our people.

We have restructured our Operational Management, and Operations are now strongly led by a new position, Head of Operations, supported by three Service Delivery Managers. This structure will ensure consistency of service delivery and staff support across the whole of our services.

Our strategy during the year included some alterations and renovations to our Hostel, and investment in some specialist staff to support dependencies and tenancy sustainment. Along-side this our Volunteer Coordinator has helped develop our work in this critical area. This is an exciting time for Arc with opportunities opening up steadily.

Our Veteran's project is now a well established and valued service and has proved to be a huge success. Countless veterans have moved through the service successfully.

Our Health Link Worker (jointly funded by the NHS) has reported over 500 engagements with homeless people during the year, providing respite for Accident and Emergency units (often the only recourse to health care for rough sleepers) as well as improving the health of our clients.

We have moved forward with the setting up our cleaning company, Crescent Cleaning Services as a social enterprise that will employ former clients. Funding was achieved for initial research and we have since recruited a Manager to develop and lead in this exciting venture for Arc and I look forward to reporting progress during the year.

Fundraising remains very strong with growth in donors and levels of contributions, corporate support and gifts in kind. Donated income was the highest ever, despite the pandemic, at nearly 35% above that of the previous year. The team has developed its strengths and its contribution is significant.

In a time when despite our best efforts, homelessness is increasing, our clients' lives are becoming ever more complex and with the added pressures of County Lines, I continue to be humbled by the dedication of the Arc team which feels united more than ever. Thank you.

Our Board has grown and developed in the year. We have recruited some amazing people who have joined our Board. Thank you to our Chair for your support for me and the Board for all for your on-going support.

Thank you also to Arc's Senior Management Team. Rarely can any organisation boast such trust, cohesion, pragmatism and resilience as this team generates.

The year ends with a surplus and my thanks goes to our Finance Director for steering Arc through another successful, albeit challenging year.

A huge thank you to our volunteers who have worked thousands of hours to support us over the last year. Arc would not be the same without your passion and devotion.

I look forward to developing Arc further with all our people as a new year unfolds.



Justin Roxburgh

Chief Executive

20th July 2021

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



V Love

Chair of the Audit & Risk Committee

20th July 2021

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 2021 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 2021 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 14, 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

TAUNTON ASSOCIATION FOR THE HOMELESS LTD

- 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

Date: 28 July 2021

INCOME AND EXPENDITURE ACCOUNT (incorporating the Statement of Comprehensive Income)
 year ended 31 March 2021

	Note	2021 £	2021 £	2020 £	2020 £
Income					
Rent Receivable	4	1,708,827		1,949,688	
Assessment Centre Rental Income		46,782		114,778	
Grants Receivable	5	330,062		131,038	
Donations		187,472		139,007	
Landlord Incentive Scheme		18,685		22,670	
PAWS Project		-		3,664	
Other Income		5,160		15,590	
Somerset West Lettings Agency	9	-		1,443	
			2,296,988		2,377,878
Direct Expenditure					
Property Costs	6	479,792		449,209	
Employee Costs	8	1,261,884		1,225,304	
Food		20,655		39,239	
Residents Activities/Involvement		890		2,888	
Donated Funds Expended		130,259		79,553	
Landlord Incentive Scheme		18,685		22,670	
PAWS Project		3,427		9,044	
Social Enterprise Costs		13,498		9,447	
Somerset West Lettings Agency	9	-		-	
			1,929,090		1,837,354
Gross Operating Surplus			367,898		540,524
Central Costs	7		(160,848)		(153,356)
Depreciation			(120,852)		(110,677)
Operating Surplus/(Loss)			86,198		276,491
Interest received			101		202
Interest Paid			(14,124)		(14,152)
Other Finance Costs	16		(8,000)		(13,000)
Net Surplus/(Deficit) to Reserves			64,175		249,541
Other Comprehensive Income					
Actuarial (Loss)/Gain on Defined Benefit Pension Scheme			(206,000)		220,000
Total Comprehensive Income for the Year			(141,825)		469,540

