

# SUSSEX INTERPRETING SERVICES

England & Wales · Charity number 1081284

## Details

|                |                                                         |
|----------------|---------------------------------------------------------|
| Status         | Registered                                              |
| Legal form     | Charitable company                                      |
| Company number | <a href="#">03893084</a>                                |
| Registered     | 2000-06-27                                              |
| Register       | <a href="#">View on the Charity Commission register</a> |

## Contact

|         |                                                                                    |
|---------|------------------------------------------------------------------------------------|
| Address | Community Base<br>113 Queens Road<br>Brighton<br>East Sussex<br>BN1 3XG            |
| Phone   | 01273702005                                                                        |
| Email   | <a href="mailto:info@sussexinterpreting.org.uk">info@sussexinterpreting.org.uk</a> |
| Website | <a href="http://www.sussexinterpreting.org.uk">www.sussexinterpreting.org.uk</a>   |

## Activities

**Objects:** TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE INHABITANTS OF SUSSEX WITH A PREFERENCE FOR THOSE FROM THE ETHNIC MINORITY COMMUNITIES AND IN PARTICULAR FOR THE FOLLOWING PURPOSES:1. THE RELIEF OF NEED BY THE PROVISION OF ADVICE, ASSISTANCE, INFORMATION AND COMMUNITY INTERPRETING SERVICES. 2. TO ADVANCE THE EDUCATION AND TRAINING OF THE PUBLIC IN SUSSEX.

**Activities:** The improvement of public service delivery and service access for BME individuals, by providing efficient & effective community interpreting and translation services

## Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives, Other Charitable Purposes
- **Who:** Other Defined Groups, The General Public/mankind

## Geography

- **Area of benefit:** SUSSEX
- Brighton And Hove
- East Sussex
- Hampshire
- Kent
- Surrey
- West Sussex

## Finances

| Period end | Income     | Expenditure | Assets   | Employees |
|------------|------------|-------------|----------|-----------|
| 2025-03-31 | £1,608,306 | £1,585,935  | £469,860 | 16        |
| 2024-03-31 | £1,514,403 | £1,477,902  | £447,489 | 15        |
| 2023-03-31 | £1,295,332 | £1,202,177  | £410,988 | 13        |
| 2022-03-31 | £1,008,254 | £968,700    | £317,833 | 13        |
| 2021-03-31 | £769,347   | £810,794    | £278,279 | 14        |

## Trustees

| Name                     | Role  | Appointed  |
|--------------------------|-------|------------|
| <b>Dr Fawzia Zaidi</b>   | Chair | 2022-11-07 |
| Amal Cashin              |       | 2025-04-10 |
| Carole Eva Blomme        |       | 2024-06-13 |
| John William Reading     |       | 2026-02-12 |
| Millie Sharmila McDevitt |       | 2026-02-12 |

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# Accounts

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REGISTERED COMPANY NUMBER: 3893084 (England and Wales)  
REGISTERED CHARITY NUMBER: 1081284

**REPORT OF THE TRUSTEES AND**  
**FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**  
**FOR**  
**SUSSEX INTERPRETING SERVICES**  
**(A COMPANY LIMITED BY GUARANTEE)**

Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

**SUSSEX INTERPRETING SERVICES**

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**FOR THE YEAR ENDED 31 MARCH 2025**

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## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **Public Benefit**

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit and to the Charity Commission Guidance on public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail the benefit that the charity provides to the public.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and activities**

##### **The Charitable Objects are:**

- I. To relieve the poverty of individuals from Black and Minority Ethnic communities resident in Sussex by providing confidential advice, assistance, information and community interpreting services.
- II. To advance the education of the public and communities in Sussex through the provision of factual cultural information through community interpreters.
- III. To improve access for black and minority ethnic communities to the full range of public health, social and community care services, and in such or any other charitable ways as the trustees may determine.

##### **The aims of the charity are;**

1. To improve public service access for BME individuals by providing efficient and effective community interpreting services. To deliver these to the highest quality assured standard. To develop complementary, flexible and competitive services, tailored to customer need across Sussex. To continually add value to all services.
2. To develop as a social enterprise, working with local BME communities to ensure services are inclusive, accessible and delivered by recruiting, supporting and training staff from stakeholder communities.
3. To maximise learning, taking every opportunity to evaluate services and reflect on the contribution of staff, stakeholders, and customers towards continual improvement.

#### **SIS Vision**

We desire an inclusive and diverse society where people of all cultural and linguistic backgrounds are able to live in harmony, play a full and valued role and enjoy the same rights.

#### **SIS Mission**

SIS exists to enable full access, for people with language needs to publicly funded services in order to improve health, education and overall quality of life.

#### **SIS Values**

**Inclusiveness** - SIS values the linguistic and cultural diversity of our society and communities and strives to be inclusive in all aspects of our work.

**Rights** - SIS believes in the right of every individual to be treated with respect and to equality of access to services.

**Community** - SIS prizes its contribution to strengthening multicultural community and promotes community interpreting and community translating as keys to cultural understanding.

**Learning** - SIS understands that feedback, development and innovation are crucial to learning and service improvement.

**Participation** - SIS believes that services are strengthened when stakeholders are offered opportunities to participate and collaborate and that this will be the key to the way we work.

**Accountability** - SIS wishes to be accountable through the involvement of our trustees, members and communities.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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#### **ACHIEVEMENTS AND PERFORMANCE**

##### **Charitable activities**

##### **Growth**

Last year we fully recovered to our pre-pandemic interpreting activity. This year interpreting activity has grown by 10%. Having grown back fairer, stronger and better

<https://sussexinterpreting.org.uk/news/sis-annual-review-2021-2022-growing-back-stronger-better-and-fairer/>

we spent this year continuing to invest to grow

<https://sussexinterpreting.org.uk/news/sis-annual-review-2023-2024-celebrating-30-years-investing-to-grow/>

We have recruited to a new post of Learning & Development Manager, increased our Digital budget to account for a new booking platform and issued permanent contracts of employment to our Projects Coordinators.

The 3 year Contract (NHS Sussex - Mini Comp - Joint Commissioned Interpreting Contract) for Face to Face Interpreting, Telephone Interpreting and Video Interpreting started in November 2022 and provides the foundation to join up interpreting for all NHS providers across Sussex. Interpreting work in East Sussex continued to grow and was double that of 2021-2022. The Contract demonstrates NHS Sussex Integrated Care Board's commitment to delivering accessible services and to meeting the communication needs of the diverse communities within Brighton and Hove, East Sussex and West Sussex. <https://sussexinterpreting.org.uk/news/tender-success/>

Grant funding was down 37% on 2023-2024, a reflection of reduced budgets and fierce competition, particularly for national resources. Despite this, the Project Team have delivered across 9 main funding streams and key organisational priorities such as support for Volunteer Linguists, website accessibility and service user engagement. They have represented and promoted SIS widely in networks and fora. They have delivered training and briefings.

##### **Linguists**

Central to our success is the dedication of SIS Linguists. We publicly acknowledge the tremendous work of our Community Interpreters at our AGM in November 2024 - which marked 30 years of SIS! Over 160 people attended to mark this important milestone as a charity and social enterprise. 18 Interpreters worked in 12 languages so that our beneficiaries were fully involved.

Our fantastic Linguists were at the heart of everything. We were delighted to have Bella Sankey the Leader of Brighton & Hove City Council presenting awards. Before inviting each Linguist to the stage of the Ralli Hall to accept their award Bella shared some powerful observations:

"SIS Linguists help to improve health, connectedness and quality of life. SIS does this every hour of every day and is vital to the wellbeing of our city. It addresses health inequality and supports social inclusion, fairness and dignity.

SIS celebrates inclusivity and multi-culturalism - we can see and hear that today with all the live interpreting in the hall! It has been described by a previous Mayor of Brighton & Hove as The People's United Nations.

SIS has great Linguists. They are person-centred and work with skill, sensitivity, empathy and professionalism. This helps people feel safe, heard and understood.

I am honoured to be here today to present these awards to SIS Linguists. It is a small token of thanks for all their humanity, professionalism and resilience. They are a source of great inspiration in our city!"

Headlines in SIS stories speak of our commitment to beneficiaries and our ability to deliver great services:

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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<https://sussexinterpreting.org.uk/sis-stories/she-was-always-available-to-support-me-with-everything-in-order-that-i-could-become-financially-independent/>

<https://sussexinterpreting.org.uk/sis-stories/sis-interpreters-always-gave-the-right-voice-to-displaced-people/>

<https://sussexinterpreting.org.uk/sis-stories/this-is-the-first-time-someone-has-asked-me-if-i-need-something/>

#### **Change**

There continues to be significant demographic change and the related need for urgent response. We worked with 6212 Service Users speaking 50 languages - a 10% increase in the number of beneficiaries on the previous year. The Afghan crisis in September 2022, the continuing Ukraine crisis, the relocation of Hong Kong residents, the Sudan crisis and local dispersal of many more asylum seekers; single adults, families continued to impact the need for Community Interpreting services.

We actively participate in the Mental Health, Asylum Seekers, Migrants and Refugees Working Group (Sussex Integrated Care Board), Brighton & Hove Refugee & Migrant Support Group (Sanctuary on Sea), Migrant & Refugee Forum (BHCC), Social Prescribing Network & CVSE Mental Health Network. We have advocated for our beneficiaries and encouraged our partners to develop refugee strategies as part of City of Sanctuary re-accreditation and Inclusive Cities.

"The written translation service has been greatly appreciated, and the turnaround time for the translation requests has always really quick, which is so important when we are wanting to update welcome packs, posters and other resources. I've used other translation services in previous roles and the wait times could be really long." (Stacey Dickson, Operations Manager, BHCC Community Hub)

#### **Accessibility**

We have developed our fully accessible web pages - available in 23 languages - <https://sussexinterpreting.org.uk/service-users/>. They are used for accessing language support and translated information. We promoted documents uploaded to the resource library using targeted translated SMS messaging and supported Brighton & Hove City Council with video translation and dissemination. SIS was commissioned by Brighton & Hove City Council Public Health Team to help with their seasonal vaccination campaign.

<https://sussexinterpreting.org.uk/news/translated-resources-for-kidney-cancer-awareness-week-2025/>

<https://sussexinterpreting.org.uk/news/translated-videos-to-help-families/>

<https://sussexinterpreting.org.uk/news/seasonal-vaccinations/>

#### **Digital**

Digital is an important part of our no wrong door strategy - our approach that however beneficiaries come to us we will support them. There is a focus on accessible information and ease of access to support customers in our digital age with contact information translated into 23 languages <https://sussexinterpreting.org.uk/contact-us/>

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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Our Virtual Switchboard continues to improve our response times and make a real difference. People call our Virtual Switchboard and hear a brief message asking them to choose a voice mailbox. The message is in Arabic, Cantonese, Farsi, Hungarian, Mandarin, Polish, Portuguese and Russian with an option to select other. Messages left are sent as MP3 voice files to an interpreter who listens to them and relays the details to our Coordination Team who book an interpreter and let the Service User know. We have now introduced automated translated acknowledgement for Service Users leaving messages.

Our short videos for people with language needs in Sussex are popular. There are seven language versions: English Arabic Bengali Farsi Polish Romanian Spanish with more to follow. The videos explain:

People's rights to free interpreting at public service appointments

How to contact SIS to book an interpreter for an appointment

How to contact SIS to make a GP appointment, register with a GP Surgery or securing access to other public services

We continue to promote our videos for Service Providers and Partners to better understand our offer, recognising the power of a digital approach to information sharing, especially post-pandemic when in person meetings and printed materials are still not as commonplace as previously.

<https://sussexinterpreting.org.uk/news/new-video-informs-people-about-additional-sis-services/>

SIS has successfully received Cyber-Essentials Plus accreditation. A significant milestone in strengthening our organisation's cybersecurity. This advanced certification demonstrates that SIS has undergone a rigorous independent assessment of our cybersecurity measures, including checks on software, malware defences, network security and user access controls to ensure that we meet the highest standards of security.

Achieving Cyber-Essentials Plus highlights our proactive approach to minimising risks and protecting our systems. This accreditation provides our clients, partners, and staff with greater confidence that SIS prioritises security at every level.

We remain committed to staying vigilant and consistently enhancing our systems to meet the growing challenges of cybersecurity. This success is not just a certificate on the wall but a reflection of our responsibility to those we serve and the systems we depend on.

#### **Customer Service Excellence**

This was the 14th continuous year of our Customer Service Excellence (CSE) journey. This year we worked with a new Assessor. We also involved the whole staff team in considering together all the evidence we wanted to submit - an important development [https://www.customerserviceexcellence.uk.com/media/1080/updatedcontacts\\_csestandard\\_2024.pdf](https://www.customerserviceexcellence.uk.com/media/1080/updatedcontacts_csestandard_2024.pdf)

We secured an exceptional 15 areas of Compliance Plus. There were no partial compliances. We retained all 12 areas of Compliance Plus from last year and added 3 new ones:

SIS is meeting the current standards for timeliness and quality of service. However, the strength found by the Assessor was the openness of the performance being publicised. The website contains a wealth of performance data, which is accessible to all Stakeholders. In addition, the annual report and annual general meeting provide the platform for performance to be publicised / promoted. (5.3.2)

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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Unsolicited feedback gained from Service Users, Interpreters and Practitioners is consistently positive, indicating that staff are friendly, polite, and professional. This was echoed throughout the interviews, whereby Service Users stated, "Staff are really wonderful, and go above and beyond", "The Staff are really friendly, and polite, and put the Service User at ease". The survey comments from Service Users are also highly positive and refer to staff as helpful and friendly, and at least 98% of responders indicate that they are highly satisfied with how the service is delivered. (2.2.2)

The Organisation consistently delivers the service as promised to individual Service Users; this was evident through the quantitative satisfaction levels of the different groups and the number of positive testimonies. There were minimal complaints upheld last year, and learning was gained from formal and informal complaints. Interviews with all Stakeholders, Service Users, Linguists, Practitioners, Commissioner and Staff were very complimentary of SIS and how it supports and works with a broad range of organisations and people. (4.2.2)

"They don't just stick to interpreting and translating and that's been evident from the very start. They have a much wider remit and much wider desire to help people... SIS treats its Service Users, Linguists, Funders and Staff as customers, and that gave me a very positive message. To have four distinct customer groups... They don't just signpost or give a link on a website, they want to take accountability to make sure that person's needs are being looked after even though it might be by another partner.

They meet new challenges head on, they thrive on new challenges, again with Service Users at the heart of everything.... They really do care passionately about the lives of their Service Users. I see that every time I come down. And as a result, all stakeholders including Commissioners rate SIS highly. It's a high-quality provision, the depth that SIS go to... As a result they are a key influencer and coordinator, they are constantly adding to their "Big Heart" map, they leave no stone unturned to find that niche provider, to help the Service Users" (CSE Assessor)

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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#### **FINANCIAL REVIEW**

##### **Financial position**

Budget planning and review is conducted throughout the year, with written Trustee Budget Briefings discussed at Management Committee meetings. New Trustees are fully inducted into this process.

In forecasting and financial planning we consider:

- Average interpreting sessional costs and travel costs per contract
- Interpreting duration for each contract and method of delivery
- Interpreting margins for each contract and method of delivery
- Quarterly Finance Reports.
- Contracts of Employment Overview
- Service User Engagement
- Income and surplus trends
- Cash flow projections

The most important figure is the 'free reserves' - effectively available cash reserves over and above the designated £350,000 contingency reserves. These can be designated by the Management Committee to support revenue deficits where they consider this necessary - as was the case in previous years. Free reserves held at 31 March 2025 was £97,489

Finance Reports include summary report of the position at financial year end, summary comparisons of previous reports delivered for each financial quarter, summary comparisons calculated as average monthly amounts for the periods, showing changes in the monthly averages throughout the year.

More detailed comparison report of budget to actuals for the period. A balance sheet at the end of the period and a single cash flow model.

Trustees now also receive budget trend data considering historical budget deficit forecasts, budget deficit forecast as % forecast income and end of year budget variance.

A positive budgetary performance variance of £74,677 against a forecast worst case scenario deficit of £52,306 is largely due to an increase of 10% in interpreting activity and reduced digital expenditure against budget as we deliver due diligence around a new booking system.

##### **Reserves policy**

Trustees and CEOs have established a reserves policy in line with Charity Commission guidance whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of resources expended. At this level, Trustees and CEOs feel that they would be able to continue the current activities in the event of a significant drop in funding. At the same time consideration would be given to securing replacement funding how the funding, service redesign and structural change. Current designated reserves of £350,000 accurately reflect 3 months operating costs and act as a contingency against liabilities arising from planned organisational closure or loss of contract income. This Policy was vital to our effective management of the pandemic.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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#### **FUTURE PLANS**

- Successfully tender for SUSTI and any separately run NHS competitive tender.
- Trustees want to use the budget to continue to invest to grow, to sustain our wider support offer.
- Digital strategy will focus on delivering a replacement integrated booking system in early 2026
- Business Continuity Planning - we are committed to the annual Cyber Essentials Plus assessment
- Comparative Annual Staff Job Quality Index Survey - we are committed to an annual survey, carefully evaluated for learning
- We will review of KPIs once the new booking system is bedded down
- Embed a culture of learning & development, especially using the Customer Service Excellence quality mark
- Develop our no wrong door approach to service delivery
- Maintain our equality commitments with a focus on the communication and health needs of refugees & asylum seekers in an increasingly uncertain and volatile landscape
- Embed Risk Management strategy in Managers Team
- Mobilise and strengthen NHS stakeholder relationships to anchor our status as a local 'trusted provider.
- Horizon scan to understand strategic objectives of commissioners to secure competitive advantage in tenders.
- Work with the Sussex Integrated Care Board to implement Neighbourhood Community Mental Health Teams

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 8 December 1999 and registered as a charity on 27 June 2000.

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. Under those Articles, the Trustees are elected at the Annual General Meeting.

The Members have guaranteed to contribute a maximum of £10 each in the event of the company being wound up.

##### **Recruitment and appointment of new trustees**

Trustees are recruited from within the membership, according to skills gaps on the Board and subject to approval at a quorate Management Committee and ratification at an Annual General Meeting.

Trustees receive a personal induction from a CEO, an induction pack and can be invited to observe the Management Committee before submitting their application. The induction identifies training needs and Trustees are offered appropriate training through the National Council for Voluntary Organisations (NCVO) and local training providers. The SIS Equal Opportunities & Diversity Policy also explains the provision for equality and diversity training. Trustees are encouraged to participate in the Governance Network of Community Works, the local umbrella infrastructure provides for the Community & Voluntary Sector.

Strategic decisions are made at regular meetings of the Management Committee. There are occasional Strategic Away Days attended by staff and Trustees at which decisions are reviewed and evaluated and future plans discussed. The CEO's have delegated authority to make decisions within the strategic framework of agreed Strategic Objectives. Financial decisions are made according to agreed Financial Control & Reporting Procedures. The Management Committee receive quarterly financial reports.

