



**TAUNTON ASSOCIATION
FOR THE HOMELESS**

Rebuilding lives for good



REGISTERED No: 23680R

ANNUAL REPORT

31 MARCH 2017

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**TAUNTON ASSOCIATION
FOR THE HOMELESS**

Rebuilding lives for good

With over 40 years' experience Taunton Association for the Homeless (TAH) is Somerset's largest charitable organisation supporting homeless people and those at risk of homelessness.

Our purpose

Our aim is to provide clients with security, safety, warmth, support, advice and guidance so that even the most vulnerable can fulfil their potential and move towards an independent life.

Every year, as a result of our work, hundreds of people are able to take on their own tenancies and become valuable members of our communities.

Our Clients

Our clients include rough sleepers, men and women escaping domestic violence, ex-offenders, the long term unemployed, ex-forces, individuals from leaving care, and people with learning difficulties and mental health issues.

At Present

We have 15 residences, employ just over 40 staff and support around 200 vulnerable people on any one night either in our own accommodation or in the community.

The TAH College was officially launched in December 2014 which offers our clients mentoring and a wide range of activities and courses to help develop key life skills. This continues to grow and we now offer over 10 free training courses for our clients.

We have in place a Tenant Accreditation Scheme and Bond Guarantee Scheme to help clients achieve their own tenancies.

In December 2015, we launched our very own Letting Agency, Somerset West Lettings. This has grown and is very successful in providing private but affordable accommodation to those on a low income. It is a great platform for our clients to move onto independent living.



**TAUNTON ASSOCIATION
FOR THE HOMELESS**

Rebuilding lives for good

An Overview of the Year

TAH has had an unprecedented year.

Faced with some funding cuts we responded by adjusting our business model. In a matter of months the Senior Management Team and the Board, supported throughout by the staff teams and our partners, restructured TAH.

We worked with Taunton Deane, Sedgemoor and West Somerset to restructure our rent charges, to ensure the authorities were only paying what was necessary, and that service charges and rents were in line with local averages. Core rents are at local housing allowance levels. To do this we resisted pressures to become a Registered Provider but instead formed a collaboration with a Registered Provider, Knightstone in a unique move that offers us the protections of being Registered but retaining our independence.

We looked at our services and consulted with our clients and front line staff to ensure our work was making a difference. Teams were restructured and new processes put in place to reduce unnecessary paper work.

Most importantly we changed our philosophy to looking at what is strong with our clients and not what is wrong. This approach has allowed support work to concentrate on goals and ambitions rather than the negative issues in people's lives. The difference has been remarkable.

We purchased more properties and refinanced our loans. And we are now looking at our next set of opportunities being in a first class financial position, with a very positive outlook, strong teams and a robust service offering.

In April 2016, Taunton Association for the Homeless (TAH) had some fantastic corporate support! Local radio station Tone FM got their running shoes on and took part in the Taunton Marathon, doing a fantastic job in both running and fundraising! We also had a generous donation from Support Services for Education Somerset, who made it their monthly aim to raise funds and awareness for TAH. Additionally, TAH were beneficiaries of a 'modern-style quiz', called 'Fingers on Buzzers'. It was a fantastic, fun and well attended event and raised over £200 for TAH!



Fundraiser Rosie Hather collecting the cheque from Craig Rossiter at Somerset Services for Education



Fundraisers Rosie Sandy and Rosie Hather with Fingers on Buzzers organiser Clive Smith and Sponsor for the night Horatiu Morar (Dor2Dor)

We also introduced a brand new class to our TAH College – ‘Arts and Crafts’. We were lucky to welcome Lucy to our fantastic team of volunteers, who began a weekly class, teaching clients to be creative and make lots of lovely things, such as celebration cards and the popular ‘hearts for the homeless’; little hand felted colourful hearts. The creations have been displayed at different TAH stalls throughout the year, raising funds for the charity. There are now over 100 ‘hearts for the homeless’ being worn by the general public!

(Picture: TAH stall at community event, selling cards and hearts made by clients)



TAH were very proud to receive the ‘C.S. Williams Challenge Cup’ for the Swimathon, which staff and clients took part in. The award was for best effort, and the clients joined us at the awards ceremony and were thrilled to receive a trophy!



Fundraiser Rosie Sandy with clients who took part in the Swimathon and the Swimathon organisers

We had some more fantastic support in **May 2016**, with two fundraising events organised in aid of TAH. One of our supporters organised his own 6-a-side football tournament and had a great turnout. Students at Kings College picked TAH as a benefitting charity and organised their own Silent Disco! They raised an amazing £320!

June 2016 was of course the month of The Big Sleep Out! With it being the second year running, we wanted the event to be even bigger and better than the first year. The event attracted over 70 participants, who all got sponsored to sleep outside for one night in order to raise funds and awareness for the homeless. It was a fantastic evening, enjoyed by everyone – despite the lack of sleep! It began with some live music from local performers, and a tasty BBQ, cooked by our own caterers using donated food (thanks to Neal Norie from Premier Chef). As the participants had given their warm beds up for the night, we treated them to a free cooked breakfast in the morning, provided by the fantastic Rapid Relief Team.