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 2021

	Note	2021 £	2020 £
Fixed Assets			
Tangible Assets	10	2,850,159	2,403,814
Current Assets			
Stock		1,477	2,009
Debtors	11	98,240	210,447
Cash at Bank and in Hand		<u>512,814</u>	<u>420,466</u>
		612,531	632,922
Creditors: amounts falling due within one year	12	<u>(351,707)</u>	<u>(326,357)</u>
Net Current Assets		<u>260,824</u>	<u>306,565</u>
Total Assets less Current Liabilities		3,110,983	2,710,379
Creditors: amounts falling due after one year	13	<u>(648,702)</u>	<u>(281,275)</u>
Net Assets excluding defined benefit deficit contributions liability		<u>2,462,281</u>	<u>2,429,104</u>
Defined benefit liability	16	(342,000)	(167,000)
Net Assets		<u>2,120,281</u>	<u>2,262,104</u>
Called up Share Capital	17	31	29
General Reserve	17	<u>2,120,250</u>	<u>2,262,075</u>
Association Funds	17	<u>2,120,281</u>	<u>2,262,104</u>

The accounts were approved and authorised for issue by the Board of Management on 20th July 2021 and signed on its behalf by:-



.....
L Emslie
(Chair)



.....
V Love
(Chair of the Audit & Risk Committee)



.....
S Davies
(Secretary)

NOTES TO THE ACCOUNTS

year ended 31 March 2021

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

COVID-19 is not expected to have a significant impact on Arc. Management has determined that there is no material uncertainty that casts doubt on Arc's ability to continue as a going concern. It expects that COVID-19 might have some limited impact, though not significant, for example, in relation to expected future performance, or the effects on some future asset valuations.

In making this statement we, the Board have considered the following matters:

- the use of facilities made available by government to Arc;
- the organisation's Risk Register
- the organisation's Strategic Plan
- our ability to continue to deliver government funded services
- revenue streams and budgeting
- bad debt provision
- gearing target and performance
- liquidity target and performance
- pension deficit
- plans to raise capital;
- negotiations with our lender NatWest to confirm the continuing availability of existing undrawn facilities or to sourcing of new capital facilities;
- any waivers of post year end covenant breaches and forecast breaches of which there are none;
- seeking payment holidays on borrowings which are not required;
- seeking rent relief from landlords which has not been necessary; and
- actions taken to manage cash flow (for example, ceasing certain services and making redundancies).

Based on the circumstances described above, the financial statements are prepared on the assumption that the entity is a going concern.

(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 2021 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.

1. Principal Accounting Policies (continued)

(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.

1. Principal Accounting Policies (continued)

(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

	2021 £	2020 £
The net surplus is stated after charging		
Depreciation owned assets	120,852	110,677
Audit remuneration – audit	7,080	7,080
Audit remuneration – non audit	-	378
Operating lease payments	36,786	45,743

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 2021

4 Rents Receivable	Bed Nights	2021 £	Bed Nights	2020 £
Maximum Occupancy	60,172	2,087,744	61,044	2,077,524
Less Unoccupied Rooms	(8,606)	(328,576)	(2,216)	(75,873)
Actual Occupancy	51,566	<u>1,759,168</u>	58,828	<u>2,001,651</u>
Less Bad Debts written off		(22,249)		(12,244)
Plus Bad Debts written back (monies received)		4,815		1,327
Less Bad Debts provided for		(32,907)		(41,045)
Actual Rents Receivable		<u>1,708,827</u>		<u>1,949,688</u>

The Covid19 pandemic during this financial year had a large impact on the voids, mainly in Lindley House. We had to reduce the number of clients so facilities were shared with less people to reduce their risk. Of the 8,606 unoccupied bed nights 5,294 (61.5%) related to the impact of Covid19, a value of £211,935.

5 Grants Receivable	2021 £	2020 £
SCC Support Contracts	24,444	47,448
Complex Adults – Sedgemoor District Council (SDC)	-	12,258
Somerset Partnership – Health Link Worker	20,983	21,560
Outreach - Somerset West and Taunton	15,621	35,944
Outreach and Drug Navigator – SDC	46,208	4,381
Access The Foundation for Social Investment Grant	13,270	9,447
Covid Relief Grant – Homeless Link	100,000	-
Covid Relief Money – Somerset West and Taunton	71,960	-
Furlough Income (CJRS Grant)	37,576	-
	<u>330,062</u>	<u>131,038</u>

6 Property Costs	2021 £	2020 £
Motor and Travelling	1,950	2,703
Rent, Rates and Insurance	135,393	149,285
Heat and Light	87,865	81,896
Repairs and Renewals	114,927	112,192
Laundry and Cleaning	86,241	59,269
TV Licences	5,198	7,262
Telephones	24,047	22,067
Outreach Somerset West & Taunton expenses	460	-
Outreach and Drug Navigator SDC expenses	7,285	4,381
Health Link expenses	1,914	620
Complex Adults Personalised Budget	-	455
Sundry Expenses including Grounds maintenance	14,512	9,079
	<u>479,792</u>	<u>449,209</u>