##### **Organisational structure**

The charity is run by a Management Committee comprising the Trustees, who delegate the day to day running to the joint CEOs, Arran Evans and Shahreen Shebli.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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#### **Key management remuneration**

All employees pay rates are related to NJC Scales and progression points.

Trustees decided to implement a grade extension for all staff to support retention and recruitment in a challenging market.

#### **Risk management strategy and review**

Trustees are fully involved in assessing major risks at every Management Committee. Discussions and considerations are recorded in the minutes. Trustees ensure effective safeguarding of the charity's assets, fulfilment of its objectives within the framework of the SIS Mission, Values and Vision <https://sussexinterpreting.org.uk/our-vision-mission-and-values/> and evaluation of the associated major risks. Trustees and Directors are familiar with the Charity Commission Guidance Charities and risk management (CC26) - <https://www.gov.uk/government/publications/charities-and-risk-management-cc26>

This Guidance has been used to design this risk management framework to support Trustees to:

- identify the major risks that apply to SIS.
- make decisions about how to respond to risks.
- make an appropriate statement regarding risk management in the SIS annual report (audited accounts)
- Trustees maintain responsibility for risk assessment and management and will, as part of their regular governance duties, ask:
  - what risks would prevent us from meeting our objectives?
  - what mitigating actions should be adopted to minimise risks to an acceptable level?

The Management Committee monitor and evaluate the risk assessment and management processes, ensuring adequacy of the internal mitigation systems and the process for reporting. Risk management is aimed at reducing the 'gross level' of risk identified to a 'net level' of risk, in other words, the risk that remains after appropriate action is taken.

Trustees delegate implementation to the Directors who will:

- manage risk actively.
- develop responsibility for risk ownership and risk management across the organisation.
- develop understanding of a risk-aware approach to working
- monitor and report regularly on the management of risk and any major weaknesses.
- review policy and practice
- develop capability to respond to external and internal changes.

The strategy aims to proactively identify risks impacting services and activities, and then take action to either:

- minimise the impact of risk for example with contingency planning.
- accept the risk.
- transfer the risk e.g. by ensuring there is appropriate insurance in place

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

- reduce the risk e.g. if complete avoidance is impossible or disproportionately expensive in time or money
- monitor the risk.

Risks are identified, categorised, scored and prioritised in a Risk Register by Directors working with the Management Team.

Risk assessment is weighted for impact. The Risk Register records action for mitigation, assigns lead responsibility and a date for review. The Risk Register is reviewed at six monthly meetings of the Management Committee. This includes governance, operational, financial, relationship management, environmental or external and compliance (law or regulation). The strategy has identified 17 significant risks. The highest risk presently involve capacity challenges affecting mission delivery and planning and capacity challenges affecting mission delivery. The Risk Register is provided to Auditors and considered commercially sensitive.

All contracts include performance indicators which are monitored daily by SIS using an integrated booking database and related Pivot Tables. Performance is reviewed monthly by written report. There are annual contract evaluations.

SIS management data supports an audit of performance at regular Team Meetings, Managers Meetings, team monthly supervision and Quarterly Management Committee meetings. Business planning, an Annual Review and AGM provide opportunities for evaluation, planning and forecasting. SIS uses The National Occupational Standards for Management and Leadership to appraise staff performance. Both CEO's have Post Graduate Diplomas in Management Development and one CEO has a Post Graduate Certificate in Social Enterprise.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

3893084 (England and Wales)

##### **Registered Charity number**

1081284

##### **Registered office**

Community Base  
113 Queens Road  
Brighton  
East Sussex  
BN1 3XG

##### **Trustees**

A Pettitt  
E Lozano (resigned 19/11/2024)  
Ms N Cambridge (resigned 29/11/2024)  
Ms F Zaidi  
Ms M Zarega  
Miss C Blomme (appointed 13/6/2024)  
A Cashin (appointed 10/4/2025)

##### **Company Secretary**

K J Braid

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2025**

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#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Senior Statutory Auditor**

Shona Wardrop C.A.

##### **Auditors**

Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

##### **Working Name**

SIS

##### **Bankers**

Caf Bank Ltd  
25 Kings Hill Drive  
West Malling  
Kent  
ME19 4JQ

Nationwide Building Society  
Kings Park Road  
Moulton Park  
Northampton  
NN3 6NW

#### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees (who are also the directors of Sussex Interpreting Services for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

**SUSSEX INTERPRETING SERVICES**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued**

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**AUDITORS**

The auditors, Chariot House Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on .....16/10/2025.... and signed on its behalf by:

.....*Fawzia Zaidi*.....  
Ms F Zaidi - Trustee

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SUSSEX INTERPRETING SERVICES**

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### **Opinion**

We have audited the financial statements of Sussex Interpreting Services (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 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 trustees' 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 charitable company'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 trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, 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 this gives rise to a material misstatement in the financial statements themselves. 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.

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SUSSEX INTERPRETING SERVICES**

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### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are 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 the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

### **Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and its activities, and through discussion with the trustees and management, we identified the principal risks of material misstatement both at the financial statement level and at the assertion level.

We considered these risks in the light of various factors including the level of complexity, subjectivity, uncertainty, potential management bias, fraud, materiality and any other relevant factors. We considered the extent to which these would have a material impact on the financial statements and designed our audit work accordingly.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud, and reviewed significant or unusual transactions to identify their underlying supporting rationale

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
SUSSEX INTERPRETING SERVICES**

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- We inspected the minutes of meetings of those charged with governance, and made direct enquiries of management and the board of trustees concerning the charity's policies and procedures relating to:

- o Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- o Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- o The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.

In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates were indicative of a potential bias and tested significant transactions that were unusual or those outside the normal course of business.

We also

- discussed and reviewed the charity's business model and forward planning to assess going concern
- communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- Carried out substantive testing on income and expenditure
- Re-performed reconciliations of control accounts, and recalculated items such as depreciation

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation.

This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Shona Wardrop C.A. (Senior Statutory Auditor)  
for and on behalf of Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

Date: .....

**SUSSEX INTERPRETING SERVICES****STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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|                                        |       | 2025<br>Unrestricted<br>funds<br>£ | 2024<br>Total<br>funds<br>£ |
|----------------------------------------|-------|------------------------------------|-----------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>      | Notes |                                    |                             |
| Donations and legacies                 | 2     | 1,605,816                          | 1,513,735                   |
| Other trading activities               | 3     | 170                                | 242                         |
| Investment income                      | 4     | <u>2,320</u>                       | <u>426</u>                  |
| <b>Total</b>                           |       | <u>1,608,306</u>                   | <u>1,514,403</u>            |
| <br><b>EXPENDITURE ON</b>              |       |                                    |                             |
| <b>Charitable activities</b>           | 5     |                                    |                             |
| Charitable Activities                  |       | <u>1,585,935</u>                   | <u>1,477,902</u>            |
| <br><b>NET INCOME</b>                  |       | 22,371                             | 36,501                      |
| <br><b>RECONCILIATION OF FUNDS</b>     |       |                                    |                             |
| Total funds brought forward            |       | <u>447,489</u>                     | <u>410,988</u>              |
| <br><b>TOTAL FUNDS CARRIED FORWARD</b> |       | <u><u>469,860</u></u>              | <u><u>447,489</u></u>       |

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES (REGISTERED NUMBER: 3893084)**

**BALANCE SHEET**

**31 MARCH 2025**

|                                              |       | 2025<br>Unrestricted<br>funds<br>£ | 2024<br>Total<br>funds<br>£ |
|----------------------------------------------|-------|------------------------------------|-----------------------------|
|                                              | Notes |                                    |                             |
| <b>FIXED ASSETS</b>                          |       |                                    |                             |
| Tangible assets                              | 9     | -                                  | 635                         |
| <b>CURRENT ASSETS</b>                        |       |                                    |                             |
| Debtors                                      | 10    | 301,726                            | 442,113                     |
| Cash at bank                                 |       | <u>318,854</u>                     | <u>183,568</u>              |
|                                              |       | 620,580                            | 625,681                     |
| <b>CREDITORS</b>                             |       |                                    |                             |
| Amounts falling due within one year          | 11    | (150,720)                          | (178,827)                   |
| <b>NET CURRENT ASSETS</b>                    |       | <u>469,860</u>                     | <u>446,854</u>              |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       | <u>469,860</u>                     | <u>447,489</u>              |
| <b>NET ASSETS</b>                            |       | <u>469,860</u>                     | <u>447,489</u>              |
| <b>FUNDS</b>                                 | 12    |                                    |                             |
| Unrestricted funds                           |       | <u>469,860</u>                     | <u>447,489</u>              |
| <b>TOTAL FUNDS</b>                           |       | <u>469,860</u>                     | <u>447,489</u>              |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 16/10/2025.....  
and were signed on its behalf by:

*Fauzia Zaidi*  
.....  
F Zaidi Trustee

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES****CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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|                                                                           | Notes | 2025<br>£             | 2024<br>£             |
|---------------------------------------------------------------------------|-------|-----------------------|-----------------------|
| <b>Cash flows from operating activities</b>                               |       |                       |                       |
| Cash generated from operations                                            | 1     | <u>132,966</u>        | <u>(8,930)</u>        |
| Net cash provided by/(used in) operating activities                       |       | <u>132,966</u>        | <u>(8,930)</u>        |
| <br><b>Cash flows from investing activities</b>                           |       |                       |                       |
| Interest received                                                         |       | <u>2,320</u>          | <u>426</u>            |
| Net cash provided by investing activities                                 |       | <u>2,320</u>          | <u>426</u>            |
|                                                                           |       | <hr/>                 | <hr/>                 |
| <b>Change in cash and cash equivalents in the reporting period</b>        |       | 135,286               | (8,504)               |
| <b>Cash and cash equivalents at the beginning of the reporting period</b> |       | <u>183,568</u>        | <u>192,072</u>        |
| <br><b>Cash and cash equivalents at the end of the reporting period</b>   |       | <u><u>318,854</u></u> | <u><u>183,568</u></u> |

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES****NOTES TO THE CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2025****1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

|                                                                                           | 2025<br>£      | 2024<br>£      |
|-------------------------------------------------------------------------------------------|----------------|----------------|
| <b>Net income for the reporting period (as per the Statement of Financial Activities)</b> | 22,371         | 36,501         |
| <b>Adjustments for:</b>                                                                   |                |                |
| Depreciation charges                                                                      | 635            | 635            |
| Interest received                                                                         | (2,320)        | (426)          |
| Decrease/(increase) in debtors                                                            | 140,387        | (18,628)       |
| Decrease in creditors                                                                     | (28,107)       | (27,012)       |
| <b>Net cash provided by/(used in) operations</b>                                          | <u>132,966</u> | <u>(8,930)</u> |

**2. ANALYSIS OF CHANGES IN NET FUNDS**

|                 | At 1/4/24<br>£ | Cash flow<br>£ | At 31/3/25<br>£ |
|-----------------|----------------|----------------|-----------------|
| <b>Net cash</b> |                |                |                 |
| Cash at bank    | <u>183,568</u> | <u>135,286</u> | <u>318,854</u>  |
|                 | <u>183,568</u> | <u>135,286</u> | <u>318,854</u>  |
| <b>Total</b>    | <u>183,568</u> | <u>135,286</u> | <u>318,854</u>  |

The notes form part of these financial statements

## **1. ACCOUNTING POLICIES**

### **Basis of preparing the financial statements**

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

The financial statements are prepared in sterling which is the functional currency of the entity, and are rounded to the nearest £1.

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future, and on that basis the charity is considered to be a going concern.

### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings                      - 33% on cost and 20% on cost

Computer equipment                      - 33% on cost

The charity does not capitalise fixed assets with a cost less than £500.

### **Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation Tax purposes. Accordingly the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**1. ACCOUNTING POLICIES - continued**

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Judgements and key sources of estimation uncertainty**

In the application of the charity's accounting policies, the charity is required to make judgments, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both the current and future periods.

There are no estimates and assumptions that are considered to have a significant risk of causing a material adjustments to the financial statements in a future period.

**Financial instruments**

The charity has only financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and are subsequently measured at their settlement value with the exception of bank loans which are measured at amortised cost using the effective interest method.

**Financial Assets**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any discounts due.

**Financial Liabilities**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

**2. DONATIONS AND LEGACIES**

|               | 2025             | 2024             |
|---------------|------------------|------------------|
|               | £                | £                |
| Donations     | -                | 1,654            |
| Grants        | 117,697          | 177,894          |
| Contract Fees | <u>1,488,119</u> | <u>1,334,187</u> |
|               | <u>1,605,816</u> | <u>1,513,735</u> |

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025****2. DONATIONS AND LEGACIES - continued**

Grants received, included in the above, are as follows:

|              | 2025           | 2024           |
|--------------|----------------|----------------|
|              | £              | £              |
| Other grants | <u>117,697</u> | <u>177,894</u> |

**3. OTHER TRADING ACTIVITIES**

|          | 2025       | 2024       |
|----------|------------|------------|
|          | £          | £          |
| Training | <u>170</u> | <u>242</u> |

**4. INVESTMENT INCOME**

|                          | 2025         | 2024       |
|--------------------------|--------------|------------|
|                          | £            | £          |
| Deposit account interest | <u>2,320</u> | <u>426</u> |

**5. CHARITABLE ACTIVITIES COSTS**

|                       | Direct<br>Costs<br>£ |
|-----------------------|----------------------|
| Charitable Activities | <u>1,585,935</u>     |

**6. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

|                                             | 2025         | 2024         |
|---------------------------------------------|--------------|--------------|
|                                             | £            | £            |
| Depreciation - owned assets                 | 635          | 635          |
| Auditor's remuneration - audit services     | 4,700        | 4,700        |
| Auditor's remuneration - non audit services | <u>1,300</u> | <u>1,300</u> |

## SUSSEX INTERPRETING SERVICES

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

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#### 7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

##### **Trustees' expenses**

During the year one trustee was reimbursed for travel expenses totalling £21 (2024: £nil).

#### 8. STAFF COSTS

|                       | 2025           | 2024           |
|-----------------------|----------------|----------------|
|                       | £              | £              |
| Wages and salaries    | 581,322        | 540,034        |
| Social security costs | 54,573         | 54,811         |
| Other pension costs   | <u>55,357</u>  | <u>48,995</u>  |
|                       | <u>691,252</u> | <u>643,840</u> |

The average monthly number of employees during the year was as follows:

|        | 2025      | 2024      |
|--------|-----------|-----------|
| Number | <u>16</u> | <u>16</u> |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                   | 2025     | 2024     |
|-------------------|----------|----------|
| £70,001 - £80,000 | <u>2</u> | <u>2</u> |

Key Management (being Trustees and joint CEO's) remuneration (comprising gross salary, employers' national insurance and employers' pension) amounted to £185,130 (2024: £183,675)

The average monthly number of employees on a Full Time Equivalent basis was 15 (2024: 15).

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025****9. TANGIBLE FIXED ASSETS**

|                                   | Fixtures<br>and<br>fittings<br>£ | Computer<br>equipment<br>£ | Totals<br>£   |
|-----------------------------------|----------------------------------|----------------------------|---------------|
| <b>COST</b>                       |                                  |                            |               |
| At 1 April 2024 and 31 March 2025 | <u>15,502</u>                    | <u>41,142</u>              | <u>56,644</u> |
| <b>DEPRECIATION</b>               |                                  |                            |               |
| At 1 April 2024                   | 15,502                           | 40,507                     | 56,009        |
| Charge for year                   | <u>-</u>                         | <u>635</u>                 | <u>635</u>    |
| At 31 March 2025                  | <u>15,502</u>                    | <u>41,142</u>              | <u>56,644</u> |
| <b>NET BOOK VALUE</b>             |                                  |                            |               |
| At 31 March 2025                  | <u>-</u>                         | <u>-</u>                   | <u>-</u>      |
| At 31 March 2024                  | <u>-</u>                         | <u>635</u>                 | <u>635</u>    |

**10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                | 2025<br>£      | 2024<br>£      |
|--------------------------------|----------------|----------------|
| Trade debtors                  | 291,224        | 436,829        |
| Other debtors                  | 3,237          | 1,318          |
| Prepayments and accrued income | <u>7,265</u>   | <u>3,966</u>   |
|                                | <u>301,726</u> | <u>442,113</u> |

**11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 2025<br>£      | 2024<br>£      |
|---------------------------------|----------------|----------------|
| Social security and other taxes | 69,629         | 66,109         |
| Other creditors                 | 11,609         | 40,506         |
| Accrued expenses                | <u>69,482</u>  | <u>72,212</u>  |
|                                 | <u>150,720</u> | <u>178,827</u> |

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025****12. MOVEMENT IN FUNDS**

|                           | At 1/4/24<br>£ | Net<br>movement<br>in funds<br>£ | At<br>31/3/25<br>£ |
|---------------------------|----------------|----------------------------------|--------------------|
| <b>Unrestricted funds</b> |                |                                  |                    |
| General fund              | 97,489         | 22,371                           | 119,860            |
| Reserve Fund              | <u>350,000</u> | <u>-</u>                         | <u>350,000</u>     |
|                           | <u>447,489</u> | <u>22,371</u>                    | <u>469,860</u>     |
| <b>TOTAL FUNDS</b>        | <u>447,489</u> | <u>22,371</u>                    | <u>469,860</u>     |

Net movement in funds, included in the above are as follows:

|                           | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b> |                            |                            |                           |
| General fund              | 1,608,306                  | (1,585,935)                | 22,371                    |
|                           | <u>1,608,306</u>           | <u>(1,585,935)</u>         | <u>22,371</u>             |
| <b>TOTAL FUNDS</b>        | <u>1,608,306</u>           | <u>(1,585,935)</u>         | <u>22,371</u>             |

**Comparatives for movement in funds**

|                           | At 1/4/23<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31/3/24<br>£ |
|---------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b> |                |                                  |                                    |                    |
| General fund              | 110,988        | 36,501                           | (50,000)                           | 97,489             |
| Reserve Fund              | <u>300,000</u> | <u>-</u>                         | <u>50,000</u>                      | <u>350,000</u>     |
|                           | <u>410,988</u> | <u>36,501</u>                    | <u>-</u>                           | <u>447,489</u>     |
| <b>TOTAL FUNDS</b>        | <u>410,988</u> | <u>36,501</u>                    | <u>-</u>                           | <u>447,489</u>     |

**SUSSEX INTERPRETING SERVICES**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**12. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

|                           | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b> |                            |                            |                           |
| General fund              | 1,514,403                  | (1,477,902)                | 36,501                    |
|                           | <hr/>                      | <hr/>                      | <hr/>                     |
| <b>TOTAL FUNDS</b>        | <u>1,514,403</u>           | <u>(1,477,902)</u>         | <u>36,501</u>             |

The reserve is established to support 3 months running costs.