The night certainly showed how tough it can be to sleep outside, and everyone went home with opened eyes and very sleepy heads! The event raised a fantastic £7,044! A huge thank you to all our participants and our hosts Taunton Town Football Club. We would also like to thank 3D Security, C2 Safety, Rapid Relief Team, Neal Norie (Premier Chef), Klaassen Photography and our live performers, who made the night enjoyable, safe and memorable.



Pictures: Top left: Umbrellas lined up as the rain arrived for the night
Top right: Cardboard lined up, ready to be slept on
Bottom: 5 of our 70 participants

July 2016 started fantastically, giving us all a boost for the rest of the month. A volunteer of ours, 78-year-old Paul, raised funds for TAH and YMCA in a very inspirational way. On 1st July, Paul decided to do as many press ups as he could in 60 minutes. Our fundraisers went along to cheer Paul along, and witnessed him do an absolutely incredible 1000 press ups! As if this wasn't fantastic enough, Paul raised an amazing £850 for charity.



Paul doing press ups!

Also in **July 2016**, we were thrilled to be a part of 'Taunton Live', a performing and creative arts festival held across Taunton. We were very proud to have our own exhibition in the town centre, displaying artwork, photography and poetry created by our clients. A number of clients and rough sleepers were given disposable cameras to take photographs of their everyday life. Our exhibition was called 'The Secret Life of Homelessness', and really showed visitors the parts of homelessness that perhaps they don't see. The clients put a great effort into making this exhibition so great and it attracted a lot of interest and support.

We also brightened up Lindley House as part of Taunton Live's 'yarn bombing' initiative, to make Taunton a brighter place!





Handmade pom-poms at Lindley House



Photographs and poetry displayed at our exhibition

Our clients got involved with another fantastic project, launched in **July 2016**. Budding Marvellous is a community gardening project, and part of our TAH College activities for clients. The land is large, overgrown and has not been used for some time. Our clients are working alongside Somerset Wildlife Trust to turn it into a beautiful, green and wild place for everyone to enjoy. We were delighted to be awarded some funding from Tesco's 'Bags of Help' scheme, to help us with this great project.

In August 2016, we were very pleased to be given a hand by staff from an organisation called Capita. Capita staff kindly gave up a day per year to volunteer for a local charity. The team spent the day helping the fundraising team to tidy up and organise their 3 cupboards of donations, which had become quite full and difficult to access (due the generosity of the public). The team worked really hard and did such an amazing job! Our cupboards have never looked so tidy!



The Capita team hard at work!

We also had some fantastic support through events during **August 2016**, kicking off with two events held by the Creative Innovation Centre CICCIC. There was a 'Summer Music' event held at Vivary

Park during the day time of 7th August, and a 'Charity Big Band Concert' during the evening, all in aid of TAH.

Of course, there was the annual James Norie Football Match, organised by great supporter Neal Norie. It was a great success again and enjoyed by many and raised an amazing £3,506!

In **September 2016** we held our second Mad Dog Mcrea live music fundraiser event! Mad Dog Mcrea are a folk band from Plymouth and came to perform at Taunton Rugby Club, raising funds for TAH. It was a fantastic and fun event, just like last year, with an amazing atmosphere. It also raised a brilliant amount for TAH through ticket sales and a raffle!



We also had a sad affair in **September 2016**, as we said goodbye to David Edmondson, who had been a member on our Board of Trustees for 8 years. David was a fantastic member of the board, and very supportive of the charity, always showing up at events and visiting the office regularly for updates. David became introduced to TAH through his involvement as a GP in 1990. He set up the Doctor's Surgery in Lindley House, to give clients easy access to appointments. During his time on the board, David was Chair for four years until stepping down in 2014. We'd like to say a huge thank you to David for his amazing support over the past 26 years, we wouldn't be where we are now without him!

A few words from David: "I have been involved with TAH since 1990, first as a GP to the residents and then on the Board as a Trustee. I was also pleased to be chair for 4 years as the organisation went through some challenging times. I leave in the knowledge that TAH is in excellent hands, both at senior management level and throughout the workforce. In fact, I would say that we are in as strong a place as we have ever been. I wish Molly and other trustees every success and I thank everyone for their kind words and gifts."

Although we said goodbye to David in **September**, we also welcomed three new board members; Leisa Lavender, Jade Hill and Liam Canham.

Leisa is a multi-skilled Development Director, with proven skills in fundraising and project management and experience in the charitable sector. It is great to introduce a board member with fundraising skills and experience, as fundraising is becoming a larger part of our charitable organisation.

Jade currently works for the Somerset County Council Fostering Service and has previously worked as a social worker in both children and adult services. She was also a volunteer for TAH in 2008. Jade is very passionate about improving the outcomes for children and adults within the community.

Liam is an experienced housing professional, who has specialised in managing anti-social behaviour and is currently managing a housing team for the Local Authority (Taunton Deane Borough Council).

Liam has also worked as a mental health worker, with Rethink, so has knowledge of supporting people with mental health issues.

We'd like to say a warm welcome to these three new members, who we are sure will be a great asset to our board and organisation.