NOTES TO THE ACCOUNTS
year ended 31 March 2021

7 Central Costs	2021	2020
	£	£
Office, Rent, Rates and Insurance	32,528	32,046
Stationery and Photocopying	7,941	9,731
Telephone and Postage	10,761	11,755
Promotional Expenses	4,640	4,390
Office, Heat and Light	3,647	5,374
Subscriptions	3,505	3,094
Meeting Expenses	450	2,310
Legal and Professional	63,124	48,437
Auditors Remuneration	7,080	7,860
Computer Costs	25,829	26,522
Fundraising Costs	1,094	1,427
Loss/(Profit) on sale of fixed assets	(200)	-
Sundries	449	410
	<u>160,848</u>	<u>153,356</u>

8 Employee Costs	2021	2020
	No	No
The average number of full-time equivalent employees of the Association was:	36	35
Costs in respect of those employees were as follows:	£	£
Wages and Salaries, agency costs and other employee costs	1,118,223	1,087,107
Social Security Costs	97,020	91,413
Pension Costs	42,824	39,251
Redundancy	-	1,221
Governance	-	1,274
Volunteer Expenses	1,273	1,625
Night Security Costs	2,544	3,413
	<u>1,261,884</u>	<u>1,225,304</u>

9 Somerset West Letting Agency (SWLA)	2021	2020
	£	£
Income		
EDF	-	-
Recovered arrears	-	1,443
Management Fees from Landlords	-	-
	<u>-</u>	<u>1,443</u>
Expenditure		
Salaries, Agency Costs, Staff Travel, Training and other staff costs	-	-
Redundancy Costs	-	-
Office, Rent and Rates, Heat and Light, Insurance and Rates	-	-
Stationery, Postage, Telephone and other office costs	-	-
Advertising and Promotional Expenses	-	-
Computer Costs	-	-
General Equipment and Maint, Health and Safety	-	-
	<u>-</u>	<u>-</u>

NOTES TO THE ACCOUNTS
year ended 31 March 2021

10 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 2020	3,413,524	142,868	69,822	61,048	6,100	3,693,362
Additions	553,735	-	6,954	708	5,800	567,197
Disposals	-	-	-	-	(2,800)	(2,800)
As at 31 March 2021	<u>3,967,259</u>	<u>142,868</u>	<u>76,776</u>	<u>61,756</u>	<u>9,100</u>	<u>4,257,759</u>
Depreciation						
As at 1 April 2020	1,071,893	120,573	44,954	46,028	6,100	1,289,548
Charge in the year	98,493	1,374	12,656	7,459	870	120,852
Disposals	-	-	-	-	(2,800)	(2,800)
As at 31 March 2021	<u>1,170,386</u>	<u>121,947</u>	<u>57,610</u>	<u>53,487</u>	<u>4,170</u>	<u>1,407,600</u>
Net Book Value						
As at 31 March 2021	<u>2,796,873</u>	<u>20,921</u>	<u>19,166</u>	<u>8,269</u>	<u>4,930</u>	<u>2,850,159</u>
As at 31 March 2020	<u>2,341,631</u>	<u>22,295</u>	<u>24,868</u>	<u>15,020</u>	<u>-</u>	<u>2,403,814</u>

Somerset County Council (SCC) 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.

11	Debtors	2021 £	2020 £
	Rents Receivable	73,124	190,016
	Bad Debt Provision	(34,789)	(41,552)
	Income Tax Recoverable	10,824	9,344
	Other Debtors	17,610	17,198
	Prepayments	<u>31,471</u>	<u>35,441</u>
		<u>98,240</u>	<u>210,447</u>
12	Creditors – amounts falling due within one year	2021 £	2020 £
	Trade Creditors	32,880	32,965
	Taxation and Social Security	28,434	22,334
	Other Creditors	4,737	8,159
	Accruals and Deferred income	239,000	239,510
	NatWest Bank Loan	<u>46,656</u>	<u>23,389</u>
		<u>351,707</u>	<u>326,357</u>

NOTES TO THE ACCOUNTS
year ended 31 March 2021

13	Creditors – amounts falling due after one year	2021	2020
		£	£
	Rent Deposit Scheme	-	908
	NatWest Loans	<u>648,702</u>	<u>280,367</u>
		<u>648,702</u>	<u>281,275</u>

14 **Contingent Liabilities**

As at 31 March 2021 there were no potential contingent liabilities arising from Bonds given out from the Rent Deposit Scheme which could be claimed on. The estimated liability at the year end is £0- (2020-£908).