**13. RELATED PARTY DISCLOSURES**

The only Related Party transaction is the payment to a Trustee for Interpreting Services referred to in the Trustees' Remuneration and Benefits note.

**SUSSEX INTERPRETING SERVICES****DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2025**

|                                 | 2025<br>£            | 2024<br>£            |
|---------------------------------|----------------------|----------------------|
| <b>INCOME AND ENDOWMENTS</b>    |                      |                      |
| <b>Donations and legacies</b>   |                      |                      |
| Donations                       | -                    | 1,654                |
| Grants                          | 117,697              | 177,894              |
| Contract Fees                   | <u>1,488,119</u>     | <u>1,334,187</u>     |
|                                 | 1,605,816            | 1,513,735            |
| <b>Other trading activities</b> |                      |                      |
| Training                        | 170                  | 242                  |
| <b>Investment income</b>        |                      |                      |
| Deposit account interest        | <u>2,320</u>         | <u>426</u>           |
| <b>Total incoming resources</b> | 1,608,306            | 1,514,403            |
| <b>EXPENDITURE</b>              |                      |                      |
| <b>Charitable activities</b>    |                      |                      |
| Wages                           | 581,322              | 540,034              |
| Social security                 | 54,573               | 54,811               |
| Pensions                        | 55,357               | 48,995               |
| Staff Costs                     | 9,177                | 5,530                |
| Interpreting Fees               | 773,945              | 699,055              |
| Premises                        | 31,164               | 26,913               |
| Administration                  | 70,881               | 91,958               |
| Other                           | 3,516                | 4,606                |
| Audit                           | <u>6,000</u>         | <u>6,000</u>         |
|                                 | <u>1,585,935</u>     | <u>1,477,902</u>     |
| Total resources expended        | <u>1,585,935</u>     | <u>1,477,902</u>     |
| <b>Net income</b>               | <u><u>22,371</u></u> | <u><u>36,501</u></u> |

This page does not form part of the statutory financial statements

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# Accounts

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REGISTERED COMPANY NUMBER: 3893084 (England and Wales)  
REGISTERED CHARITY NUMBER: 1081284

**REPORT OF THE TRUSTEES AND**  
**FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**  
**FOR**  
**SUSSEX INTERPRETING SERVICES**  
**(A COMPANY LIMITED BY GUARANTEE)**

Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

**SUSSEX INTERPRETING SERVICES**

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**FOR THE YEAR ENDED 31 MARCH 2024**

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**SUSSEX INTERPRETING SERVICES**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**Public Benefit**

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit and to the Charity Commission Guidance on public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail the benefit that the charity provides to the public.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2024**

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#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and activities**

##### **The Charitable Objects are:**

- I. To relieve the poverty of individuals from Black and Minority Ethnic communities resident in Sussex by providing confidential advice, assistance, information and community interpreting services.
- II. To advance the education of the public and communities in Sussex through the provision of factual cultural information through community interpreters.
- III. To improve access for black and minority ethnic communities to the full range of public health, social and community care services, and in such or any other charitable ways as the trustees may determine.

##### **The aims of the charity are;**

1. To improve public service access for BME individuals by providing efficient and effective community interpreting services. To deliver these to the highest quality assured standard. To develop complementary, flexible and competitive services, tailored to customer need across Sussex. To continually add value to all services.
2. To develop as a social enterprise, working with local BME communities to ensure services are inclusive, accessible and delivered by recruiting, supporting and training staff from stakeholder communities.
3. To maximise learning, taking every opportunity to evaluate services and reflect on the contribution of staff, stakeholders, and customers towards continual improvement.

#### **SIS Vision**

We desire an inclusive and diverse society where people of all cultural and linguistic backgrounds are able to live in harmony, play a full and valued role and enjoy the same rights.

#### **SIS Mission**

SIS exists to enable full access, for people with language needs to publicly funded services in order to improve health, education and overall quality of life.

#### **SIS Values**

**Inclusiveness** - SIS values the linguistic and cultural diversity of our society and communities and strives to be inclusive in all aspects of our work.

**Rights** - SIS believes in the right of every individual to be treated with respect and to equality of access to services.

**Community** - SIS prizes its contribution to strengthening multicultural community and promotes community interpreting and community translating as keys to cultural understanding.

**Learning** - SIS understands that feedback, development and innovation are crucial to learning and service improvement.

**Participation** - SIS believes that services are strengthened when stakeholders are offered opportunities to participate and collaborate and that this will be the key to the way we work.

**Accountability** - SIS wishes to be accountable through the involvement of our trustees, members and communities.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2024**

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#### **Services and Benefits**

Customers benefit from quality assured Community Interpreting, 24/365 Emergency Interpreting, Translation, Bilingual Telephone Befriending, Social Prescribing, Bilingual Community Research and Bilingual Advocacy providing confidential access to joined-up health and social care services across Sussex.

Interpreting across mental health support pathways has continued to grow. We delivered 158% of our pre-pandemic interpreting work for the principal mental health NHS Trust - Sussex Partnership. They report a higher level of severity of symptoms in the patients they are seeing, a higher proportion of individuals that are not already known to services and increased Mental Health Act presentations.

There are three key drivers of additional demand: 'COVID-19-suppressed' demand - deferred referrals of people who would have been referred to services had the pandemic not struck; and deferred access to care by people with pre-existing mental illnesses. 'COVID-19-exacerbated' demand - increased level of service needs for some people due to deterioration of their mental health during COVID-19.

'COVID-19-driven' demand - additional people needing support due to the wider impacts of the pandemic, such as self-isolation, financial insecurity, bereavement and increases in substance abuse and domestic violence. The Cost of Living Crisis has also contributed to the mental health crisis.

We work hard to provide continuity of interpreter for patients and across services, especially for mental health pathways. This helps build trust, confidence, equality of access and outcomes. Trust is also one of the 5 key principles of Trauma Informed Care. These two stories show the importance of continuity of interpreter - something we strive to deliver as part of our charitable purpose.

<https://sussexinterpreting.org.uk/sis-stories/continuity-of-interpreter-improves-mental-health-support/>  
<https://sussexinterpreting.org.uk/sis-stories/we-would-have-been-completely-lost-without-him/>

SIS has continued to build a portfolio of Community Research and to share our insights with Sussex Integrated Care Board (SICB). This has empowered our Service Users to be involved and have a voice in public service consultations

<https://sussexinterpreting.org.uk/news/bilingual-community-researchers-giving-a-voice-to-sis-service-users/>  
<https://sussexinterpreting.org.uk/news/sis-service-user-experiences-of-health-visiting-services/>  
<https://sussexinterpreting.org.uk/news/maternal-mental-health-research-and-outcome/>  
<https://sussexinterpreting.org.uk/news/sis-community-research-into-womens-health/>  
<https://sussexinterpreting.org.uk/wp-content/uploads/SIS-Womens-Health-Report.pdf>  
<https://sussexinterpreting.org.uk/news/impacts-of-the-cost-of-living-crisis/>

#### **The key service remains Community Interpreting.**

<https://sussexinterpreting.org.uk/what-is-community-interpreting/>

In emergencies, this can be lifesaving and avert a condition becoming immediately life-threatening. We deliver 24 hour services, every day of the year.

Face-to-Face appointments now account for 75% of our interpreting delivery. This is central to recovery and improved health outcomes and is the preferred way of delivering empathetic interpreting services for our Service Users.

*"It is more difficult with telephone interpreting to establish a trusting relationship with both the Service User and the Service Provider. There is no eye contact nor the ability to see body language" (SIS Linguist)*

Feedback from beneficiaries and customers show these benefits:

Clear, direct and confidential communication / accurate assessment and satisfactory outcomes / quick understanding, saving time / feeling less vulnerable, afraid and isolated and more understood, reassured, confident and happy / able to concentrate on other issues / understanding UK system and how to access services.

Customer feedback and surveys from Service Providers show similar service benefits:

## SUSSEX INTERPRETING SERVICES

### REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

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Dealing effectively with anxious clients & difficult concepts / cultural knowledge / avoiding client developing complications / client informed choice / intuitive understanding of patient issues with sensitive and insightful interpreters / clear assessments, improved case history, understanding, diagnoses and treatment / responsive, flexible, consistent and helpful services with an attention to detail / straightforward booking procedures / quick emergency responses.

We also use a test and retest methodology to track and report impact for our project services. These show good progress against a suite of key outcomes and indicators such improved confidence, knowledge, integration and wellbeing. Reports are available on request to [info@sussexinterpreting.org.uk](mailto:info@sussexinterpreting.org.uk)

Clear, direct and confidential communication / accurate assessment and satisfactory outcomes / quick

*"I'm over the moon with the outcome [improved economic wellbeing]. If not for you I would never know about this and I would be sitting at home unable to do anything, relying on my grand-daughter and children to support me financially."*  
(Service User)

#### **Recovery**

We have now fully recovered our pre-pandemic interpreting activity and have started to grow in the last quarter. Having grown back fairer, stronger and better, we are not starting to invest to grow.

<https://sussexinterpreting.org.uk/news/sis-annual-review-2021-2022-growing-back-stronger-better-and-fairer/>

We have increased capacity in our Coordination Team, acted around pay and conditions to improve staff retention and will be looking to recruit a Learning & Development Manager, whose role in part is to help us mobilise across Sussex.

The new 3 year Contract (NHS Sussex - Mini Comp - Joint Commissioned Interpreting Contract) for Face to Face Interpreting, Telephone Interpreting and Video Interpreting started in November 2022 and provides the foundation to join up interpreting for all NHS providers across Sussex. Notably, we have increased our interpreting work in East Sussex by 100% on pre-pandemic levels. The Contract demonstrates NHS Sussex Integrated Care Board's commitment to delivering accessible services and to meeting the communication needs of the diverse communities within Brighton and Hove, East Sussex and West Sussex. <https://sussexinterpreting.org.uk/news/tender-success/>

#### **Linguists**

Central to our success is the dedication of SIS Linguists. We continued to work hard to include stakeholders in our journey and are again looking to publicly acknowledge the tremendous work of our Community Interpreters at our AGM in November 2024 - which will mark 30 years of SIS!

SIS frequently receives unsolicited feedback from customers about the great service delivered by the Self-Employed Sessional Linguists we work with. It is very gratifying for our team to get this insight into the interpreter's work and the impact they make on public service delivery. The scope of the feedback helps to illustrate the technicalities, boundaries and nuances of the interpreter's role. Highlighting their expert knowledge and the personal attributes and behaviours that are required.

<https://sussexinterpreting.org.uk/news/sis-interpreters-praised-for-their-work/>

*"I would like to leave some feedback for an interpreter I had the pleasure of working with recently. - They were incredibly professional. During the time before our appointments with my client, we went through the purpose and format of our calls and they allowed me to ask any questions. During the call, their interpreting was smooth, clear and concise. They came across as empathic and cared about the client's experience of the call". (Alexi Filsell, Health in Mind, Sussex Partnership Foundation Trust)*

Once again headlines in SIS stories speak of our commitment to beneficiaries and our ability to deliver great services:

<https://sussexinterpreting.org.uk/sis-stories/with-you-all-went-well/>

<https://sussexinterpreting.org.uk/sis-stories/going-above-and-beyond/>

<https://sussexinterpreting.org.uk/sis-stories/now-i-know-my-rights/>

<https://sussexinterpreting.org.uk/sis-stories/humanity-and-care/>

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## SUSSEX INTERPRETING SERVICES

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

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#### Change

There continues to be significant demographic change and the related need for urgent response.. We worked with 5646 Service Users speaking 47 languages - a 12% increase in the number of beneficiaries on the previous year. The Afghan crisis in September 2022, the continuing Ukraine crisis, the relocation of Hong Kong residents, the Sudan crisis and local dispersal of many more asylum seekers; single adults, families and Unaccompanied Asylum Seeking Children in unsuitable Hotels.

We continued to actively participate in the Mental Health, Asylum Seekers, Migrants and Refugees Working Group (Sussex Integrated Care Board), Brighton & Hove Refugee & Migrant Support Group (Sanctuary on Sea), Migrant & Refugee Forum (BHCC), Social Prescribing Network & CVSE Mental Health Network. We have advocated for our beneficiaries and encouraged our partners to develop refugee strategies as part of City of Sanctuary re-accreditation and Inclusive Cities.

A partnership of SIS and Together Co have been delivering services to support Ukrainian refugees living in the city, for over a year using a grant from BHCC. The service has been recommissioned for a further 15 months.

**"We would struggle without help from SIS and Together Co. Lots of refugees and their sponsors would not be able to reach a clear level of understanding of each other and the services on offer. Support from [named staff] is difficult to overpraise; all of the social prescribers were most supportive, thoughtful, tactful and courteous when helping us" (Iryna Olyanovska, Stand4Ukraine)**

The grant has enabled us to deliver Social Prescribing at 82 Drop-In support sessions and 514 hours of Interpreting support for BHCC departments and CVS organisations. We gave information, advice and guidance for 230 people helping with 160 onward referrals to specialist services in particular regards ESOL, Childcare and Employment.

**"The interpreter has been fantastic. From the first session he quickly assessed the way we needed to work and mucked in. It has been amazing support and a true reflection of "Community Interpreting" being so much more than interpreting words, he has been calm a reassuring presence, remembers everyone and liked by everyone." (Fiona Sharpe of B&H Network for International Women)**

We translated 20,000 words into/from Ukrainian including key documents and service information, surveys and results assessing needs, certificates and promotional materials.

*"The written translation service has been greatly appreciated, and the turnaround time for the translation requests has always really quick, which is so important when we are wanting to update welcome packs, posters and other resources. I've used other translation services in previous roles and the wait times could be really long." (Stacey Dickson, Operations Manager, BHCC Community Hub)*

We built a fully accessible web page for accessing language support and translated information with over 50 translated documents uploaded to the resource library.

<https://sussexinterpreting.org.uk/ukrainian-useful-information/>  
<https://sussexinterpreting.org.uk/ukrainian/>

#### Digital

Digital is an important part of our no wrong door strategy - our approach that however beneficiaries come to us we will support them. There is a focus on accessible information and ease of access to support customers in our digital age.

<https://sussexinterpreting.org.uk/news/the-cost-of-living-crisis/>  
<https://sussexinterpreting.org.uk/news/translated-guides-to-emergency-food-in-bh/>

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2024**

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Our Virtual Switchboard continues to improve our response times and make a real difference. People call our Virtual Switchboard and hear a brief message asking them to choose a voice mailbox. The message is in Arabic, Cantonese, Farsi, Hungarian, Mandarin, Polish, Portuguese and Russian with an option to select other. Messages left are sent as MP3 voice files to an interpreter who listens to them and relays the details to our Coordination Team who book an interpreter and let the Service User know. We are exploring automated translated acknowledgement for Service Users leaving messages.

Our short videos for people with language needs in Sussex are popular. There are seven language versions: English Arabic Bengali Farsi Polish Romanian Spanish with more to follow. The videos explain:

People's rights to free interpreting at public service appointments

How to contact SIS to book an interpreter for an appointment

How to contact SIS to make a GP appointment, register with a GP Surgery or securing access to other public services

They are an important part of our rights based values that locate our services as a human right.

<https://sussexinterpreting.org.uk/news/upholding-human-rights/>

We created a video for Service Providers and Partners to better understand our offer, recognising the power of a digital approach to information sharing, especially post-pandemic when in person meetings and printed materials are still not as commonplace as previously.

<https://sussexinterpreting.org.uk/news/new-video-informs-people-about-additional-sis-services/>

SIS works closely with many organisations and we store sensitive data on our computer systems, and as such we take our cyber-security very seriously. Cyber security is how individuals and organisations reduce the risk of cyber-attack. Cyber security's core function is to protect the devices we all use (smartphones, laptops, tablets, and computers), and the services we access - both online and at work - from theft or damage.

#### **Achievement**

SIS are accredited with Cyber-Essentials, a government-backed, industry-supported scheme to help organisations protect themselves against common online threats. By clicking on the Cyber-Essentials logo on this page or on the footer of our website you can view our certification.

The process involves running rigorous checks on our computer systems, hardware, software, policies and processes to ensure they are compliant with the latest National Cyber Security Centre guidelines.

This year as well as scrutiny of our office-based systems the examination has looked at hybrid working (a mix of working from an office and from home) to ensure that any connection to our business data is secure.

This is an annual procedure that the Digital Team will undertake to ensure that we have reduced the risk to our data and systems by cyber-attacks.

SIS provides exceptional customer care. This year we have 15 areas of Compliance Plus. This is an outstanding achievement and places us in the highest 5-10% of assessed organisations. We use this important external accreditation to drive improvement. <https://sussexinterpreting.org.uk/news/exceptional-customer-care/>

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2024**

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#### **FINANCIAL REVIEW**

##### **Financial position**

Budget planning and review is conducted throughout the year, with written Trustee Budget Briefings discussed at Management Committee meetings.

In forecasting and financial planning we consider:

- Average interpreting sessional costs and travel costs per contract
- Interpreting duration for each contract and method of delivery
- Interpreting margins for each contract and method of delivery
- Quarterly Finance Reports.
- Contracts of Employment Overview
- Service User Engagement
- Income and surplus trends
- Cash flow projections

The most important figure is the 'free reserves' - effectively available cash reserves over and above the designated £350,000 contingency reserves (June 2023). These can be designated by the Management Committee to support revenue deficits where considered necessary - as was the case in previous years.

Finance Reports include summary report of the position at financial year end, summary comparisons of previous reports delivered for each financial quarter, summary comparisons calculated as average monthly amounts for the periods, showing changes in the monthly averages throughout the year.

More detailed comparison report of budget to actuals for the period. A balance sheet at the end of the period and a single cash flow model.

A positive budgetary performance against a forecast worst case scenario deficit of £42,787 is largely due to improved recovery activity, increased margins arising from successful competitive contract pricing, positive variations in grant income and reduced staffing expenditure.

##### **Reserves policy**

Trustees and CEOs have established a reserves policy in line with Charity Commission guidance whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of resources expended. At this level, Trustees and CEOs feel that they would be able to continue the current activities in the event of a significant drop in funding.

At the same time consideration would be given to securing replacement funding how the funding, service redesign and structural change. Current designated reserves of £350,000 accurately reflect 3 months operating costs and act as a contingency against liabilities arising from planned organisational closure or loss of contract income. This Policy was vital to our effective management of the pandemic.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2024**

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#### **FUTURE PLANS**

Trustees want to use the budget to continue to invest to grow, to sustain our wider support offer.