During October 2016, Taunton Association for the Homeless were overwhelmed by the generosity of local schools and churches who had chosen to donate their Harvest Festival collection to TAH to support those who have become homeless. The majority of these food donations go towards our 'food bags' which we make up and give out on an almost daily basis to clients who are struggling to afford the basics.



Fundraiser Rosie Sandy with the children of St John's Primary School and their Harvest Festival collection

We were also thrilled to have been picked as one of the benefitting charities for Taunton Carnival, held in **October 2016**. Staff, clients and volunteers joined forces to collect on the evening. We managed to collect a great amount for the charity and had a fantastic time whilst doing so!



Unfortunately, **October** also came with some very sad news. One of the Founders of TAH, Robert (Bob) Aldridge, sadly passed away. Robert helped to set TAH up, along with others who were concerned about the number of rough sleepers appearing in Taunton. He became one of the first shareholders, back in 1983. Bob was a regular attendee at AGMs and always kept himself up to date with TAH, providing support when needed, including a regular monthly donation to the charity. He was affiliated to many causes in the town, supporting the most vulnerable in society. Bob's funeral took place on 17th November 2016, at which donations were collected for TAH. TAH were very lucky to have such a devoted shareholder and a strong supporter. He will be sorely missed.

In November 2016, TAH celebrated their 40th Anniversary by holding an evening of music and cake with very special guests. TAH's staff, volunteers, supporters, shareholders and friends were invited to join together at CICCIC to enjoy some live Jazz music and some delicious donated cakes from Ministry of Cake. It was a fantastic evening and time to reflect on how far we've come in 40 years, and how much we have grown and expanded. It was of course to also say thank you to everyone who has contributed throughout the years, and made TAH what it is today.

Happy 40 years TAH!



December 2016 was, as always, filled with love, support, generosity and kindness. Donations came flooding in, both monetary and gifts in kind. We were absolutely overwhelmed.

The Homeless Shoebox Appeal that took off last year was a great success again in 2016, where members of the public fill shoeboxes with items for a homeless person at Christmas. As a lesson learnt from last year, we organised a fantastic team of volunteers to help us for two weeks, to sort through the shoeboxes and get them ready for Christmas Eve, to give out to all our clients. Christmas can be a very difficult time for a lot of clients, so to be able to give them each 2 shoeboxes, filled with goodies, was fantastic and really put a smile on their faces.



Fantastic items collected by Selworthy School (left) and Castle School (right) for Christmas Presents

Thanks to our supporters, local businesses and the general public, we also received over £15,000 in donations in December alone. Thank you to everyone that contributed.



Anonymous
£100.00 + £25.00 Gift Aid

"Just got this for changing my bank account - I'm sure you'll put it to better use than I will."



Jane
£150.00 + £37.50 Gift Aid

"No local Christmas cards this year but a donation instead to help the work of TAH."

Some of the lovely donations and comments we got at Christmas time

We would also like to thank Morrisons Distribution Centre in Bridgwater, who for the second-year running have provided a free Christmas meal for 25 of our clients! The clients had a fantastic time and really enjoyed their roast dinner!

Special thanks also to the Creative Innovation Centre, who held several lovely events across the Christmas period, in aid of TAH. They really brought the community together and raised some important funds for us.



Guests of CICCICs Ceilidh Event, having a great time dancing!

January 2017 was a fresh start for TAH. Although there were lots of positives during 2016, we were faced with funding cuts from Somerset County Council. From 1st January 2017, we no longer had our P2i Contract, which meant a lot of changes needed to be made and a full restructure was put in place. Sadly, this meant that TAH had to make some redundancies, and cut back in many ways. The end of 2016 was very tough for everyone at TAH, so we wanted to begin 2017 with a positive. The first day back, we joined together at Lindley House for a breakfast between staff and clients, and to discuss the way forwards. It was a great morning and we continue to all work together closely in order to keep growing and stay positive!

In February 2017, we were very pleased to be involved with the annual Taunton Soroptimist Swimathon again. However, this time, TAH were chosen as a benefitting charity! We put two teams together, a mix of clients, staff members and volunteers and swam as many lengths as we could in an hour. Everyone did fantastically and had a really enjoyable time.

The event raised an amazing amount and TAH were presented with a cheque for over £4000! It is an event that TAH will continue to support.



Left: The swimming team with their medals



Right: TAH Staff collecting the cheque at the Swimathon presentation evening

During **March 2017**, we had some great support from the National Citizen Service (NSC), a team of 15-17 year olds who join together to help the local community. They have supported us a number of times, and this time came together and helped us to promote our event, The Big Sleep Out, in the town centre. A great help, thank you very much!

We were also delighted to receive a cheque from another community group, My Day (Care Services), who had raffled off a piece of artwork that they'd put together themselves!



Left: NCS handing out Big Sleep Out leaflets



Right: My Day handing over the cheque!

Thank you to all of our supporters, staff, board members, shareholders, contractors and everyone else who made this past year successful and enjoyable.

What's to come in the year ahead...

Now that a new financial year has begun, Taunton Association for the Homeless has many plans to better its work, to increase its services and to ensure it is performing to its best potential. Here is an outlook of a few plans for the year to come...