15 **Obligations under Leasing Agreements**

The following payments are committed to be paid:

		2021	2020
		£	£
	Plant and Machinery		
	Payable within one year	4,448	4,025
	Payable in 1 – 5 years	<u>10,581</u>	<u>13,677</u>
		<u>15,029</u>	<u>17,702</u>
	Land and Buildings		
	Payable within one year	32,500	32,500
	Payable in 1 – 5 years	130,000	130,000
	Payable in more than 5 years	<u>183,125</u>	<u>215,625</u>
		<u>345,625</u>	<u>378,125</u>

16 **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 £37,174 (2020-£37,819).

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 2018.

NOTES TO THE ACCOUNTS

year ended 31 March 2021

16 Pensions and other post-retirement benefits (continued)

b) Defined benefit pension plans (continued)

The total cost recognised in the period was as follows:

	2021
	£000
Current service cost	0
Past service cost	0
Plan introductions, changes, curtailments and settlements	4
Net interest expense	4
Recognised in profit and loss	<u>8</u>
Recognised in other comprehensive income	<u>(206)</u>

Amounts recognised in the balance sheet were as follows:

	2021	2020
	£000	£000
Present value of funded obligations	(1,706)	(1,397)
Fair value of plan assets	<u>1,364</u>	<u>1,230</u>
	(342)	(167)

Amounts recognised in the balance sheet were as follows:

	2021
	£000
Opening defined benefit obligation	1,397
Current service cost	0
Past service cost	0
Interest expense	37
Actuarial losses	293
Contributions by scheme participants	0
Benefits paid	(21)
(Gains)/losses on curtailment	0
Liabilities extinguished on settlements	<u>0</u>
Closing defined benefit obligation	<u>1,706</u>

NOTES TO THE ACCOUNTS
year ended 31 March 2021

16 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:

	2021
	£000
Opening plan assets	1,230
Interest income	29
Actual return on plan assets (excluding interest income)	87
Assets distributed on settlements	0
Contributions by employer	39
Contributions by scheme participants	0
Benefits paid	<u>(21)</u>
Closing plan assets	<u>1,364</u>

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

	2021	2020
	£000	£000
Equity instruments	217	180
Debt instruments (bonds)	169	132
Property	55	48
Other assets	<u>923</u>	<u>870</u>

The return on plan assets was as follows:

2021	2020
<u>1,364</u>	<u>1,230</u>

	2021
	£000
Interest income	29
Actual return on plan assets (excluding interest income)	<u>87</u>
Total return on plan assets	<u>116</u>

The principal actuarial assumptions used were as follows:

	2021	2020
Discount rate	2.17%	2.38%
Expected rates of salary increases	3.86%	2.62%
Expected rate of inflation	3.28%	2.62%

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

Retiring at the balance sheet date	
• males	21.6
• females	23.5
Retiring in 20 years	
• males	22.9
• females	25.1

NOTES TO THE ACCOUNTS
year ended 31 March 2021

17 Reconciliation of Movements in the Association's Funds

	Share Capital	General Reserve	Total
	£	£	£
As at 1 April 2020 as previously stated	29	2,262,075	2,262,104
Surplus/(Loss) in the year	0	64,175	64,175
Other recognises gains and losses	(2)	(206,000)	(206,002)
Issued £1 shares in the year	<u>4</u>	<u>0</u>	<u>4</u>
As at 31 March 2021	<u>31</u>	<u>2,120,250</u>	<u>2,120,281</u>

18 Capital Commitments

None as at 31st March 2021.

19 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.

TAUNTON ASSOCIATION FOR THE HOMELESS LTD

BOARD OF MANAGEMENT

LYNN EMSLIE (Chair)

DAVID COOKE

VIVIAN LOVE

VICTORIA STOKER

RICHARD FOLEY (Appointed 22nd September 2020)

GILLIAN GIRLING (Appointed 22nd September 2020)

RICHARD HUSSEY (Appointed 22nd September 2020)

KAREN AYLING (Appointed 22nd September 2020)

RON SMITH (Resigned 2nd April 2020)