- Digital strategy will focus on an options appraisal for a replacement integrated booking system
- Business Continuity Planning - we will explore Cyber Essentials Plus
- Comparative Annual Staff Job Quality Index Survey - we are committed to an annual survey, carefully evaluated for learning
- Recruit a Learning & Development Manager to support contract mobilisation and a review of KPIs
- Implement a new Hybrid Working Policy
- Embed a culture of learning & development.
- Develop our no wrong door approach to service delivery
- Maintain our equality commitments with a focus on the communication and health needs of refugees & asylum seekers in an increasingly uncertain and volatile landscape
- Celebrate our 30 years at an AGM in November 2024
- Embed Risk Management strategy in Managers Team
- Mobilise and strengthen NHS stakeholder relationships to anchor our status as a local 'trusted provider.
- Horizon scan to understand strategic objectives of commissioners to secure competitive advantage in tenders.
- Proactively assess and manage H &S risks and increase staff benefits associated with flexible workplace cultures .

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 8 December 1999 and registered as a charity on 27 June 2000.

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. Under those Articles, the Trustees are elected at the Annual General Meeting.

The Members have guaranteed to contribute a maximum of £10 each in the event of the company being wound up.

##### **Recruitment and appointment of new trustees**

Trustees are recruited from within the membership, according to skills gaps on the Board and subject to approval at a quorate Management Committee and ratification at an Annual General Meeting.

Trustees receive a personal induction from a CEO, an induction pack and can be invited to observe the Management Committee before submitting their application. The induction identifies training needs and Trustees are offered appropriate training through the National Council for Voluntary Organisations (NCVO) and local training providers. The SIS Equal Opportunities & Diversity Policy also explains the provision for equality and diversity training. Trustees are encouraged to participate in the Governance Network of Community Works, the local umbrella infrastructure provides for the Community & Voluntary Sector.

Strategic decisions are made at regular meetings of the Management Committee. There are occasional Strategic Away Days attended by staff and Trustees at which decisions are reviewed and evaluated and future plans discussed. The CEO's have delegated authority to make decisions within the strategic framework of agreed Strategic Objectives. Financial decisions are made according to agreed Financial Control & Reporting Procedures. The Management Committee receive quarterly financial reports.

##### **Organisational structure**

The charity is run by a Management Committee comprising the Trustees, who delegate the day to day running to the joint CEOs, Arran Evans and Shahreen Shebli.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2024**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Key management remuneration**

There was a review of CEO remuneration in 2007. This was undertaken by a Trustee who conducted a comparative exercise with other organisations providing similar services, some benchmarking against NCVO and ACEVO data. A Report was submitted to the Management Committee of 13/07/2007 and a decision was taken with CEOs absent. Trustees agreed the Salary Scale. Progression is dependent on annual appraisal as conducted by the Chair. CEOs remain at the top of the salary scale where they have been have been since April 2010. The KMR is periodically reviewed as part of annual appraisal.

Trustees decided to implement a grade extension for all staff to support retention and recruitment in a challenging market.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2024**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Risk management strategy and review**

Trustees are fully involved in assessing major risks at every Management Committee. Discussions and considerations are recorded in the minutes. Trustees ensure effective safeguarding of the charity's assets, fulfilment of its objectives within the framework of the SIS Mission, Values and Vision <https://sussexinterpreting.org.uk/our-vision-mission-and-values/> and evaluation of the associated major risks.

Trustees and Directors are familiar with the Charity Commission Guidance Charities and risk management (CC26) - <https://www.gov.uk/government/publications/charities-and-risk-management-cc26>

This Guidance has been used to design this risk management framework to support Trustees to:

- identify the major risks that apply to SIS.
- make decisions about how to respond to risks.
- make an appropriate statement regarding risk management in the SIS annual report (audited accounts)

Trustees maintain responsibility for risk assessment and management and will, as part of their regular governance duties, ask:

- what risks would prevent us from meeting our objectives?
- what mitigating actions should be adopted to minimise risks to an acceptable level?

The Management Committee monitor and evaluate the risk assessment and management processes, ensuring adequacy of the internal mitigation systems and the process for reporting. Risk management is aimed at reducing the 'gross level' of risk identified to a 'net level' of risk, in other words, the risk that remains after appropriate action is taken.

Trustees delegate implementation to the Directors who will:

- manage risk actively.
- develop responsibility for risk ownership and risk management across the organisation.
- develop understanding of a risk-aware approach to working
- monitor and report regularly on the management of risk and any major weaknesses.
- review policy and practice
- develop capability to respond to external and internal changes.

The strategy aims to proactively identify risks impacting services and activities, and then take action to either:

- minimise the impact of risk for example with contingency planning.
- accept the risk.
- transfer the risk e.g. by ensuring there is appropriate insurance in place
- reduce the risk e.g. if complete avoidance is impossible or disproportionately expensive in time or money
- monitor the risk.

Risks are identified, categorised, scored and prioritised in a Risk Register by Directors working with the Management Team.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2024**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

Risk assessment is weighted for impact. The Risk Register records action for mitigation, assigns lead responsibility and a date for review. The Risk Register is reviewed at six monthly meetings of the Management Committee. This includes governance, operational, financial, relationship management, environmental or external and compliance (law or regulation). The strategy has identified 17 significant risks. The highest risks involve disaster recovery and planning and capacity challenges affecting mission delivery.

##### **Risk Area - Operational 1 of 4**

- Potential Risk - Disaster recovery and planning
- Potential impact - Computer system failure or loss of data / Destruction of equipment, systems / Inability to deliver services
- Likelihood of occurrence (estimated score): 3
- Severity of impact (estimated score): 5
- Overall or 'gross' risk score: 20
- Controls / Mitigations - Investment in Digital Team / Business Continuity Plan (BCP) / ICT Procedure & Continuity Manual (ICT CM) / Procedural Manuals & System documentation / Scenario planning and practice / Team 'bite-size' digital learning / Data back up / IT support contract / Insurance cover review / Cyber Essentials Quality Mark / Data Protection Policy / Exploring Cyber Essentials Plus
- Retained of 'net risk': 9
- Monitoring - Regularly updated BCP / Updated ICT CM / Cyber Essentials annual application / Data recovery testing / Microsoft Teams chat
- Lead responsibility - Digital Manager / Directors
- Next Review date: 03/10/24

##### **Risk Area - Operational 3 of 4**

- Potential Risk - Capacity challenges affecting mission delivery
- Potential impact - Staff absences impact service delivery / Recruitment and retention challenges affect delivery / Inadequate resources to meet KPIs
- Likelihood of occurrence (estimated score): 4
- Severity of impact (estimated score): 4
- Overall or 'gross' risk score: 20
- Controls / Mitigations - Sickness & Ill Health Absence Policy - absence monitoring in MC Report / Regular supervision & Annual appraisal / ACAS guided HR Policies / Team approach to service delivery / 24-hour emergency service Rota / Commitment to NJC scales and annual negotiated uplift / Documented Employee Benefits / Targeted interpreter enrolment / Coordination Team capacity kept under review / Review of integrated booking system replacement options / Project alignment - careful consideration of grant funding opportunities / Annual Staff Survey & Wellbeing budget / Exit interviews and shared learning / Procedural Manuals & System documentation / Implementation of integrated HR Toolkit / HR legal fund
- Retained of 'net risk': 16
- Monitoring - Contract Monitoring including unmet need / Staff Survey Report / Appraisals shared with trustees / Directors Reports / Team Meetings / Manager Meetings / Director Meetings
- Lead responsibility - Managers / Directors / Chair
- Next Review date: 03/10/24

Significant external risks to funding have led to diversification of funding and activities, which have been broadened and pictorially represented as a Service Tube Map, which has seen additional 'service branch lines' added.

Recent years have seen a significant increase in grant income which makes an important financial contribution to sustainability and central to our vital service offer. The current situation for 2023-24 means we have sustained our Projects - whilst there is currently less Covid focus and one off initiatives. The situation for 2024-2025 is less certain and is being carefully monitored with wider sources of replacement funding being considered.

Risk management has been successful with the SUSTI Framework secured from 1st January 2022 to the end of December 2025. We were also successful for a Mini Competition called off of the SUSTI Framework and operational from November 2022.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES**

**FOR THE YEAR ENDED 31 MARCH 2024**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

We have sustained our digital momentum from the significant pandemic adaptations. One of our biggest achievements is overcoming a business critical limitation built into our booking database. We researched this complex challenge - engaging with on-line forums. After experimenting and testing we deployed an innovative solution. We are conducting an options appraisal for a replacement integrated booking system with improved functionality.

SIS has a clear signed Consultancy Agreement with every linguist. This sets out responsibilities around insurance, fraud, bribery, corruption, data protection and safeguarding. It is important that commissioners fully appreciate the boundaries around such contracts such that they do not place inappropriate requirements that would undermine legal compliance and increase risks around business continuity. This Consultancy Agreement is regularly reviewed and updated as necessary.

Internal financial risks are minimised by the implementation of procedures for authorisation of all transactions to ensure consistent quality of delivery for all operational aspects of the charitable company. These Financial Control & Reporting Procedures are reviewed annually to ensure that they still meet the needs of the charity. A Treasurer conducts monthly financial reconciliations.

SIS defines any expression of dissatisfaction as a complaint and works hard to develop an open feedback culture which encourages service users to meet with members of the SIS Core Team to resolve any dissatisfaction swiftly. This enables SIS to monitor and evaluate performance and improve services.

All contracts include performance indicators which are monitored daily by SIS using an integrated booking database and related Pivot Tables. Performance is reviewed monthly by written report. There are annual contract evaluations.

SIS management data supports an audit of performance at regular Team Meetings, Managers Meetings, team monthly supervision and Quarterly Management Committee meetings. Business planning, an Annual Review and AGM provide opportunities for evaluation, planning and forecasting. SIS uses The National Occupational Standards for Management and Leadership to appraise staff performance. Both CEO's have Post Graduate Diplomas in Management Development and one CEO has a Post Graduate Certificate in Social Enterprise.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

3893084 (England and Wales)

##### **Registered Charity number**

1081284

##### **Registered office**

Community Base  
113 Queens Road  
Brighton  
East Sussex  
BN1 3XG

##### **Trustees**

Ms J Encarnacao (resigned 6/4/2023)  
A Pettitt  
E Lozano  
Ms N Cambridge  
Ms F Zaidi  
Ms M Zarega (appointed 22/2/2024)  
Miss C Blomme (appointed 13/6/2024)

##### **Company Secretary**

K J Braid

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2024**

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#### **REFERENCE AND ADMINISTRATIVE DETAILS**

**Senior Statutory Auditor**  
Shona Wardrop C.A.

**Auditors**  
Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

**Working Name**  
SIS

**Bankers**  
Caf Bank Ltd  
25 Kings Hill Drive  
West Malling  
Kent  
ME19 4JQ

Nationwide Building Society  
Kings Park Road  
Moulton Park  
Northampton  
NN3 6NW

#### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees (who are also the directors of Sussex Interpreting Services for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**SUSSEX INTERPRETING SERVICES**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**AUDITORS**

The auditors, Chariot House Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 26/11/2024 and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'A Pettitt', written over a dotted line.

A Pettitt - Trustee

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SUSSEX INTERPRETING SERVICES**

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### **Opinion**

We have audited the financial statements of Sussex Interpreting Services (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 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 trustees' 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 charitable company'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 trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, 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 this gives rise to a material misstatement in the financial statements themselves. 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.

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
SUSSEX INTERPRETING SERVICES**

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**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are 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 the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
SUSSEX INTERPRETING SERVICES**

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**Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and its activities, and through discussion with the trustees and management, we identified the principal risks of material misstatement both at the financial statement level and at the assertion level.

We considered these risks in the light of various factors including the level of complexity, subjectivity, uncertainty, potential management bias, fraud, materiality and any other relevant factors. We considered the extent to which these would have a material impact on the financial statements and designed our audit work accordingly.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

" We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

" We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud, and reviewed significant or unusual transactions to identify their underlying supporting rationale

" We inspected the minutes of meetings of those charged with governance, and made direct enquiries of management and the board of trustees concerning the charity's policies and procedures relating to:

- o Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- o Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- o The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.

In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates were indicative of a potential bias and tested significant transactions that were unusual or those outside the normal course of business.

We also

" discussed and reviewed the charity's business model and forward planning to assess going concern

" communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.

" reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.

" Carried out substantive testing on income and expenditure

" Re-performed reconciliations of control accounts, and recalculated items such as depreciation

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation.

This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation

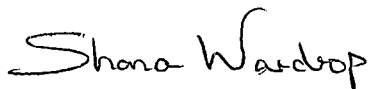
**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
SUSSEX INTERPRETING SERVICES**

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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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Shona Wardrop C.A. (Senior Statutory Auditor)  
for and on behalf of Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

Date: ..... 27/11/24 .....

**SUSSEX INTERPRETING SERVICES**

**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

|                                        |       | 2024<br>Unrestricted<br>funds<br>£ | 2023<br>Total<br>funds<br>£ |
|----------------------------------------|-------|------------------------------------|-----------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>      | Notes |                                    |                             |
| Donations and legacies                 | 2     | 1,513,735                          | 1,294,861                   |
| Other trading activities               | 3     | 242                                | 143                         |
| Investment income                      | 4     | 426                                | 328                         |
| <b>Total</b>                           |       | <u>1,514,403</u>                   | <u>1,295,332</u>            |
| <br><b>EXPENDITURE ON</b>              |       |                                    |                             |
| <b>Charitable activities</b>           | 5     |                                    |                             |
| Charitable Activities                  |       | <u>1,477,902</u>                   | <u>1,202,177</u>            |
| <br><b>NET INCOME</b>                  |       | 36,501                             | 93,155                      |
| <br><b>RECONCILIATION OF FUNDS</b>     |       |                                    |                             |
| Total funds brought forward            |       | <u>410,988</u>                     | <u>317,833</u>              |
| <br><b>TOTAL FUNDS CARRIED FORWARD</b> |       | <u>447,489</u>                     | <u>410,988</u>              |

The notes form part of these financial statements

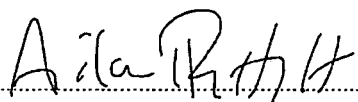
**SUSSEX INTERPRETING SERVICES (REGISTERED NUMBER: 3893084)**

**BALANCE SHEET**  
**31 MARCH 2024**

|                                                  |       | 2024<br>Unrestricted<br>funds<br>£ | 2023<br>Total<br>funds<br>£ |
|--------------------------------------------------|-------|------------------------------------|-----------------------------|
| <b>FIXED ASSETS</b>                              | Notes |                                    |                             |
| Tangible assets                                  | 9     | 635                                | 1,270                       |
| <b>CURRENT ASSETS</b>                            |       |                                    |                             |
| Debtors                                          | 10    | 442,113                            | 423,485                     |
| Cash at bank                                     |       | <u>183,568</u>                     | <u>192,072</u>              |
|                                                  |       | 625,681                            | 615,557                     |
| <b>CREDITORS</b>                                 |       |                                    |                             |
| Amounts falling due within one year              | 11    | (178,827)                          | (205,839)                   |
| <b>NET CURRENT ASSETS</b>                        |       | <u>446,854</u>                     | <u>409,718</u>              |
| <b>TOTAL ASSETS LESS CURRENT<br/>LIABILITIES</b> |       | <u>447,489</u>                     | <u>410,988</u>              |
| <b>NET ASSETS/(LIABILITIES)</b>                  |       | <u>447,489</u>                     | <u>410,988</u>              |
| <b>FUNDS</b>                                     | 12    |                                    |                             |
| Unrestricted funds                               |       | <u>447,489</u>                     | <u>410,988</u>              |
| <b>TOTAL FUNDS</b>                               |       | <u>447,489</u>                     | <u>410,988</u>              |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 26/11/2024 and were signed on its behalf by:

  
.....  
A Pettitt - Trustee

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES****CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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|                                                                           | Notes | 2024<br>£      | 2023<br>£        |
|---------------------------------------------------------------------------|-------|----------------|------------------|
| <b>Cash flows from operating activities</b>                               |       |                |                  |
| Cash generated from operations                                            | 1     | <u>(8,930)</u> | <u>(123,416)</u> |
| Net cash used in operating activities                                     |       | <u>(8,930)</u> | <u>(123,416)</u> |
| <b>Cash flows from investing activities</b>                               |       |                |                  |
| Purchase of tangible fixed assets                                         |       | -              | (1,906)          |
| Interest received                                                         |       | <u>426</u>     | <u>328</u>       |
| Net cash provided by/(used in) investing activities                       |       | <u>426</u>     | <u>(1,578)</u>   |
|                                                                           |       | <hr/>          | <hr/>            |
| <b>Change in cash and cash equivalents in the reporting period</b>        |       | (8,504)        | (124,994)        |
| <b>Cash and cash equivalents at the beginning of the reporting period</b> |       | <u>192,072</u> | <u>317,066</u>   |
| <b>Cash and cash equivalents at the end of the reporting period</b>       |       | <u>183,568</u> | <u>192,072</u>   |

The notes form part of these financial statements

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**SUSSEX INTERPRETING SERVICES**

**NOTES TO THE CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

|                                                                                    | 2024<br>£       | 2023<br>£        |
|------------------------------------------------------------------------------------|-----------------|------------------|
| Net income for the reporting period (as per the Statement of Financial Activities) | 36,501          | 93,155           |
| Adjustments for:                                                                   |                 |                  |
| Depreciation charges                                                               | 635             | 635              |
| Interest received                                                                  | (426)           | (328)            |
| Increase in debtors                                                                | (18,628)        | (262,003)        |
| (Decrease)/increase in creditors                                                   | <u>(27,012)</u> | <u>45,125</u>    |
| Net cash used in operations                                                        | <u>(8,930)</u>  | <u>(123,416)</u> |

**2. ANALYSIS OF CHANGES IN NET FUNDS**

|              | At 1/4/23<br>£ | Cash flow<br>£ | At 31/3/24<br>£ |
|--------------|----------------|----------------|-----------------|
| Net cash     |                |                |                 |
| Cash at bank | <u>192,072</u> | <u>(8,504)</u> | <u>183,568</u>  |
|              | <u>192,072</u> | <u>(8,504)</u> | <u>183,568</u>  |
| Total        | <u>192,072</u> | <u>(8,504)</u> | <u>183,568</u>  |

The notes form part of these financial statements

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## **SUSSEX INTERPRETING SERVICES**

### **NOTES TO THE FINANCIAL STATEMENTS** **FOR THE YEAR ENDED 31 MARCH 2024**

---

#### **1. ACCOUNTING POLICIES**

##### **Basis of preparing the financial statements**

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

The financial statements are prepared in sterling which is the functional currency of the entity, and are rounded to the nearest £1.

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future, and on that basis the charity is considered to be a going concern.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

|                       |                               |
|-----------------------|-------------------------------|
| Fixtures and fittings | - 33% on cost and 20% on cost |
| Computer equipment    | - 33% on cost                 |

The charity does not capitalise fixed assets with a cost less than £500.