The Big Sleep Out

Due to the success of this event, TAH will be holding The Big Sleep Out annually! June 2017 will be the third year running, and we hope to make it even bigger and better. The Big Sleep Out will encourage members of the public to get sponsored to sleep outside for one night. This will raise funds and awareness for the homeless that TAH support in Somerset.

Veteran's Project

We are very excited to be moving plans forward to set up accommodation for veteran's only. This project has been discussed across the past 2 years, but is finally being put into action. The project will see our current office building converted into 8 bed accommodation for veterans who have found themselves homeless. It comes following a rise in homeless veterans using our services, and recognition that these clients need specialised support, to assist with their differing and complex needs. For this, TAH will need to raise money in a number of ways to get the project going. It is an exciting and much needed service, and we plan to have it up and running by January 2018.

Office Move

As we plan to convert our offices into accommodation, the head office of TAH will be moving! We have found a great office space in the centre of town, so we can be more accessible and also closer to many of the services we work with. We aim to move into our new offices at the start of July, and look forward to a fresh start there.

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

CHAIRMAN'S REPORT

Year ended 31 March 2017

I am pleased to report a further successful year for Taunton Association for the Homeless (TAH). We continued to deliver our two main contracts with Somerset County Council until the funding for the Adult Service (P4A) terminated in May 2016 and we opted not to retender for our Young People Contract (P2i) which ended on 31st December in that year. Targets and outcomes set in our Business Plan continued to be achieved and collaborations with other organisations have proved fruitful. During the year our relationships with these organisations and our local housing authorities (Taunton Deane, Sedgemoor and West Somerset) have become even closer with innovative approaches succeeding over funding cuts.

Despite consideration of becoming a Registered Provider with the Government's Homes and Communities Agency, TAH has remained independent, instead successfully completing a collaboration with Knightstone from January 2017.

The Board has updated itself further with additional governance issues, acknowledging the importance of modern governance as a key to successful development and running of our business. Our Company Secretary Esther Bishop remains well informed in these areas and has ensured that governance remains high on Board agendas. The AGM in September brought three new members to the Board, Liam Canham, a Manager for Taunton Deane, Jade Green a Social Work Team Manager and Leisa Lavender Head Fundraiser for Kings School Taunton. The skills these members bring compliment the other expertise within the Board.

Our staff team has continued to develop with higher levels of skills and qualifications being achieved than ever before, allowing us to improve the levels of expert services that we provide. They continue to be flexible, committed and hard working. TAH completed a full restructure during the year and as a result the team has shifted in culture, now working more closely with clients than ever before, delivering a more personalised service than prescribed contracts could allow. The Staff Council has grown in stature significantly during the year and is now regularly reporting progress to the Board, as well as being involved with setting the strategic direction of the business.

The Senior Management Team remains rigorous in its deliberations, recommending only proposals that are well considered, stress tested and robust to the Board.

Our financial situation remains strong thanks to Sarah Davies, our Finance Director, and the year has seen further investments in our housing stock, both in high quality refurbishments and further acquisitions. The extra revenue from these investments is already supporting our budgets. This drive to greater financial independence has also been strengthened by our fundraising activities with a record year of donations being reported.

Our CEO Justin Roxburgh has steered TAH through a tumultuous year and has positioned the organisation well with confidence and pragmatism in a climate of funding cuts and constant change. The organisation has continued to mature and develop significantly under his stewardship in the last year and our brand maintains its good reputation across Somerset.

There are challenges ahead, but with the skills, passion and determination of all the team, combined with strong leadership TAH is looking forward to a further year providing the very best services and support for homeless people in this area.

 25/7/17

Molly Holmes

Chair

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

CHIEF EXECUTIVE'S REPORT

Year ended 31 March 2017

Taunton Association for the Homeless (TAH) has completed yet another challenging year. Following the closure of one Somerset County Council contract and our decision to not retender for the other TAH prepared a new business model and Business Plan. The new model reduced bureaucracy and focused on what really makes a difference to homeless people. The new approach required a new culture and a full restructure. TAH's vision and core values are at the root of everything we do. Being flexible is the key to survival and this is made possible by the strong relationship between the Board and the Senior Management Team. We also remain resilient due to our great partnerships with statutory bodies and other providers with whom we work so closely.

Despite financial pressures TAH has continued to increase its property portfolio thus generating further rental income. We have also completed a number of high calibre refurbishments to existing properties thanks to Martin Ball our Property Services Manager and his incredible team. This growth will stand TAH in good stead as government funding becomes less and less reliable and we become more financially self-reliant. The relationship between Government and RP's remains volatile and so rather than register as an RP a collaboration with Knightstone was completed in January 2017. This provides TAH with the ability to remain independent while charging supported housing fees to help pay for our services.

TAH's College has expanded even further and offers a huge variety of both academic and life skills courses to both clients and staff. Membership of the college is now automatic to all clients and there is an emerging energy around self-development throughout TAH.

TAH's in house letting agency, Somerset West Lettings Agency, has grown in stature during the year housing over a hundred people in its first year. Numbers of properties in management are growing fast and this enterprise will soon become a significant part of TAH's business helping house clients and generating income.

The Staff Council has matured significantly during that last year and I would like to record my thanks to its members and Chair, Teresa Longhust for your time and commitment but overall your pragmatism.

I continue to be humbled by our staff who, despite funding cuts and all that comes with this, are more committed and passionate about their work than ever. We now have a new culture to embrace what is strong within people rather than what is wrong. Thank you so very much, every one of you. Operational Managers Daz and Jo have been at the forefront of these operational changes and you are to be congratulated on managing your team through this challenging time.

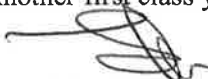
The Senior Management Team (SMT) is a tremendous asset to TAH. Our combined integrity, honesty and openness is invaluable and we always find solutions. Thank you to you all.

TAH's Finance Director, Sarah Davies has had a particularly challenging year due to the funding cuts and a new IT system, but has shepherded the organisation's finances with incredible dexterity throughout. She has a tenacious team and I know TAH is in safe hands. A solid surplus has been achieved despite significant financial changes during the year and fundraising income is the highest ever recorded.

Our Chair, Molly has now completed a full financial year and her support for the SMT and other members of the Board is proving invaluable. The Board continues to guide SMT with agility and foresight, keeping in sight our founders' mission. We were reminded of this recently with the sad loss of founder member Bob Aldridge who passed away late in 2016.

Whatever lies ahead for TAH we will be in a strong position to navigate our way through to success.

Another first class year with TAH going from strength to strength.


Justin Roxburgh
Chief Executive

25/7/2017

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

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:

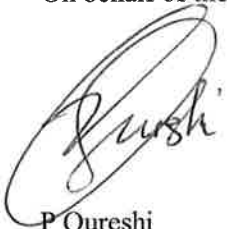
- select suitable accounting policies and apply them consistently;
- make reasonable and prudent judgements and estimates;
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the association will continue to operate.

The board of management are 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



P Qureshi
Chairman of the Audit Committee

Date ...25/07/2017.....

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

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

We have audited the financial statements of Taunton Association for the Homeless for the year ended 31 March 2017 which comprise the Income and Expenditure Account, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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.

Respective responsibilities of board of management and auditor

As explained more fully in the Statement of the Board of Management's Responsibilities set out on page 17, the Board of Management is responsible for the preparation of financial statements which give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the Association's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Board of Management; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the annual report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the Association's affairs as at 31 March 2017 and of its income and expenditure for the year then ended; and
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and with the Co-operative and Community Benefit Societies Act 2014.

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;
- the income and expenditure 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.

Bishop Fleming LLP
Chartered Accountants & Statutory Auditors

16 Queen Square
Bristol, BS1 4NT

Date:

Bishop Fleming LLP
11/8/17

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

**INCOME AND EXPENDITURE ACCOUNT (incorporating the Statement of Comprehensive Income)
year ended 31 March 2017**

	Note	2017	2016
		£	£
Income			
Rent Receivable	4	1,607,149	992,276
Assessment Centre Rental Income		20,907	31,232
Host Families		64	232
Grants Receivable	5	662,751	1,237,999
Donations		66,186	62,211
Landlord Incentive Scheme (including SWLA)		4,977	5,155
Other Income		26,000	26,613
Hire of Meeting Room/Training Centre		1,299	1,189
Somerset West Lettings Agency	9	<u>55,648</u>	<u>31,902</u>
		2,444,981	2,388,809
Direct Expenditure			
Property Costs	6	475,419	477,907
Employee Costs	8	1,255,665	1,507,020
Food		40,950	49,990
Residents Activities/Involvement		8,527	12,207
Host Families		-	506
Projects from Donated Funds		11,878	25,505
Landlord Incentive Scheme (including SWLA)		4,977	5,155
Somerset West Lettings Agency (SWLA)	9	<u>58,046</u>	<u>31,902</u>
		<u>1,855,462</u>	<u>2,110,192</u>
Gross Operating Surplus		589,519	278,617
Central Costs	7	(194,826)	(127,505)
Fundraising Costs-staff costs		(50,488)	(44,482)
-other costs		(6,892)	(7,628)
Depreciation		(75,211)	(60,050)
Operating Surplus		262,102	38,952
Interest Received		78	1,850
Interest Paid		(1,620)	-
Other finance costs	16	(4,000)	(3,000)
Exceptional Item	18	<u>-</u>	<u>(21,941)</u>
Net Surplus/ (Deficit) to Reserves		256,560	15,861
Other Comprehensive Income			
Remeasurements on defined benefit pension deficit contributions		(5,000)	(62,000)
Total Comprehensive Income for the Year		<u>251,560</u>	<u>(46,139)</u>