##### **Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation Tax purposes. Accordingly the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

## **SUSSEX INTERPRETING SERVICES**

### **NOTES TO THE FINANCIAL STATEMENTS - continued** **FOR THE YEAR ENDED 31 MARCH 2024**

#### **1. ACCOUNTING POLICIES - continued**

##### **Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

##### **Judgements and key sources of estimation uncertainty**

In the application of the charity's accounting policies, the charity is required to make judgments, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both the current and future periods.

There are no estimates and assumptions that are considered to have a significant risk of causing a material adjustments to the financial statements in a future period.

##### **Financial instruments**

The charity has only financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and are subsequently measured at their settlement value with the exception of bank loans which are measured at amortised cost using the effective interest method.

##### **Financial Assets**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any discounts due.

##### **Financial Liabilities**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

#### **2. DONATIONS AND LEGACIES**

|               | 2024             | 2023             |
|---------------|------------------|------------------|
|               | £                | £                |
| Donations     | 1,654            | 40               |
| Grants        | 177,894          | 153,562          |
| Contract Fees | <u>1,334,187</u> | <u>1,141,259</u> |
|               | <u>1,513,735</u> | <u>1,294,861</u> |

Grants received, included in the above, are as follows:

|              | 2024           | 2023           |
|--------------|----------------|----------------|
|              | £              | £              |
| Other grants | <u>177,894</u> | <u>153,562</u> |

**SUSSEX INTERPRETING SERVICES**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**3. OTHER TRADING ACTIVITIES**

|          | 2024       | 2023       |
|----------|------------|------------|
|          | £          | £          |
| Training | <u>242</u> | <u>143</u> |

**4. INVESTMENT INCOME**

|                          | 2024       | 2023       |
|--------------------------|------------|------------|
|                          | £          | £          |
| Deposit account interest | <u>426</u> | <u>328</u> |

**5. CHARITABLE ACTIVITIES COSTS**

|                       | Direct<br>Costs<br>£ |
|-----------------------|----------------------|
| Charitable Activities | <u>1,477,902</u>     |

**6. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

|                                             | 2024         | 2023         |
|---------------------------------------------|--------------|--------------|
|                                             | £            | £            |
| Depreciation - owned assets                 | 635          | 636          |
| Auditor's remuneration - audit services     | 4,700        | 3,500        |
| Auditor's remuneration - non audit services | <u>1,300</u> | <u>1,250</u> |

**7. TRUSTEES' REMUNERATION AND BENEFITS**

Payments amounting to £nil (2023: £3,779) were made to one Trustee for interpreting services rendered.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**8. STAFF COSTS**

|                       | 2024           | 2023           |
|-----------------------|----------------|----------------|
|                       | £              | £              |
| Wages and salaries    | 540,034        | 441,994        |
| Social security costs | 54,811         | 39,480         |
| Other pension costs   | <u>48,995</u>  | <u>41,437</u>  |
|                       | <u>643,840</u> | <u>522,911</u> |

The average monthly number of employees during the year was as follows:

|        | 2024      | 2023      |
|--------|-----------|-----------|
| Number | <u>16</u> | <u>14</u> |

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2024****8. STAFF COSTS - continued**

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                   | 2024            | 2023            |
|-------------------|-----------------|-----------------|
| £60,001 - £70,000 | -               | 2               |
| £70,001 - £80,000 | <u>2</u>        | <u>-</u>        |
|                   | <u><u>2</u></u> | <u><u>2</u></u> |

Key Management (being Trustees and joint CEO's) remuneration (comprising gross salary, employers' national insurance and employers' pension) amounted to £183,675 (2023: £167,603)

The average monthly number of employees on a Full Time Equivalent basis was 15 (2023: 13).

**9. TANGIBLE FIXED ASSETS**

|                                   | Fixtures<br>and<br>fittings<br>£ | Computer<br>equipment<br>£ | Totals<br>£   |
|-----------------------------------|----------------------------------|----------------------------|---------------|
| <b>COST</b>                       |                                  |                            |               |
| At 1 April 2023 and 31 March 2024 | <u>15,502</u>                    | <u>41,142</u>              | <u>56,644</u> |
| <b>DEPRECIATION</b>               |                                  |                            |               |
| At 1 April 2023                   | 15,502                           | 39,872                     | 55,374        |
| Charge for year                   | <u>-</u>                         | <u>635</u>                 | <u>635</u>    |
| At 31 March 2024                  | <u>15,502</u>                    | <u>40,507</u>              | <u>56,009</u> |
| <b>NET BOOK VALUE</b>             |                                  |                            |               |
| At 31 March 2024                  | <u>-</u>                         | <u>635</u>                 | <u>635</u>    |
| At 31 March 2023                  | <u>-</u>                         | <u>1,270</u>               | <u>1,270</u>  |

**10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                | 2024                  | 2023                  |
|--------------------------------|-----------------------|-----------------------|
|                                | £                     | £                     |
| Trade debtors                  | 436,829               | 418,815               |
| Other debtors                  | 1,318                 | 1,318                 |
| Prepayments and accrued income | <u>3,966</u>          | <u>3,352</u>          |
|                                | <u><u>442,113</u></u> | <u><u>423,485</u></u> |

**SUSSEX INTERPRETING SERVICES**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2024**

**11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 2024           | 2023           |
|---------------------------------|----------------|----------------|
|                                 | £              | £              |
| Social security and other taxes | 66,109         | 67,948         |
| Other creditors                 | 40,506         | 63,615         |
| Accrued expenses                | <u>72,212</u>  | <u>74,276</u>  |
|                                 | <u>178,827</u> | <u>205,839</u> |

**12. MOVEMENT IN FUNDS**

|                           | At 1/4/23<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31/3/24<br>£ |
|---------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b> |                |                                  |                                    |                    |
| General fund              | 110,988        | 36,501                           | (50,000)                           | 97,489             |
| Reserve Fund              | <u>300,000</u> | <u>-</u>                         | <u>50,000</u>                      | <u>350,000</u>     |
|                           | <u>410,988</u> | <u>36,501</u>                    | <u>-</u>                           | <u>447,489</u>     |
| <b>TOTAL FUNDS</b>        | <u>410,988</u> | <u>36,501</u>                    | <u>-</u>                           | <u>447,489</u>     |

Net movement in funds, included in the above are as follows:

|                           | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b> |                            |                            |                           |
| General fund              | 1,514,403                  | (1,477,902)                | 36,501                    |
|                           | <u>1,514,403</u>           | <u>(1,477,902)</u>         | <u>36,501</u>             |
| <b>TOTAL FUNDS</b>        | <u>1,514,403</u>           | <u>(1,477,902)</u>         | <u>36,501</u>             |

**Comparatives for movement in funds**

|                           | At 1/4/22<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31/3/23<br>£ |
|---------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b> |                |                                  |                                    |                    |
| General fund              | 67,833         | 93,155                           | (50,000)                           | 110,988            |
| Reserve Fund              | <u>250,000</u> | <u>-</u>                         | <u>50,000</u>                      | <u>300,000</u>     |
|                           | <u>317,833</u> | <u>93,155</u>                    | <u>-</u>                           | <u>410,988</u>     |
| <b>TOTAL FUNDS</b>        | <u>317,833</u> | <u>93,155</u>                    | <u>-</u>                           | <u>410,988</u>     |

**SUSSEX INTERPRETING SERVICES**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**12. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

|                           | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b> |                            |                            |                           |
| General fund              | 1,295,332                  | (1,202,177)                | 93,155                    |
|                           | <hr/>                      | <hr/>                      | <hr/>                     |
| <b>TOTAL FUNDS</b>        | <u>1,295,332</u>           | <u>(1,202,177)</u>         | <u>93,155</u>             |

The reserve is established to support 3 months running costs.

**13. RELATED PARTY DISCLOSURES**

The only Related Party transaction is the payment to a Trustee for Interpreting Services referred to in the Trustees' Remuneration and Benefits note.

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# Accounts

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REGISTERED COMPANY NUMBER: 3893084 (England and Wales)  
REGISTERED CHARITY NUMBER: 1081284

**REPORT OF THE TRUSTEES AND**  
**FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023**  
**FOR**  
**SUSSEX INTERPRETING SERVICES**  
**(A COMPANY LIMITED BY GUARANTEE)**

Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

**SUSSEX INTERPRETING SERVICES**

**CONTENTS OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2023**

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## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2023**

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **Public Benefit**

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit and to the Charity Commission Guidance on public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail the benefit that the charity provides to the public.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2023**

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#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and activities**

##### **The Charitable Objects are:**

- I. To relieve the poverty of individuals from Black and Minority Ethnic communities resident in Sussex by providing confidential advice, assistance, information and community interpreting services.
- II. To advance the education of the public and communities in Sussex through the provision of factual cultural information through community interpreters.
- III. To improve access for black and minority ethnic communities to the full range of public health, social and community care services, and in such or any other charitable ways as the trustees may determine.

The aims of the charity are;

1. To improve public service access for BME individuals by providing efficient and effective community interpreting services. To deliver these to the highest quality assured standard. To develop complementary, flexible and competitive services, tailored to customer need across Sussex. To continually add value to all services.
2. To develop as a social enterprise, working with local BME communities to ensure services are inclusive, accessible and delivered by recruiting, supporting and training staff from stakeholder communities.
3. To maximise learning, taking every opportunity to evaluate services and reflect on the contribution of staff, stakeholders, and customers towards continual improvement.

#### **SIS Vision**

We desire an inclusive and diverse society where people of all cultural and linguistic backgrounds are able to live in harmony, play a full and valued role and enjoy the same rights.

#### **SIS Mission**

SIS exists to enable full access, for people with language needs to publicly funded services in order to improve health, education and overall quality of life.

#### **SIS Values**

**Inclusiveness** - SIS values the linguistic and cultural diversity of our society and communities and strives to be inclusive in all aspects of our work.

**Rights** - SIS believes in the right of every individual to be treated with respect and to equality of access to services.

**Community** - SIS prizes its contribution to strengthening multicultural community and promotes community interpreting and community translating as keys to cultural understanding.

**Learning** - SIS understands that feedback, development and innovation are crucial to learning and service improvement.

**Participation** - SIS believes that services are strengthened when stakeholders are offered opportunities to participate and collaborate and that this will be the key to the way we work.

**Accountability** - SIS wishes to be accountable through the involvement of our trustees, members and communities.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2023**

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#### **Services and Benefits**

Customers benefit from quality assured Community Interpreting, Emergency Interpreting, Translation, Bilingual Telephone Befriending, Social Prescribing, Bilingual Community Research and Bilingual Advocacy providing confidential access to joined-up health and social care services across Sussex. In addition, there are a suite of complimentary services provided under the umbrella of a Bilingual Health Promotion Project.

Interpreting across the maternity care pathway is one of our biggest areas of work. Over the last 3 years we have provided interpreters in over 50+ languages. SIS Linguists are also routinely accessed by midwives, who ring our emergency line, seeking interpreting support during labour and post-natal discharge.

We partnered a new maternity initiative by University Hospitals Sussex NHS Foundation Trust [www.uhsussex.nhs.uk](http://www.uhsussex.nhs.uk) directed at Service Users with language needs and targeted to educating parents around labour, birth, breastfeeding, postnatal issues.

<https://sussexinterpreting.org.uk/news/additional-language-antenatal-classes/>

SIS has become more actively involved in Community Research which has enabled our Service Users to be involved and have a voice in public service consultations

<https://sussexinterpreting.org.uk/news/bilingual-community-researchers-giving-a-voice-to-sis-service-users/>

In May and June 2022, we supported Sussex NHS to gather feedback on how people were doing after the worst of the pandemic and understand patient experiences and priorities. We shared an on-line survey with our contacts and brought together a focus group of 12 Linguists to discuss issues. Key themes that emerged from the discussion were concerns about people's mental health and the quality of care on offer, access to primary care and the challenges facing people with language needs to use telephone interpreting. These helped to NHS plans.

<https://sussexinterpreting.org.uk/news/linguists-help-inform-nhs-priorities/>

Through our Bilingual Telephone Befriending Project, we match people with a shared culture and language together to create friendships that make life better. SIS runs this project in partnership with another Brighton based charity, Together Co.

<https://sussexinterpreting.org.uk/news/everyone-should-have-someone-to-talk-to/>

*"I would like to thank you for this project, it is great. It came at the right time for me. I was very depressed, and it really helped me with my mood. The calls were great for me, it was not formal, and it wasn't about asking and answering formal questions. It was informal and a real chat with a friend and we laughed together. It released the pressure and worries for me."* (Arabic speaking Scheme Member).

The key service remains Community Interpreting.

The Community Interpreter has a very different role and responsibilities from a commercial or conference interpreter. She/he/ they are responsible for enabling professional and Service User, with very different backgrounds and perceptions and in an unequal relationship of power and knowledge, to communicate effectively.

Service Users encounter the full range of challenging life situations that can face any of us. In addition, some have fled violence, suffered trauma and carry serious psychological burdens. Many feel unsafe, confused, and vulnerable. All will initially experience barriers of language, culture, and powerlessness.

Community Interpreters make it possible for Service Users to have a voice. They address isolation, frustration and misunderstanding and support effective prevention, diagnoses and treatment.

In emergencies, this can be lifesaving and avert a condition becoming immediately life-threatening. We deliver 24 hour services, every day of the year.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2023**

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We have seen a welcome return to Face-to-Face appointments which remains a preference for our Service Users.

*"It is more difficult with telephone interpreting to establish a trusting relationship with both the Service User and the Service Provider. There is no eye contact nor the ability to see body language"* (SIS Linguist)

<https://sussexinterpreting.org.uk/news/service-user-experiences-of-gp-services/>  
<https://sussexinterpreting.org.uk/sis-stories/face-to-face-community-interpreting-is-essential/>

Feedback from beneficiaries and customers show these benefits:

Clear, direct and confidential communication / accurate assessment and satisfactory outcomes / quick understanding, saving time / feeling less vulnerable, afraid and isolated and more understood, reassured, confident and happy / able to concentrate on other issues / understanding UK system and how to access services.

Customer feedback and surveys from Service Providers show similar service benefits;

Dealing effectively with anxious clients & difficult concepts / cultural knowledge / avoiding client developing complications / client informed choice / intuitive understanding of patient issues with sensitive and insightful interpreters / clear assessments, improved case history, understanding, diagnoses and treatment / responsive, flexible, consistent and helpful services with an attention to detail / straightforward booking procedures / quick emergency responses.

#### **Recovery**

Over the year we have recovered to 95% of our pre-pandemic interpreting activity.

We were successful in our tender bid (NHS Sussex - Mini Comp - Joint Commissioned Interpreting Contract) for Face to Face Interpreting, Telephone Interpreting and Video Interpreting. The new Contract started on 1st November 2022 and operates for at least 3 years.

The Contract demonstrates NHS Sussex Integrated Care Board's commitment to delivering accessible services and to meeting the communication needs of the diverse communities within Brighton and Hove, East Sussex and West Sussex. This new contract has increased our recovery to 100% of pre-pandemic interpreting activity in the last financial quarter.  
<https://sussexinterpreting.org.uk/news/tender-success/>

#### **Linguists**

Central to our success is the dedication of SIS Linguists. We continued to work hard to include stakeholders in our pandemic recovery journey. We held open Directors Meeting with Linguists to check in and respond to any concerns and ideas. These have been well attended and appreciated. We promoted open communication and responded to individual contract issues, many related to inflationary impact. We ensured a Sussex Health & Care Partnership Employee Assistance Programme was open to Linguists. We increased sessional rates for Face to Face Interpreting by 20% from November 2022 and increased travel rates to address cost of living challenges and sustain Service User preference for Face to Face Interpreting.

Headlines in SIS stories speak of our commitment to beneficiaries and the ability of our Linguists to deliver great services:  
<https://sussexinterpreting.org.uk/sis-stories/caring-passionately/>  
<https://sussexinterpreting.org.uk/sis-stories/integrated-language-support/>  
<https://sussexinterpreting.org.uk/sis-stories/sensitive-thoughtful-and-professional/>  
<https://sussexinterpreting.org.uk/sis-stories/i-thank-you-from-the-bottom-of-my-heart-for-all-your-help/>

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2023**

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#### **Change**

Significant demographic change and the related need for urgent responses continued. The Afghan crisis in September 2022, the continuing Ukraine crisis, the relocation of Hong Kong residents, the Sudan crisis and local dispersal of many more asylum seekers; single adults, families and Unaccompanied Asylum Seeking Children in unsuitable Hotels.

We actively participated in the Mental Health, Asylum Seekers, Migrants and Refugees Working Group (Sussex Integrated Care Board), Brighton & Hove Refugee & Migrant Support Group (Sanctuary on Sea), Migrant & Refugee Forum (BHCC), Social Prescribing Network & Mental Health. We have advocated for our beneficiaries and constructively challenged, encouraging BHCC to develop refugee strategies as part of City of Sanctuary re-accreditation and Inclusive Cities.

<https://sussexinterpreting.org.uk/news/ukrainian-support-fund/>

<https://sussexinterpreting.org.uk/news/missing-unaccompanied-asylum-seeking-children-more-needs-to-be-done/>

#### **Digital**

Our Virtual Switchboard is improving our response times and making a real difference. People call and hear a brief message asking them to choose a voice mailbox. The message is in Arabic, Cantonese, Farsi, Hungarian, Mandarin, Polish, Portuguese and Russian with an option to select other. Messages left are sent as MP3 voice files to an interpreter who listens to them and relays the details to our Coordination Team who book an interpreter and let the Service User know.

<https://sussexinterpreting.org.uk/sis-stories/virtual-switchboard-making-it-easier-for-patients-to-book-interpreters/>

We have created short videos for people with language needs in Sussex. There are seven language versions: English Arabic Bengali Farsi Polish Romanian Spanish with more to follow. The videos explain:

People's rights to free interpreting at public service appointments

How to contact SIS to book an interpreter for an appointment

How to contact SIS to make a GP appointment, register with a GP Surgery or securing access to other public services

<https://sussexinterpreting.org.uk/news/sis-translated-videos-how-we-can-help/>

We created a video for Service Providers and Partners to better understand our offer, recognising the power of a digital approach to information sharing, especially post-pandemic when in person meetings and printed materials are still not as commonplace as previously.

<https://sussexinterpreting.org.uk/news/new-video-informs-people-about-additional-sis-services/>

#### **Achievement**

One of our biggest achievements was the sustained delivery of a complex Bilingual Health Promotion Project (BHPP). This is the principal vehicle for improving access pathways for our beneficiaries. Monitoring Reports use quotes, screen shots and SIS News links to explain the range of interlinked support on offer. Speaking to the Report in a Team Meeting, at the BHCC Migrant & Refugee Forum and sharing with the SIS Management Committee helped colleagues, partners and trustees to appreciate our service offer, to feel involved in the collective Mission. The Report brought our story to life.