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


TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

BALANCE SHEET
as at 31 March 2017

	Note	2017 £	2016 £
Fixed Assets			
Tangible Assets	10	2,054,653	1,524,933
Current Assets			
Stock		2,399	3,503
Debtors	11	153,913	98,984
Cash at Bank and in Hand		<u>140,268</u>	<u>518,727</u>
		296,580	621,214
Creditors: amounts falling due within one year	12	<u>(117,424)</u>	<u>(176,289)</u>
Net Current Assets		<u>179,156</u>	<u>444,925</u>
Total Assets less Current Liabilities		2,233,809	1,969,858
Creditors: amounts falling due after one year	13	<u>(120,087)</u>	<u>(92,699)</u>
Net Assets excluding defined benefit deficit contributions liability		<u>2,113,722</u>	<u>1,877,159</u>
Defined benefit deficit contributions liability	16	(187,000)	(202,000)
Net Assets		<u>1,926,722</u>	<u>1,675,159</u>
Called up Share Capital	17	50	47
General Reserve	17	<u>1,926,672</u>	<u>1,675,112</u>
Association Funds	17	<u>1,926,722</u>	<u>1,675,159</u>

The accounts were approved and authorised for issue by the Board of Management on *25th July 2017* and signed on its behalf by:-


.....
M Holmes
(Chairman)


.....
P Qureshi
(Chair of the Audit Committee)


.....
E Bishop
(Secretary)

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

NOTES TO THE ACCOUNTS

year ended 31 March 2017

1 Principal Accounting Policies

(a) Basis of Accounting

The financial statements 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.

This is the first year that the accounts have been fully prepared under FRS 102 1A. However, the accounting treatment in relation to the defined benefit pension scheme was adopted in the prior year due to the withdrawal of FRS 17. There has been no impact on profit or loss or reserves brought forward.

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

The following principal accounting policies have been applied:

(b) 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 2017 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.

Under the South West Letting Agency, we do not show the rental income due to it being paid to the landlord less a management fee. This management fee is shown as income.

(c) 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.

(d) 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 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.

(e) Stock

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

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

NOTES TO THE ACCOUNTS year ended 31 March 2017

1 Principal Accounting Policies (Continued)

(f) Operating Leases

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

(g) Pensions

The Association 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.

Exemption from full disclosure of pension assets and liabilities has been taken in accordance with FRS 102. The pension scheme is a multi-employer defined benefit scheme whose assets and liabilities cannot be separately identifiable from those of other members of the scheme.

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

The Association also operates a Social Housing defined contribution pension scheme which was set up with the introduction of Auto-enrolment. 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.

2	Net (Deficit)/Surplus	2017 £	2016 £
	The net surplus is stated after charging		
	Depreciation owned assets	75,211	60,050
	Auditors remuneration - audit	6,660	6,450
	- non audit	200	-
	Operating lease payments	31,999	31,999
	Exceptional Item –Legal fees for RP Status & Collaboration	-	21,941

3 Taxation

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

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

NOTES TO THE ACCOUNTS
year ended 31 March 2017

4	Rents Receivable				
		Bed	2017	Bed	2016
		Nights	£	Nights	£
	Maximum Occupancy	62,067	1,861,019	60,093	1,138,307
	Less Unoccupied Rooms	<u>(5,653)</u>	<u>(161,788)</u>	<u>(3,824)</u>	<u>(70,719)</u>
	Actual Occupancy	<u>56,414</u>	1,699,231	<u>56,269</u>	1,067,588
	Less Bad Debts written off		(48)		(19,274)
	Plus Bad Debts written back (monies received)		3,765		8,796
	Less Bad Debts provided for		<u>(95,799)</u>		<u>(64,834)</u>
	Actual Rents Receivable		<u>1,607,149</u>		<u>992,976</u>
5	Grants Receivable		2017		2016
			£		£
	SCC Support Contracts		598,378		1,173,197
	Homeless Transition Fund		-		5,614
	Taunton Deane & Sedgemoor Council – Outreach Services		<u>64,373</u>		<u>59,188</u>
			<u>662,751</u>		<u>1,237,999</u>
6	Property Costs		2017		2016
			£		£
	Motor and Travelling		3,687		3,332
	Rent, Rates and Insurance		225,970		278,270
	Heat and Light		70,199		68,620
	Repairs and Renewals		78,570		60,625
	Laundry and Cleaning		60,341		36,878
	TV Licences		7,130		7,130
	Telephones		22,053		18,963
	Outreach personalised budget		1,886		2,796
	Sundry Expenses		<u>5,583</u>		<u>1,293</u>
			<u>475,419</u>		<u>477,907</u>
7	Central Costs		2017		2016
			£		£
	Office, Rent, Rates and Insurance		9,163		6,976
	Stationery and Photocopying		11,246		15,461
	Telephone and Postage		11,336		11,874
	Promotional Expenses		1,647		3,392
	Office, Heat and Light		4,461		5,305
	Subscriptions		3,794		4,089
	Meetings Expenses		2,585		1,537
	Legal and Professional		111,456		37,795
	Auditors Remuneration		7,620		6,450
	Computer Costs		26,632		28,196
	Sundries		1,204		1,050
	Mortgage Interest		<u>3,682</u>		<u>5,380</u>
			<u>194,826</u>		<u>127,505</u>

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

NOTES TO THE ACCOUNTS
year ended 31 March 2017

8 Employee Costs	2017	2016
	No.	No.
The average number of full time equivalent employees of the Association was:	42	47
Costs in respect of those employees were as follows:	£	£
Wages and Salaries, agency costs and other employee costs	1,037,542	1,287,778
Social Security Costs	93,128	93,848
Pension Costs (including employee pension contributions)	50,654	59,251
Redundancy	13,503	-
Governance	994	2,263
Volunteer expenses	1,932	2,937
Night Security Costs	<u>57,912</u>	<u>60,943</u>
	<u>1,255,665</u>	<u>1,507,020</u>
9 Somerset West Lettings Agency	2017	2016
	£	£
Income		
EDF	45,858	31,792
Management Fee from Landlords	<u>9,790</u>	<u>110</u>
	<u>55,648</u>	<u>31,902</u>
Expenditure		
Salaries, Agency Costs, Staff Travel, Training & Other Staff Costs	43,867	12,581
Office, Rent and Rates, Heat & Light	6,684	3,428
Other Office Costs Stationery, Postage and Photocopying	4,330	3,907
Advertising & Promotional Expenses	2,597	1,856
Computer Costs	-	8,093
General Equipment & Maint, Health & Safety	<u>568</u>	<u>2,037</u>
	<u>58,046</u>	<u>31,902</u>
The average number of full time equivalent employees of SWLA was:	1	1

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

NOTES TO THE ACCOUNTS
year ended 31 March 2017

10 Tangible Assets

	Freehold Property £	Improve- ments to Leasehold Property £	Fixtures and Fittings £	Equip- ment £	Motor Vehicles £	Total £
Cost						
As at 1 April 2016	2,222,656	142,868	45,103	70,426	7,350	2,488,403
Additions	596,872	-	2,996	5,063	-	604,931
Disposals	-	-	-	-	-	-
As at 31 March 2017	<u>2,819,528</u>	<u>142,868</u>	<u>48,099</u>	<u>75,489</u>	<u>7,350</u>	<u>3,093,334</u>
Depreciation						
As at 1 April 2016	761,130	115,075	26,414	58,854	1,997	963,470
Charge for year	58,327	1,372	7,655	6,385	1,472	75,211
Disposals	-	-	-	-	-	-
As at 31 March 2017	<u>819,457</u>	<u>116,447</u>	<u>34,069</u>	<u>65,239</u>	<u>3,469</u>	<u>1,038,682</u>
Net book value						
As at 31 March 2017	<u>2,000,071</u>	<u>26,421</u>	<u>14,030</u>	<u>10,250</u>	<u>3,881</u>	<u>2,054,653</u>
As at 31 March 2016	<u>1,461,526</u>	<u>27,793</u>	<u>18,689</u>	<u>11,572</u>	<u>5,352</u>	<u>1,524,933</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

	2017 £	2016 £
Rents Receivable	222,398	141,331
Bad Debt Provision	(97,825)	(69,324)
Income Tax Recoverable	2,886	1,668
Other Debtors	4,343	3,905
Prepayments	<u>22,111</u>	<u>21,404</u>
	<u>153,913</u>	<u>98,984</u>

12 Creditors-amounts falling due within one year

	2017 £	2016 £
Trade Creditors	33,713	69,802
Taxation and Social Security	20,871	23,171
Other Creditors and Accruals	62,840	77,701
Lloyds Mortgage	-	<u>5,615</u>
	<u>117,424</u>	<u>176,289</u>

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

NOTES TO THE ACCOUNTS
year ended 31 March 2017

13	Creditors – amounts falling due after one year	2017	2016
		£	£
	Rent Deposit Scheme	20,087	18,982
	Lloyds mortgage	-	73,717
	NatWest Loan	<u>100,000</u>	-
		<u>120,087</u>	<u>92,699</u>

There is a fixed and floating charge in place as security for the NatWest loan over a number of the properties owned by the Association.

14 **Contingent Liabilities**

As at 31 March 2017 a potential contingent liability exists arising from Bonds given out from the Rent Deposit Scheme which could be claimed on. The estimated liability at the year-end is £4,893 (2016-£2,695) though it is unlikely to crystallise.

15 **Obligations under Leasing Agreements**

The following payments are committed to be paid:

Operating Leases

Plant and Machinery	2017	2016
	£	£
Expiring within one year	3,752	2,968
Expiring in 2 – 5 years	<u>9,667</u>	<u>4,374</u>
	<u>13,418</u>	<u>7,343</u>
Land and Buildings		
Expiring within one year	29,031	29,031
Expiring in 2 – 5 years	<u>62,297</u>	<u>83,828</u>
Expiring in more than 5 years	<u>174,375</u>	<u>203,406</u>
	<u>265,703</u>	<u>316,265</u>

16	Pension Commitments	2017	2016
		£	£
	Defined Benefit Contributions	<u>48,067</u>	<u>57,499</u>
	Defined Contribution Contributions	<u>2,587</u>	<u>1,752</u>