We patiently explained the role and responsibility for each Project Team member to encourage and streamline internal Service User referrals and shared our expertise externally to promote services: *"You really know your stuff; this has been such a valuable process"*. (Jason Grant, Community Ambassador - Sussex Health & Care Partnership)

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2023**

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We showed considerable skill in seizing opportunities and securing several additional successful grant applications. This enabled us to engage directly with people through translated text messages, deliver more complex casework addressing service gaps and target health promotion and engagement opportunities. Our work in ensuring accessible translations is in the pioneering tradition of SIS. We provide honest and thought provoking feedback for those who wish to improve services.

This year we have 12 areas of Compliance Plus. We retained 10 of the areas from last year (please see the link above for details) and added 2 more:

*We have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information.*

*We can demonstrate how customer facing staff insights, and experiences are incorporated into internal processes, policy development and service planning.*

We use this important external accreditation to drive improvement.

<https://sussexinterpreting.org.uk/news/what-comes-after-remarkable/>

#### **FINANCIAL REVIEW**

##### **Financial position**

Budget planning and review is conducted throughout the year, with written Trustee Budget Briefings discussed at Management Committee meetings.

In forecasting and financial planning we consider:

- Average interpreting sessional costs and travel costs per contract
- Interpreting duration for each contract and method of delivery
- Interpreting margins for each contract and method of delivery
- Quarterly Finance Reports.
- Contracts of Employment Overview
- Service User Engagement
- Income and surplus trends
- Cash flow projections

The most important figure is the 'free reserves' - effectively available cash reserves over and above the designated £350,000 contingency reserves (June 2023). These can be designated by the Management Committee to support revenue deficits where considered necessary - as was the case in previous years.

Finance Reports include summary report of the position at financial year end, summary comparisons of previous reports delivered for each financial quarter, summary comparisons calculated as average monthly amounts for the periods, showing changes in the monthly averages throughout the year.

More detailed comparison report of budget to actuals for the period. A balance sheet at the end of the period and a single cash flow model.

A positive budgetary performance against a forecast worst case scenario deficit of £65,020 is largely due to improved recovery activity, increased margins arising from successful competitive contract pricing and positive variations in grant income.

## **FINANCIAL REVIEW**

### **Reserves policy**

Trustees and CEOs have established a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of resources expended. At this level, Trustees and CEOs feel that they would be able to continue the current activities in the event of a significant drop in funding. At the same time consideration would be given to securing replacement funding how the funding, service redesign and structural change. Current designated reserves of £350,000 accurately reflect 3 months operating costs and act as a contingency against liabilities arising from planned organisational closure or loss of contract income. This Policy was vital to our effective management of the pandemic.

## **FUTURE PLANS**

Trustees want to use the budget to invest to grow, to sustain our wider support offer and expanded service lines.

Digital strategy

Business Continuity Planning

Comparative Annual Staff Job Quality Index Survey

Promote staff development and CPD opportunities and internal job promotion opportunities.

Facilitate Mobilisation and meet of contract obligations and Key Performance Indicators

Help strengthen and maintain quality and customer care.

Consolidate and improve relationship building.

Support staff wellbeing and reduce Health & Safety risks (e.g., stress, burnout).

Improve delegation and lines of supervision.

Reduced Role Overload on Managers

Support Flexible Working Policy commitments.

Ensure management, oversight, and scrutiny of SESL's professional practice.

Embed a culture of learning & development.

Support absence management and reduce sickness absence.

Maximise income generation opportunities.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 8 December 1999 and registered as a charity on 27 June 2000.

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. Under those Articles, the Trustees are elected at the Annual General Meeting.

The Members have guaranteed to contribute a maximum of £10 each in the event of the company being wound up.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Recruitment and appointment of new trustees**

Trustees are recruited from within the membership, according to skills gaps on the Board and subject to approval at a quorate Management Committee and ratification at an Annual General Meeting.

Trustees receive a personal induction from a CEO, an induction pack and can be invited to observe the Management Committee before submitting their application. The induction identifies training needs and Trustees are offered appropriate training through the National Council for Voluntary Organisations (NCVO) and local training providers. The SIS Equal Opportunities & Diversity Policy also explains the provision for equality and diversity training. Trustees are encouraged to participate in the Governance Network of Community Works, the local umbrella infrastructure provides for the Community & Voluntary Sector.

Strategic decisions are made at regular meetings of the Management Committee. There are occasional Strategic Away Days attended by staff and Trustees at which decisions are reviewed and evaluated and future plans discussed. The CEO's have delegated authority to make decisions within the strategic framework of agreed Strategic Objectives. Financial decisions are made according to agreed Financial Control & Reporting Procedures. The Management Committee receive quarterly financial reports.

### **Organisational structure**

The charity is run by a Management Committee comprising the Trustees, who delegate the day to day running to the joint CEOs, Arran Evans and Shahreen Shebli.

### **Key management remuneration**

There was a review of CEO remuneration in 2007. This was undertaken by a Trustee who conducted a comparative exercise with other organisations providing similar services, some benchmarking against NCVO and ACEVO data. A Report was submitted to the Management Committee of 13/07/2007 and a decision was taken with CEOs absent. Trustees agreed the Salary Scale. Progression is dependent on annual appraisal as conducted by the Chair. CEOs remain at the top of the salary scale where they have been since April 2010. The KMR is periodically reviewed as part of annual appraisal.

Trustees decided to implement a grade extension for all staff to support retention and recruitment in a challenging market.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Risk management strategy and review**

Trustees are fully involved in assessing major risks at every Management Committee. Discussions and considerations are recorded in the minutes. Trustees ensure effective safeguarding of the charity's assets, fulfilment of its objectives within the framework of the SIS Mission, Values and Vision <https://sussexinterpreting.org.uk/our-vision-mission-and-values/> and evaluation of the associated major risks.

Trustees and Directors are familiar with the Charity Commission Guidance Charities and risk management (CC26) - <https://www.gov.uk/government/publications/charities-and-risk-management-cc26>

This Guidance has been used to design this risk management framework to support Trustees to:  
identify the major risks that apply to SIS.

make decisions about how to respond to risks.

make an appropriate statement regarding risk management in the SIS annual report (audited accounts)

Trustees maintain responsibility for risk assessment and management and will, as part of their regular governance duties, ask:

what risks would prevent us from meeting our objectives?

what mitigating actions should be adopted to minimise risks to an acceptable level?

The Management Committee monitor and evaluate the risk assessment and management processes, ensuring adequacy of the internal mitigation systems and the process for reporting. Risk management is aimed at reducing the 'gross level' of risk identified to a 'net level' of risk, in other words, the risk that remains after appropriate action is taken.

Trustees delegate implementation to the Directors who will:  
manage risk actively.

develop responsibility for risk ownership and risk management across the organisation.

develop understanding of a risk-aware approach to working

monitor and report regularly on the management of risk and any major weaknesses.

review policy and practice

develop capability to respond to external and internal changes.

The strategy aims to proactively identify risks impacting services and activities, and then take action to either:

minimise the impact of risk for example with contingency planning.

accept the risk.

transfer the risk e.g. by ensuring there is appropriate insurance in place

reduce the risk e.g. if complete avoidance is impossible or disproportionately expensive in time or money

monitor the risk.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

Risks are identified, categorised, scored and prioritised in a Risk Register by Directors working with the Management Team.

Risk assessment is weighted for impact. The Risk Register records action for mitigation, assigns lead responsibility and a date for review. The Risk Register is reviewed at six monthly meetings of the Management Committee. This includes governance, operational, financial, relationship management, environmental or external and compliance (law or regulation). The strategy has identified 17 significant risks. The highest risk involves disaster recovery and planning and involves the following assessment and mitigations:

Risk Area - Operational ¼

Potential Risk - Disaster recovery and planning

Potential impact - Computer system failure or loss of data / Destruction of equipment, systems / Inability to deliver services

Likelihood of occurrence (estimated score): 3

Severity of impact (estimated score): 5

Overall or 'gross' risk score: 20

Controls / Mitigations - Investment in Digital Team / Business Continuity Plan (BCP) / ICT Procedure & Continuity Manual (ICT CM) / Procedural Manuals & System documentation / Scenario planning and practice / Team 'bite-size' digital learning / Data back up / IT support contract / Insurance cover review / Cyber Essentials Quality Mark / Data Protection Policy

Retained of 'net risk': 9

Monitoring - Regularly updated BCP / Updated ICT CM / Cyber Essentials annual application / Data recovery testing / Microsoft Teams chat

Lead responsibility - Digital Manager / Directors

Review date: 21/09/23

Significant external risks to funding have led to diversification of funding and activities, which have been broadened and pictorially represented as a Service Tube Map, which has seen additional 'service branch lines' added.

Recent years have seen a significant increase in grant income which makes an important financial contribution to sustainability and central to our vital service offer. The current situation for 2022-23 means we have sustained our Projects - whilst there is currently less Covid focus and one off initiatives.

Risk management has been successful with the SUSTI Framework secured from 1st January 2022 for 3 years with the potential for an additional year. We were also successful for a Mini Competition called off of the SUSTI Framework and operational from November 2022.

We have sustained our digital momentum from the significant pandemic adaptations. One of our biggest achievements is overcoming a business critical limitation built into our booking database. We researched this complex challenge - engaging with on-line forums. After experimenting and testing we deployed an innovative solution. We are now researching a replacement integrated booking system with improved functionality.

Trustees have sought independent written legal advice on the nature of the Contract for Services with sessional linguists. Legal advice from Employment Law Solicitors has been integrated through our Consultancy Agreement and Information Booklet for Self Employed Sessional Linguists. SIS has a clear signed Consultancy Agreement with every linguist. This sets out responsibilities around insurance, fraud, bribery, corruption, data protection and safeguarding. It is important that commissioners fully appreciate the boundaries around such contracts such that they do not place inappropriate requirements that would undermine legal compliance and increase risks around business continuity. This Consultancy Agreement is regularly reviewed and updated as necessary.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2023**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

Internal financial risks are minimised by the implementation of procedures for authorisation of all transactions to ensure consistent quality of delivery for all operational aspects of the charitable company. These Financial Control & Reporting Procedures are reviewed annually to ensure that they still meet the needs of the charity. We have recently recruited a Treasurer from within the Management Committee and she conducts the monthly financial reconciliations.

SIS defines any expression of dissatisfaction as a complaint and works hard to develop an open feedback culture which encourages service users to meet with members of the SIS Core Team to resolve any dissatisfaction swiftly. This enables SIS to monitor and evaluate performance and improve services.

All contracts include performance indicators which are monitored daily by SIS using an integrated booking database and related Pivot Tables. Performance is reviewed monthly by written report and quarterly by a meeting of senior partners who form Monitoring Groups to which a SIS CEO reports. There are annual contract evaluations.

SIS management data supports an audit of performance at regular Team Meetings, Managers Meetings, team monthly supervision and Quarterly Management Committee meetings. Business planning, an Annual Review and AGM provide opportunities for evaluation, planning and forecasting. SIS uses The National Occupational Standards for Management and Leadership to appraise staff performance. Both CEO's have Post Graduate Diplomas in Management Development and one CEO has a Post Graduate Certificate in Social Enterprise.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

3893084 (England and Wales)

##### **Registered Charity number**

1081284

##### **Registered office**

Community Base  
113 Queens Road  
Brighton  
East Sussex  
BN1 3XG

##### **Trustees**

Ms J Encarnacao (resigned 8/6/2023)  
Ms J M Henwood (resigned 22/12/2022)  
A Pettitt  
M Moors (resigned 31/8/2022)  
E Lozano  
Ms N Cambridge (appointed 5/9/2022)  
Ms F Zaidi (appointed 7/11/2022)

##### **Company Secretary**

K J Braid

##### **Senior Statutory Auditor**

John Thacker FCA DChA

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2023**

---

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Auditors**

Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

##### **Working Name**

SIS

##### **Bankers**

Caf Bank Ltd  
25 Kings Hill Drive  
West Malling  
Kent  
ME19 4JQ

Nationwide Building Society  
Kings Park Road  
Moulton Park  
Northampton  
NN3 6NW

#### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees (who are also the directors of Sussex Interpreting Services for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**SUSSEX INTERPRETING SERVICES**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31ST MARCH 2023**

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**AUDITORS**

The auditors, Chariot House Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 21<sup>st</sup> July 2023 and signed on its behalf by:

A Pettitt - Trustee

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SUSSEX INTERPRETING SERVICES**

---

### **Opinion**

We have audited the financial statements of Sussex Interpreting Services (the 'charitable company') for the year ended 31st March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 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 trustees' 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 charitable company'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 trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, 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 this gives rise to a material misstatement in the financial statements themselves. 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.

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
SUSSEX INTERPRETING SERVICES**

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**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are 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 the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SUSSEX INTERPRETING SERVICES**

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### **Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charitable company and the industry in which it operates, and considered the risk of acts by the charitable company that were contrary to applicable laws and regulations, including fraud. We identified that the following laws and regulations are central to the charitable company:

- Companies Act 2006
- Charities Act 2011
- Charities SORP 2019
- Health & safety regulations

We did not find any instances of non-compliance or breaches of the legislation framework applicable to the charitable company.

We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We identified that the following areas were of high risk:

- Completeness of income. We performed various audit tests to ensure that income was not materially understated in the financial statements.
- Management override of controls. We performed various audit tests to ensure there was no material management override of controls

We focussed on laws and regulations which could give rise to a material misstatement in the financial statements, including, but not limited to, the Companies Act 2006, UK tax legislation, Charities Act 2011 and Charities SORP 2019. Our tests included agreeing the financial statement disclosures to underlying supporting documentation, enquiries with management and enquiries of legal counsel when considered necessary. There are inherent limitations in the audit procedures described above 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. We did not identify any key audit matters relating to irregularities, including fraud. As in all our audits, we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of management bias by the directors that represented a risk of material misstatement due to fraud.

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
SUSSEX INTERPRETING SERVICES**

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**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

John Thacker FCA DChA (Senior Statutory Auditor)  
for and on behalf of Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

Date: 1<sup>st</sup> August 2023

**SUSSEX INTERPRETING SERVICES****STATEMENT OF FINANCIAL ACTIVITIES  
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31ST MARCH 2023**

|                                        |       | 2023<br>Unrestricted<br>funds<br>£ | 2022<br>Unrestricted<br>funds<br>£ |
|----------------------------------------|-------|------------------------------------|------------------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>      | Notes |                                    |                                    |
| Donations and legacies                 | 2     | 1,294,861                          | 997,107                            |
| Other trading activities               | 3     | 143                                | 473                                |
| Investment income                      | 4     | 328                                | 4                                  |
| Other income                           |       | <u>-</u>                           | <u>10,670</u>                      |
| <b>Total</b>                           |       | <u>1,295,332</u>                   | <u>1,008,254</u>                   |
| <br><b>EXPENDITURE ON</b>              |       |                                    |                                    |
| <b>Charitable activities</b>           | 5     |                                    |                                    |
| Charitable Activities                  |       | <u>1,202,177</u>                   | <u>968,700</u>                     |
| <br><b>NET INCOME</b>                  |       | 93,155                             | 39,554                             |
| <br><b>RECONCILIATION OF FUNDS</b>     |       |                                    |                                    |
| Total funds brought forward            |       | <u>317,833</u>                     | <u>278,279</u>                     |
| <br><b>TOTAL FUNDS CARRIED FORWARD</b> |       | <u><u>410,988</u></u>              | <u><u>317,833</u></u>              |

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES (REGISTERED NUMBER: 3893084)**

**BALANCE SHEET**  
**31ST MARCH 2023**

|                                              |       | 2023<br>Unrestricted<br>funds<br>£ | 2022<br>Unrestricted<br>funds<br>£ |
|----------------------------------------------|-------|------------------------------------|------------------------------------|
| <b>FIXED ASSETS</b>                          | Notes |                                    |                                    |
| Tangible assets                              | 9     | 1,270                              | -                                  |
| <b>CURRENT ASSETS</b>                        |       |                                    |                                    |
| Debtors                                      | 10    | 423,485                            | 161,482                            |
| Cash at bank                                 |       | <u>192,072</u>                     | <u>317,066</u>                     |
|                                              |       | 615,557                            | 478,548                            |
| <b>CREDITORS</b>                             |       |                                    |                                    |
| Amounts falling due within one year          | 11    | (205,839)                          | (160,715)                          |
|                                              |       | <u>          </u>                  | <u>          </u>                  |
| <b>NET CURRENT ASSETS</b>                    |       | <u>409,718</u>                     | <u>317,833</u>                     |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       | <u>410,988</u>                     | <u>317,833</u>                     |
| <b>NET ASSETS</b>                            |       | <u>410,988</u>                     | <u>317,833</u>                     |
| <b>FUNDS</b>                                 | 12    |                                    |                                    |
| Unrestricted funds                           |       | <u>410,988</u>                     | <u>317,833</u>                     |
| <b>TOTAL FUNDS</b>                           |       | <u>410,988</u>                     | <u>317,833</u>                     |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 21<sup>st</sup> July 2023 and were signed on its behalf by:

A Pettitt - Trustee

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES****CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31ST MARCH 2023**

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|                                                                           | Notes | 2023<br>£        | 2022<br>£      |
|---------------------------------------------------------------------------|-------|------------------|----------------|
| <b>Cash flows from operating activities</b>                               |       |                  |                |
| Cash generated from operations                                            | 1     | <u>(123,416)</u> | <u>39,460</u>  |
| Net cash (used in)/provided by operating activities                       |       | <u>(123,416)</u> | <u>39,460</u>  |
| <b>Cash flows from investing activities</b>                               |       |                  |                |
| Purchase of tangible fixed assets                                         |       | (1,906)          | -              |
| Interest received                                                         |       | <u>328</u>       | <u>4</u>       |
| Net cash (used in)/provided by investing activities                       |       | <u>(1,578)</u>   | <u>4</u>       |
|                                                                           |       | <hr/>            | <hr/>          |
| <b>Change in cash and cash equivalents in the reporting period</b>        |       | (124,994)        | 39,464         |
| <b>Cash and cash equivalents at the beginning of the reporting period</b> |       | <u>317,066</u>   | <u>277,602</u> |
| <b>Cash and cash equivalents at the end of the reporting period</b>       |       | <u>192,072</u>   | <u>317,066</u> |

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES****NOTES TO THE CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31ST MARCH 2023****1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

|                                                                                           | 2023             | 2022          |
|-------------------------------------------------------------------------------------------|------------------|---------------|
|                                                                                           | £                | £             |
| <b>Net income for the reporting period (as per the Statement of Financial Activities)</b> | 93,155           | 39,554        |
| <b>Adjustments for:</b>                                                                   |                  |               |
| Depreciation charges                                                                      | 635              | -             |
| Interest received                                                                         | (328)            | (4)           |
| Increase in debtors                                                                       | (262,003)        | (14,188)      |
| Increase in creditors                                                                     | <u>45,125</u>    | <u>14,098</u> |
| <b>Net cash (used in)/provided by operations</b>                                          | <u>(123,416)</u> | <u>39,460</u> |

**2. ANALYSIS OF CHANGES IN NET FUNDS**

|                 | At 1/4/22      | Cash flow        | At 31/3/23     |
|-----------------|----------------|------------------|----------------|
|                 | £              | £                | £              |
| <b>Net cash</b> |                |                  |                |
| Cash at bank    | <u>317,066</u> | <u>(124,994)</u> | <u>192,072</u> |
|                 | <u>317,066</u> | <u>(124,994)</u> | <u>192,072</u> |
| <b>Total</b>    | <u>317,066</u> | <u>(124,994)</u> | <u>192,072</u> |

The notes form part of these financial statements

## **1. ACCOUNTING POLICIES**

### **Basis of preparing the financial statements**

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

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future, including taking into account any potential impact of the Covid-19 pandemic, and on that basis the charity is considered to be a going concern.

### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

|                       |                               |
|-----------------------|-------------------------------|
| Fixtures and fittings | - 33% on cost and 20% on cost |
| Computer equipment    | - 33% on cost                 |

The charity does not capitalise fixed assets with a cost less than £500.

### **Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation Tax purposes. Accordingly the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

### **Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31ST MARCH 2023****2. DONATIONS AND LEGACIES**

|               | 2023             | 2022           |
|---------------|------------------|----------------|
|               | £                | £              |
| Donations     | 40               | 40             |
| Grants        | 153,562          | 141,161        |
| Contract Fees | <u>1,141,259</u> | <u>855,906</u> |
|               | <u>1,294,861</u> | <u>997,107</u> |

|              | 2023           | 2022           |
|--------------|----------------|----------------|
|              | £              | £              |
| Other grants | <u>153,562</u> | <u>141,161</u> |

**3. OTHER TRADING ACTIVITIES**

|          | 2023       | 2022       |
|----------|------------|------------|
|          | £          | £          |
| Training | <u>143</u> | <u>473</u> |

**4. INVESTMENT INCOME**

|                          | 2023       | 2022     |
|--------------------------|------------|----------|
|                          | £          | £        |
| Deposit account interest | <u>328</u> | <u>4</u> |

**5. CHARITABLE ACTIVITIES COSTS**

|                       | Direct<br>Costs<br>£ |
|-----------------------|----------------------|
| Charitable Activities | <u>1,202,177</u>     |

**6. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

|                                             | 2023         | 2022         |
|---------------------------------------------|--------------|--------------|
|                                             | £            | £            |
| Depreciation - owned assets                 | 636          | -            |
| Auditor's remuneration - audit services     | 3,500        | 2,800        |
| Auditor's remuneration - non audit services | <u>1,250</u> | <u>1,200</u> |

## SUSSEX INTERPRETING SERVICES

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2023

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#### 7. TRUSTEES' REMUNERATION AND BENEFITS

Payments amounting to £ 3,779 (2022: £6,375) were made to one Trustee for interpreting services rendered.

##### **Trustees' expenses**

There were no trustees' expenses paid for the year ended 31st March 2023 nor for the year ended 31st March 2022.

#### 8. STAFF COSTS

|                       | 2023           | 2022           |
|-----------------------|----------------|----------------|
|                       | £              | £              |
| Wages and salaries    | 441,994        | 384,500        |
| Social security costs | 39,480         | 36,024         |
| Other pension costs   | <u>41,437</u>  | <u>38,401</u>  |
|                       | <u>522,911</u> | <u>458,925</u> |

The average monthly number of employees during the year was as follows:

|        | 2023      | 2022      |
|--------|-----------|-----------|
| Number | <u>14</u> | <u>13</u> |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                   | 2023     | 2022     |
|-------------------|----------|----------|
| £60,001 - £70,000 | <u>2</u> | <u>2</u> |

Key Management Personnel remuneration amounted to £167,603 (2022: £154,910)

The average monthly number of employees on a Full Time Equivalent basis was 13 (2022: 11.8).

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31ST MARCH 2023****9. TANGIBLE FIXED ASSETS**

|                       | Fixtures<br>and<br>fittings<br>£ | Computer<br>equipment<br>£ | Totals<br>£   |
|-----------------------|----------------------------------|----------------------------|---------------|
| <b>COST</b>           |                                  |                            |               |
| At 1st April 2022     | 15,502                           | 39,236                     | 54,738        |
| Additions             | <u>-</u>                         | <u>1,906</u>               | <u>1,906</u>  |
| At 31st March 2023    | <u>15,502</u>                    | <u>41,142</u>              | <u>56,644</u> |
| <b>DEPRECIATION</b>   |                                  |                            |               |
| At 1st April 2022     | 15,502                           | 39,236                     | 54,738        |
| Charge for year       | <u>-</u>                         | <u>636</u>                 | <u>636</u>    |
| At 31st March 2023    | <u>15,502</u>                    | <u>39,872</u>              | <u>55,374</u> |
| <b>NET BOOK VALUE</b> |                                  |                            |               |
| At 31st March 2023    | <u>-</u>                         | <u>1,270</u>               | <u>1,270</u>  |
| At 31st March 2022    | <u>-</u>                         | <u>-</u>                   | <u>-</u>      |

**10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                | 2023<br>£      | 2022<br>£      |
|--------------------------------|----------------|----------------|
| Trade debtors                  | 418,815        | 157,344        |
| Other debtors                  | 3,352          | 2,820          |
| Prepayments and accrued income | <u>1,318</u>   | <u>1,318</u>   |
|                                | <u>423,485</u> | <u>161,482</u> |

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31ST MARCH 2023****11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 2023           | 2022           |
|---------------------------------|----------------|----------------|
|                                 | £              | £              |
| Social security and other taxes | 67,948         | 47,467         |
| Other creditors                 | 63,615         | 58,375         |
| Accrued expenses                | <u>74,276</u>  | <u>54,873</u>  |
|                                 | <u>205,839</u> | <u>160,715</u> |

**12. MOVEMENT IN FUNDS**

|                           | At 1/4/22<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31/3/23<br>£ |
|---------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b> |                |                                  |                                    |                    |
| General fund              | 67,833         | 93,155                           | (50,000)                           | 110,988            |
| Reserve Fund              | <u>250,000</u> | <u>-</u>                         | <u>50,000</u>                      | <u>300,000</u>     |
|                           | <u>317,833</u> | <u>93,155</u>                    | <u>-</u>                           | <u>410,988</u>     |
| <b>TOTAL FUNDS</b>        | <u>317,833</u> | <u>93,155</u>                    | <u>-</u>                           | <u>410,988</u>     |

Net movement in funds, included in the above are as follows:

|                           | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b> |                            |                            |                           |
| General fund              | 1,295,332                  | (1,202,177)                | 93,155                    |
|                           | <u>1,295,332</u>           | <u>(1,202,177)</u>         | <u>93,155</u>             |
| <b>TOTAL FUNDS</b>        | <u>1,295,332</u>           | <u>(1,202,177)</u>         | <u>93,155</u>             |

**Comparatives for movement in funds**

|                           | At 1/4/21<br>£ | Net<br>movement<br>in funds<br>£ | At<br>31/3/22<br>£ |
|---------------------------|----------------|----------------------------------|--------------------|
| <b>Unrestricted funds</b> |                |                                  |                    |
| General fund              | 28,279         | 39,554                           | 67,833             |
| Reserve Fund              | <u>250,000</u> | <u>-</u>                         | <u>250,000</u>     |
|                           | <u>278,279</u> | <u>39,554</u>                    | <u>317,833</u>     |
| <b>TOTAL FUNDS</b>        | <u>278,279</u> | <u>39,554</u>                    | <u>317,833</u>     |

**SUSSEX INTERPRETING SERVICES**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31ST MARCH 2023**

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**12. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

|                           | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b> |                            |                            |                           |
| General fund              | 1,008,254                  | (968,700)                  | 39,554                    |
|                           | <hr/>                      | <hr/>                      | <hr/>                     |
| <b>TOTAL FUNDS</b>        | <u><u>1,008,254</u></u>    | <u><u>(968,700)</u></u>    | <u><u>39,554</u></u>      |

The reserve is established to support 3-6 month running costs.

**13. RELATED PARTY DISCLOSURES**

The only Related Party transaction is the payment to a Trustee for Interpreting Services referred to in the Trustees' Remuneration and Benefits note.

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# Accounts

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REGISTERED COMPANY NUMBER: 3893084 (England and Wales)  
REGISTERED CHARITY NUMBER: 1081284

**REPORT OF THE TRUSTEES AND**  
**FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022**  
**FOR**  
**SUSSEX INTERPRETING SERVICES**  
**(A COMPANY LIMITED BY GUARANTEE)**

Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

**SUSSEX INTERPRETING SERVICES**

**CONTENTS OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2022**

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## SUSSEX INTERPRETING SERVICES

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2022

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **Public Benefit**

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit and to the Charity Commission Guidance on public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail the benefit that the charity provides to the public.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2022**

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#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and activities**

##### **The Charitable Objects are:**

- I. To relieve the poverty of individuals from Black and Minority Ethnic communities resident in Sussex by providing confidential advice, assistance, information and community interpreting services.
- II. To advance the education of the public and communities in Sussex through the provision of factual cultural information through community interpreters.
- III. To improve access for black and minority ethnic communities to the full range of public health, social and community care services, and in such or any other charitable ways as the trustees may determine.

##### **The aims of the charity are;**

1. To improve public service access for BME individuals by providing efficient and effective community interpreting services. To deliver these to the highest quality assured standard. To develop complementary, flexible and competitive services, tailored to customer need across Sussex. To continually add value to all services.
2. To develop as a social enterprise, working with local BME communities to ensure services are inclusive, accessible and delivered by recruiting, supporting and training staff from stakeholder communities.
3. To maximise learning, taking every opportunity to evaluate services and reflect on the contribution of staff, stakeholders, and customers towards continual improvement.

##### **SIS Vision**

We desire an inclusive and diverse society where people of all cultural and linguistic backgrounds are able to live in harmony, play a full and valued role and enjoy the same rights.

##### **SIS Mission**

SIS exists to enable full access, for people with language needs to publicly funded services in order to improve health, education and overall quality of life.

##### **SIS Values**

**Inclusiveness** - SIS values the linguistic and cultural diversity of our society and communities and strives to be inclusive in all aspects of our work.

**Rights** - SIS believes in the right of every individual to be treated with respect and to equality of access to services.

**Community** - SIS prizes its contribution to strengthening multicultural community and promotes community interpreting and community translating as keys to cultural understanding.

**Learning** - SIS understands that feedback, development and innovation are crucial to learning and service improvement.

**Participation** - SIS believes that services are strengthened when stakeholders are offered opportunities **to participate and collaborate and that this will be the key to the way we work.**

**Accountability** - SIS wishes to be accountable through the involvement of our trustees, members and communities.

## SUSSEX INTERPRETING SERVICES

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2022

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#### Services and Benefits

Customers benefit from quality assured Community Interpreting, Emergency Interpreting, Translation, Bilingual Telephone Befriending and Social Prescribing as part of our Community Navigation + Partnership, providing confidential access to joined-up health and social care services across Sussex and Brighton & Hove. Bilingual Advocacy services resumed from 1st July 2019 as part of the Sussex Advocacy Partnership. In addition this year there are a suite of complimentary services provided under the umbrella of a Bilingual Health Promotion Project - <https://sussexinterpreting.org.uk/uncategorized/productive-6-months-for-sis-bilingual-health-promotion-project/>

In May 2021 SIS was awarded £10,000 by Sussex Community Foundation to provide additional bilingual casework support for housing related issues. SIS delivered 18 Bilingual Social Prescribing and Advocacy cases to support Service Users (SU) to receive housing information, advice and guidance then access Housing and Homelessness services at Brighton and Hove City Council (BHCC). This grant funded casework supplemented our existing projects "Social Prescribing Plus" and "Sussex Advocacy Project" (funded by BHCC and B&H CCG) for which there is inadequate resources to meet the needs presented particularly in relation to housing.

SIS Bilingual Community Researchers helped people to complete an online Healthwatch Survey about patient experiences of accessing G.P Services in Sussex - of what is and isn't working. Here are the stories and voices of some of our Service Users.

*"I always need help with calling my surgery for an appointment because I cannot speak English. Sometimes, I use the little Spanish I know. I phone them or I go there but the staff at the reception always try their best to understand me. I cannot use the internet or a computer but I can book using the phone when I have the language support. I have to find someone who can help me phone and make an appointment due to my language barrier. I was worried that if nobody could help me with phoning, my condition may get worse. At the appointments, everything goes smoothly with an interpreter who has a matching dialect for my interpreting needs (Arabic Dialects are not the same). It was easy to speak with the medical staff because I got help from a person from SIS who speaks my language. It was a telephone interpreter for my appointment."*  
(Arabic Speaking Service User)

*"It has been difficult to contact my surgery. Covid has made it more difficult to get an appointment. I cannot use the technology. It was feeling ill and concerned that it was difficult to get an appointment. This really needs to be improved. I have diabetes and kidney problems, which makes it very stressful that it is difficult to get an appointment. I am concerned that my condition will get worse while I am waiting. When I could not get an appointment, I called my friend and asked for help with contacting 111. The treatment is usually very good and always supportive. However, during the lockdown it became so difficult to contact my GP and make an appointment to follow up my treatment and review my medication. It was particularly difficult to make a face-to-face appointment. I have long term health conditions so this is a big problem."*  
(Farsi Speaking Service User)

*"It is difficult to call my GP to book an appointment because of my lack of English. I have found the best way is to either use the app or go to my GP surgery and they book an appointment for me while I am there. During lockdown, I was unable to go to the surgery because I was shielding and therefore I was unable to book appointments during this time. After I managed to install the app, I used this to book appointments and this worked well. I need a Portuguese interpreter for my appointments and I am normally given the interpreting support that I need"*  
(Portuguese Speaking Service User)

We have responded by helping people to: register with a G.P, make a G.P appointment, request a face to face G.P appointment or request interpreting support. We have worked hard to promote the importance of Face to Face interpreting for our beneficiaries and as part of our recovery journey.

The key service remains Community Interpreting.

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## SUSSEX INTERPRETING SERVICES

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2022

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The Community Interpreter has a very different role and responsibilities from a commercial or conference interpreter. She/he is responsible for enabling professional and client, with very different backgrounds and perceptions and in an unequal relationship of power and knowledge, to communicate to their mutual satisfaction.

Service users encounter the full range of challenging life situations that can face any of us. In addition, some have fled violence, suffer trauma and carry serious psychological burdens. Many feel unsafe, confused and vulnerable. All will initially experience barriers of language, culture and powerlessness.

Community Interpreters make it possible for service users to have a voice. They address isolation, frustration and misunderstanding and support effective diagnoses, treatment and prevention.

In emergencies, this can be life-saving and avert a condition becoming immediately life-threatening. We deliver 24 hour services, every day of the year.

A return to Face-to-Face appointments remains a priority for our Service Users, as is improving the livelihood of Sessional Linguist hard hit this year by increasing inflation.

*"It is more difficult with telephone interpreting to establish a trusting relationship with both the Service User and the Service Provider. There is no eye contact nor the ability to see body language" (SIS Linguist)*

Feedback from beneficiaries and customers show these benefits:

Clear, direct and confidential communication / accurate assessment and satisfactory outcomes / quick understanding, saving time / feeling less vulnerable, afraid and isolated and more understood, reassured, confident and happy / able to concentrate on other issues / understanding UK system and how to access services.

Customer feedback and surveys from Service Providers show similar service benefits;

Dealing effectively with anxious clients & difficult concepts / cultural knowledge / avoiding client developing complications / client informed choice / intuitive understanding of patient issues with sensitive and insightful interpreters / clear assessments, improved case history, understanding, diagnoses and treatment / responsive, flexible, consistent and helpful services with an attention to detail / straightforward booking procedures / quick emergency responses.

Brighton, Hove & Lewes Interpreting Project was launched in April 1995. Sussex Interpreting Services (SIS) became an independent charity in December 1999 - we were a millennium baby!

We have now delivered services for 27 years and interpreted at over 215,000 health and social care appointments. The number of people we helped has increased 30-fold during this time.

Central to our success is the dedication of SIS Linguists. In 2020 we strengthened our relationship with them through a clear Consultancy Agreement and updated Information Booklet. They were centre stage at our 25 Year Celebrations in February 2020. The Mayor of Brighton & Hove and Bert Williams MBE, President of Brighton & Hove Black History, and long-standing SIS member, presented Awards to 48 Community Interpreters, Volunteer Linguists, Bilingual Community Navigators and Bilingual Advocates. This year we worked hard to include stakeholders in our recovery journey. We initiated open Directors Meeting with Linguists to check in and respond to their concerns and ideas. These have been well attended and appreciated. We promoted open communication and responded to individual contract issues, many related to inflationary impact. We ensured a Sussex Health & Care Partnership Employee Assistance Programme was open to Linguists.

## **Challenge and Change**

There has been significant demographic change and urgent responses. The Afghan crisis in September, the Ukraine crisis in March and location of many more displaced people; single adults, families and Unaccompanied Asylum Seeking Children in unsuitable Hotels. We have advocated for our beneficiaries and constructively challenged, encouraging BHCC to develop refugee strategies as part of City of Sanctuary re-accreditation and Inclusive Cities. We organised a Refugee Vigil and campaigned to influence - a key suggestion of our CSE Report.

<https://sussexinterpreting.org.uk/news/ready-to-help-afghan-refugees/>

<https://sussexinterpreting.org.uk/news/ready-to-help-ukrainian-refugees/>

<https://sussexinterpreting.org.uk/news/vigil-channel-crossing-tragedy/>

The operating landscape has continued to be complex and simultaneously interconnected and disjointed. The disparate recovery journeys of our many partners, the need to involve patients and CVS organisations in Integrated Care Systems, severe appointment backlogs and a continuing pandemic with external staff absences have made it difficult to deliver our mission and identify the points of influence. Targeting opportunities and avoiding 'talking shops', sterile and token engagement and overreaching, were all big challenges.

It has been important to amplify our contribution and to understand how to 'gear' and 'lever' influence to cement our competitive position and secure additional resources. This has required regular attendance in networks and fora, which have proliferated: Mental Health, Asylum Seekers, Migrants and Refugees Working Group (Sussex Partnership NHS Foundation Trust), Brighton & Hove Refugee & Migrant Support Group (Sanctuary on Sea), Migrant & Refugee Forum (BHCC), Social Prescribing Network & Mental Health.