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

NOTES TO THE ACCOUNTS year ended 31 March 2017

16 Pension Commitments (continued)

Taunton Association for the Homeless Limited participates in the Social Housing Pension Scheme (the Scheme), a multi-employer scheme which provides benefits to some 500 non-associated employers. The scheme is a defined benefit scheme in the UK. It is not possible for the Association to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out with an effective date of 30 September 2014. This actuarial valuation was certified on 23 November 2015 and showed assets of £3.123m, liabilities of £4.446m and a deficit of £1.323m. To eliminate this funding shortfall, the trustees and the participating employers have agreed that additional contributions will be paid, in combination from all employers, to the scheme as follows:

Tier 1 From 1 April 2016 to 30 September 2020:	£40.6m per annum (payable monthly and increasing by 4.7% each year on 1 April)
Tier 2 From 1 April 2016 to 30 September 2023:	£28.6m per annum (payable monthly and increasing by 4.7% each year on 1 April)
Tier 3 From 1 April 2016 to 30 September 2026:	£32.7m per annum (payable monthly and increasing by 3.0% each year on 1 April)
Tier 4 From 1 April 2016 to 30 September 2026:	£31.7m per annum (payable monthly and increasing by 3.0% each year on 1 April)

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2011; this valuation was certified on 17 December 2012 and showed assets of £2.062m, liabilities of £3.097m and a deficit of £1.035m. To eliminate this funding shortfall, payments consisted of the Tier 1, 2 & 3 deficit contributions.

Where the scheme is in deficit and where the Association has agreed to a deficit funding arrangement, the Association recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present Values of Provision

	2017	2016	2015
	£	£	£
Present value of provision	<u>187,000</u>	<u>202,000</u>	<u>154,000</u>

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

NOTES TO THE ACCOUNTS
year ended 31 March 2017

16 Pension Commitments (continued)

Reconciliation of Opening and Closing Provisions

	2017	2016
	£	£
Provision at start of period	202,000	154,000
Unwinding of the discount factor (interest expense)	4,000	3,000
Deficit contribution paid	(24,000)	(17,000)
Remeasurements - impact of any change in assumptions	5,000	(1,000)
Remeasurements - amendments to the contribution schedule	-	63,000
Provision at end of period	<u>187,000</u>	<u>202,000</u>

General Reserve Impact

	2017	2016
	£	£
Interest expense	4,000	3,000
Remeasurements – impact of any change in assumptions	5,000	(1,000)
Remeasurements – amendments to the contribution schedule	-	63,000

Assumptions

	2017	2016	2015
	% per annum	% per annum	% per annum
Rate of discount	1.33	2.06	1.92

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

Taunton Association for the Homeless Limited has been notified by The Pensions Trust of the estimated employer debt on withdrawal from the Social Housing Pension Scheme based on the financial position of the Scheme as at 30 September 2016. As of this date the estimated employer debt for Taunton Association for the Homeless Limited was £1,531,079 (2016 - £1,175,026).

17 Reconciliation of Movements in the Association's Funds

	Share Capital	General Reserve	Total
	£	£	£
As at 1 April 2016	47	1,675,112	1,675,159
Surplus in the year	-	256,560	256,560
Other recognises gains and losses	-	(5,000)	(5,000)
Issued £1 shares in the year	<u>3</u>	<u>-</u>	<u>3</u>
As at 31 March 2017	<u>50</u>	<u>1,926,672</u>	<u>1,926,722</u>

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

NOTES TO THE ACCOUNTS year ended 31 March 2017

18 Exceptional Item – Legal & Professional fees

There are no exceptional items during the year ended 31 March 2017.

During the year ended 31 March 2016 the Board of Management began investigating the possibility of becoming a Registered Provider. Following the investigation the Board decided that the best way forward for TAH was not to become a Registered Provider but instead collaborate with an existing Registered Provider. Negotiations with Registered Providers started in the year. All of investigations undertaken incurred significant legal and professional fees which are one-offs and exceptional by nature.

19 Post Balance Sheet Events

At the beginning of May 2017 TAH signed a 10 year lease for their new Head Office at the 7, The Crescent , with a 5 year break out clause.

20 General Information

Taunton Association for the Homeless is a Co-operative and Community Benefit Society, limited by shares. The Association is registered in the United Kingdom. Its registered number is 23680R and registered office is 90 – 91 East Reach, Taunton, TA1 3HF.

TAUNTON ASSOCIATION FOR THE HOMELESS LIMITED

BOARD OF MANAGEMENT

MOLLY HOLMES (Chairman)

STEVE OGILVIE (Vice Chair)

LIZ FOTHERGILL

PHILIP QURESHI

DAVID COOKE

ANTHONY PORTER

LEISA LAVENDER (Appointed 14th September 2016)

LIAM CANHAM (Appointed 14th September 2016)

JADE HILL (Appointed 14th September 2016)

NICK FOX (Resigned 4th October 2016)

DAVID EDMONDSON (Resigned 14th September 2016)

Headquarters and Registered Office: 90-91 EAST REACH, TAUNTON TA1 3HF

Telephone: 01823 271326

A Co-operative and Community Benefit Societies Member Registered No: 23680R



**TAUNTON ASSOCIATION
FOR THE HOMELESS**



INVESTOR IN PEOPLE



business for neighbourhoods



**NATIONAL
HOUSING
FEDERATION**