## **Digital**

We streamlined the interpreting booking process for our eLangserv portal. Customers can now easily create, amend and cancel bookings from a central dashboard. We also diligently managed log-in queries involving constant staff churn within partner organisations. We managed new Booking Departments, improving billing information and reducing invoice queries. This patient work, alongside clearer positioning of eLangserv benefits, has almost doubled bookings, delivering a significant positive impact on coordination efficiency.

We reinvigorated our Cyber Essentials application - a government backed and industry supported protection against online threats. This process had stalled with the beginning of the pandemic. We methodically reviewed the original documentation and managed the necessary additions to reflect fundamental changes to remote working and service delivery. We secured compliance in all 50+ areas - a valuable addition to our quality assurance.

We successfully bid to BHCC Grant application (Containment Outbreak Management Fund- Digital) and then skilful implemented a new Virtual Switchboard - making it easier for our beneficiaries to book interpreters. We clearly explained and presented the benefits which helped with team wide adoption, and built enthusiasm.

In June 2021 we successfully recruited to a part time Digital Support Worker post. The person has been fully inducted and we have begun to delegate some regular tasks and encourage development such as delivering a first Digital Information Briefing to a full Team Meeting. This will release time for the Digital Manager to focus on more strategic responsibilities.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2022**

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#### **Achievement**

One of our biggest achievements was the development of the complex Bilingual Health Promotion Project (BHPP). This is the principal vehicle for improving access pathways for our beneficiaries. The 6-month Report used quotes, screen shots and SIS News links to explain the range of interlinked support on offer. Speaking to the Report in a Team Meeting, at the BHCC Migrant & Refugee Forum and sharing with the SIS Management Committee helped colleagues, partners and trustees to appreciate our service offer, to feel involved in the collective Mission. The Report brought our story to life.

We patiently explained the role and responsibility for each Project Team member to encourage and streamline internal Service User referrals and shared our expertise externally to promote services: "You really know your stuff; this has been such a valuable process". (Jason Grant, Community Ambassador - Sussex Health & Care Partnership)

We showed considerable skill in seizing opportunities and gained a Social Partnership of the Year Award - a fantastic achievement! We secured several additional successful grant applications. This enabled us to engage directly with people through translated text messages, deliver more complex casework addressing service gaps and target vaccine confidence within the Chinese and South Asian communities - all new developments. Our work in ensuring accessible translations is in the pioneering tradition of SIS. We provide honest and thought provoking feedback for those who wish to improve services.

This year we were awarded 11 areas of Compliance Plus - "A remarkable achievement". (CSE Assessor). We are very effective in recording and presenting our continuous improvement and helping people see their contribution to our journey. This is vital work and a particular triumph this year.

#### **Collaboration and partnership**

This year we sustained innovative and flexible responses to customer needs that were essential to our pandemic management and located SIS as an essential partner to Brighton & Hove City Council (BHCC) and Sussex NHS. We brought great energy and keen problem solving, often adding value whilst addressing challenges.

We built trusting relationships with Commissioners - there is confidence in our suggestions for improving responses. We negotiated the necessary flexibility to encourage effective services. We used the associated learning to raise questions about equality of access in less well served areas of Sussex, a great example of the embodiment of our values, mission and vision. We always look to give a voice to our Service Users and Linguists. We also highlight gaps, most recently engaging with our Bengali colleagues around an absence of Service User self-referral and with the Trust for Developing Communities re. the need for middle eastern and Iranian community groups.

In December Commissioners reinstated our remote interpreting offer for Brighton & Hove G.P Surgeries. The catalyst was our support for recent Refugee arrivals. Re-connecting with Dr Hall from Brighton Health & Wellbeing Centre as part of the Migrants and Refugees Working Group, was vital and again shows the importance of interconnectedness and relationship marketing.

The well attended Working Group influences transformation plans in mental health services. Our mental health work grew by 30% - crisis, acute and inpatient sessions increased 3-fold. We played a vital role in helping some of the most vulnerable people access mental health services. We told some of the stories behind these figures. We raised the wider gap of mental health diagnoses in primary care and the absence of Face to Face interpreting. We shared data and case studies and identified 7 key G.P Surgeries for targeted promotion. F2F Interpreting in G.P Surgeries in B&H more than doubled this year.

*"Thank you so much for sending this through it is incredibly helpful. I will make sure I add all to the next iteration of the data & intelligence mapping document". (Leila Morley - Commissioning Manager - Sussex Health & Care Partnership - Mental Health)*

There was significant additional grant income in 2021-2022, much of it secured to address COVID responses.

We have secured another year of funding for Social Prescribing Plus Partnership (SP+), albeit without any contribution for the additional need we evidenced. BHCC intends to extend the Third Sector Commission (TSC) to end of March 2025 - an additional 2 years, subject to funds being available each year. Sussex Health & Care Partnership funding for the Bilingual Health Promotion Project has been confirmed for another year.

We welcome the recruitment of a VCSE Strategic Lead by Sussex Health and Care Partnership to preserve, invest and maximise on the expertise and the collective synergy of this sector.

### **Learning, Teamwork and Trust**

We continued to reflect on lessons learnt during the Pandemic. Good governance has been more than legal obligations and finances. We mobilised on goodwill and flexibility. 'Trust' embedded in the organisational culture helped manage risk and carry people. This year, more than ever, we have lived our Values. The Headlines in SIS stories; "Face to Face interpreting is essential!", "We would have been completely lost without him", "Continuity of Interpreter improves mental health support" and "Urgent help with housing" speak of our determination to grow back stronger - <https://sussexinterpreting.org.uk/sis-stories/>

Our resilience is rooted in Teamwork, a 'can do' approach and made possible by the passion, commitment, and dedication of all involved in SIS - trustees, volunteers, staff and linguists. All have worked tirelessly to deliver what has been needed and helped anchor our status as a local 'trusted provider'.

We have shown a determination and a willingness to listen- and more importantly to take action. We are proud of the difference we have made.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2022**

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#### **FINANCIAL REVIEW**

##### **Financial position**

Budget planning and review is conducted throughout the year, with written Trustee Budget Briefings discussed at Management Committee meetings.

In forecasting and financial planning we consider:

- Average interpreting sessional costs and travel costs per contract
- Interpreting duration for each contract and method of delivery
- Interpreting margins for each contract and method of delivery
- Quarterly Finance Reports.
- Contracts of Employment Overview
- Service User Engagement
- Income and surplus trends
- Cash flow projections

The most important figure is the 'free reserves' - effectively available cash reserves over and above the designated £250,000 contingency reserves. These can be designated by the Management Committee to support revenue deficits where considered necessary - as was the case in previous years.

Finance Reports include: Summary report of the position at the year end, Summary comparisons of the previous reports delivered for the first each financial quarter, Summary comparisons calculated as average monthly amounts for the periods, showing changes in the monthly averages throughout the year.

More detailed comparison report of 'budget' to actuals for the period. A Balance sheet at the end of the period and a single cash flow model revised for the April 2021 to March 2022, taking account of changes to staff, furlough and grants.

A positive budgetary performance against a forecast worst case scenario deficit of £36,964 is largely due to positive variations in grant income, staffing expenditure and interpreter's fees.

##### **Reserves policy**

Trustees and CEOs have established a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of resources expended. At this level, Trustees and CEOs feel that they would be able to continue the current activities in the event of a significant drop in funding. At the same time consideration would be given to securing replacement funding how the funding, service redesign and structural change. Current designated reserves of £250,000 accurately reflect 3 months operating costs and act as a contingency against liabilities arising from planned organisational closure or loss of contract income. This Policy was vital to our effective management of the 2 year pandemic.

#### **FUTURE PLANS**

Trustees want to use the budget to invest, develop and support recovery from the pandemic - to sustain our wider support offer for beneficiaries and expanded service lines:

- Digital Strategy
- Business Continuity Plan
- Integration of expanded contract and support for Integrated Care Systems
- Remote & Flexible Working Policy
- Quality Marks: Customer Service Excellence / Advocacy Quality Performance Mark / Enhanced Cyber Essentials
- Securing grant funding for the Bilingual Health Promotion Project and aligning pathways with other services such as Community Navigators with their Social Prescribing model etc.
- Comparative Annual Staff Job Quality Index Survey

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 8 December 1999 and registered as a charity on 27 June 2000.

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. Under those Articles, the Trustees are elected at the Annual General Meeting to serve for a period of three years.

The Members have guaranteed to contribute a maximum of £10 each in the event of the company being wound up.

### **Recruitment and appointment of new trustees**

Trustees are recruited from within the membership, according to skills gaps on the Board and subject to approval at a quorate Management Committee and ratification at an Annual General Meeting.

Trustees receive a personal induction from a CEO, an induction pack and can be invited to observe the Management Committee before submitting their application. The induction identifies training needs and Trustees are offered appropriate training through the National Council for Voluntary Organisations (NCVO) and local training providers. The SIS Equal Opportunities & Diversity Policy also explains the provision for equality and diversity training. Trustees are encouraged to participate in the Governance Network of Community Works, the local umbrella infrastructure provides for the Community & Voluntary Sector.

Strategic decisions are made at regular meetings of the Management Committee. There are occasional Strategic Away Days attended by staff and Trustees at which decisions are reviewed and evaluated and future plans discussed. The CEO's have delegated authority to make decisions within the strategic framework of agreed Strategic Objectives. Financial decisions are made according to agreed Financial Control Procedures. The Management Committee receive quarterly financial reports.

### **Organisational structure**

The charity is run by a Management Committee comprising the Trustees, who delegate the day to day running to the joint CEOs, Arran Evans and Shahreen Shebli.

### **Key management remuneration**

There was a review of CEO remuneration in 2007. This was undertaken by a Trustee who conducted a comparative exercise with other organisations providing similar services, some benchmarking against NCVO and ACEVO data. A Report was submitted to the Management Committee of 13/07/2007 and a decision was taken with CEOs absent. Trustees agreed the Salary Scale. Progression is dependent on annual appraisal as conducted by the Chair. CEOs remain at the top of the salary scale where they have been since April 2010. The KMR is periodically reviewed as part of annual appraisal.

Trustees decided to implement a grade extension for all staff to support retention and recruitment in a challenging market.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2022**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Risk management strategy and review**

Trustees are fully involved in assessing major risks at every Management Committee. Discussions and considerations are recorded in the minutes. This includes governance, operational, financial, relationship management with commissioners and legal compliance. There is continual assessment and evaluation by CEOs and close liaison with the Chair and Deputy Chair. A Crisis Management Team of the 2 CEOs, Chair and Deputy Chair are ready to meet as the situation requires. This follows the risk management response from 2020-2021. In addition, there are fortnightly Team Meetings to risk assess operational and reputational issues around service delivery.

The CEO's and Management Committee conduct regular review of major risks and systems have been established to control and mitigate those risks. Significant external risks to funding have led to diversification of funding and activities, which have been broadened and pictorially represented as a Service Tube Map, which has seen additional 'service branch lines' added this year. There was a 49% increase in grant income in 2021-2022 compared to 2020-2021. The 2-year cumulative increase in grant income is £73,486 or 87% - an important financial contribution to sustainability and central to our vital service offer. The current situation for 2022-23 means we can sustain our Projects - whilst there is currently less Covid focus and one off initiatives.

"The challenges, achievements and triumphs of the past two years have helped to position SIS, particularly the projects team, more centrally within the CVS sector and as an essential service for the NHS and local authority to consult with when considering the needs of migrants and the wider BAME community who were so adversely affected by the pandemic". (Vikki Gimson - SIS Quality Assurance Manager)

Interpreting activity has recovered to 74% compared with the pre pandemic year 2019-2020. This is a significant improvement on the 53% recovery in 2020-21. The reduced potential for future lockdowns makes the outlook for 2022-23 less volatile and improves our accurate budgeting and financial forecasting. Our financial reserves have been restored. NHS plans for Integrated Care Systems and a drive towards Digital Transformation will influence the speed of further SIS recovery and growth.

Governance has been strengthened with a minimum time commitment from Trustees. The benefit has involved confident strategic discussion, financial scrutiny and workforce planning. The highest rated risk remains significant loss of income from budget caps, contract loss, cost savings, increased competition, pricing pressure, changing equality duties and the impact of covid-19. Trustees and Directors have sought additional external legal support to scrutinise and risk assess a number of staffing scenarios and issues. Maintaining quality assurance remains key to successful competitive tendering - with tenders scoring 60% for quality. Risk management has been successful with the SUSTI Framework secured from 1st January 2022 for 3 years with the potential for an additional year. We were successfully shortlisted for a Mini Competition called off of the SUSTI Framework and are awaiting the outcome - with any new contract operating from 1st October 2022. We are in a pre-notification mobilisation phase.

We have sustained our digital momentum from the significant pandemic adaptations. One of our biggest achievements is overcoming a business critical limitation built into our booking database. We researched this complex challenge - engaging with on-line forums. After experimenting and testing we deployed an innovative solution.

In addition, Trustees have sought independent written legal advice on the nature of the Contract for Services with sessional linguists. Legal advice from Employment Law Solicitors has been integrated through our Consultancy Agreement and Information Booklet for Self Employed Sessional Linguists. SIS has a clear signed Consultancy Agreement with every linguist. This sets out responsibilities around insurance, fraud, bribery, corruption, data protection and safeguarding. It is important that commissioners fully appreciate the boundaries around such contracts such that they do not place inappropriate requirements that would undermine legal compliance and increase risks around business continuity. This Consultancy Agreement is regularly reviewed and updated as necessary.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2022**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

This is a complex and evolving area of employment law involving mutuality of obligation, control and integration. Getting the appropriate balance between quality assurance and contractual performance requirements that lean towards control and integration needs to be understood. Contracts cannot just require self-employed linguists to comply with more and more performance and health and safety requirements without opening up unacceptable risks for partners and jeopardising sustainability. If commissioners want a model predicated on linguists being workers, then that will require significantly more funding.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

The foundation of quality assurance is attendance and completion of the 10-day accredited training Community Interpreting Essential Skills and Knowledge (CIESK) Assignments are prioritised for those with level 3 in the Units Community Interpreting Skills and Bi-lingual Public Service Glossary.

Many SIS Linguists also have language degrees, The Met Test, Diplomas in Public Service Interpreting and membership of the Institute of Translators and Interpreters and Institute of Linguists. Bilingual Advocates have Level 3 of the CIESK and completed the accredited programme Bilingual Advocacy.

SIS defines any expression of dissatisfaction as a complaint and works hard to develop an open feedback culture which encourages service users to meet with members of the SIS Core Team to resolve any dissatisfaction swiftly. This enables SIS to monitor and evaluate performance, improve services and further develop refresher training. It has been gratifying to deal with a reduced number of complaints

<https://sussexinterpreting.org.uk/wp-content/uploads/Complaints-Audit-update-2021-22.pdf> and to receive feedback for complainants about the way their expressions of dis-satisfaction have been handled.

*"Thank you for your prompt reply and for the thorough investigation. Thank you for the reassurance provided in regards to minimising any future IG breaches."* (Monika Dobrotkova - Deputy Manager - Time to Talk North, SCFT)

All contracts include performance indicators which are monitored daily by SIS using an integrated booking database and related Pivot Tables. Performance is reviewed monthly by written report and quarterly by a meeting of senior partners who form Monitoring Groups to which a SIS CEO reports. There are annual contract evaluations.

SIS management data supports an audit of performance at regular Team Meetings, Managers Meetings, team monthly supervision and Quarterly Management Committee meetings. Business planning, an Annual Review and AGM provide opportunities for evaluation, planning and forecasting. SIS uses The National Occupational Standards for Management and Leadership to appraise staff performance. Both CEO's have Post Graduate Diplomas in Management Development and one CEO has a Post Graduate Certificate in Social Enterprise.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

3893084 (England and Wales)

##### **Registered Charity number**

1081284

**SUSSEX INTERPRETING SERVICES**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31ST MARCH 2022**

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**Registered office**

Community Base  
113 Queens Road  
Brighton  
East Sussex  
BN1 3XG

**Trustees**

Ms J Encarnacao  
Ms J M Henwood  
A Pettitt  
M Moors  
E Lozano

**Company Secretary**

K J Braid

**Senior Statutory Auditor**

John Thacker FCA DChA

**Auditors**

P J Thacker  
FCA DChA  
Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

**Working Name**

SIS

**Bankers**

Caf Bank Ltd  
25 Kings Hill Drive  
West Malling  
Kent  
ME19 4JQ

Nationwide Building Society  
Kings Park Road  
Moulton Park  
Northampton  
NN3 6NW

## SUSSEX INTERPRETING SERVICES

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2022

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#### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Sussex Interpreting Services for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

#### AUDITORS

The auditors, Chariot House Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on .....13-10-22..... and signed on its behalf by:



.....  
Ms J M Henwood - Trustee

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SUSSEX INTERPRETING SERVICES**

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### **Opinion**

We have audited the financial statements of Sussex Interpreting Services (the 'charitable company') for the year ended 31st March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 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 trustees' 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 charitable company'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 trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, 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 this gives rise to a material misstatement in the financial statements themselves. 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.

The figures for the comparative year were unaudited.

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
SUSSEX INTERPRETING SERVICES**

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**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are 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 the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SUSSEX INTERPRETING SERVICES**

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### **Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charitable company and the industry in which it operates, and considered the risk of acts by the charitable company that were contrary to applicable laws and regulations, including fraud. We identified that the following laws and regulations are central to the charitable company:

- Companies Act 2006
- Charities Act 2011
- Charities SORP 2019
- Health & safety regulations

We did not find any instances of non-compliance or breaches of the legislation framework applicable to the charitable company.

We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We identified that the following areas were of high risk:

- Completeness of income. We performed various audit tests to ensure that income was not materially understated in the financial statements.
- Management override of controls. We performed various audit tests to ensure there was no material management override of controls

We focussed on laws and regulations which could give rise to a material misstatement in the financial statements, including, but not limited to, the Companies Act 2006, UK tax legislation, Charities Act 2011 and Charities SORP 2019. Our tests included agreeing the financial statement disclosures to underlying supporting documentation, enquiries with management and enquiries of legal counsel when considered necessary. There are inherent limitations in the audit procedures described above 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. We did not identify any key audit matters relating to irregularities, including fraud. As in all our audits, we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of management bias by the directors that represented a risk of material misstatement due to fraud.

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF**  
**SUSSEX INTERPRETING SERVICES**

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**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



John Thacker FCA DChA (Senior Statutory Auditor)  
for and on behalf of Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

Date: 25 October 2022

**SUSSEX INTERPRETING SERVICES**

**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31ST MARCH 2022**

|                                    |       | 2022<br>Unrestricted<br>funds<br>£ | 2021<br>Unrestricted<br>funds<br>£ |
|------------------------------------|-------|------------------------------------|------------------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  | Notes |                                    |                                    |
| Donations and legacies             | 2     | 997,107                            | 718,725                            |
| Other trading activities           | 3     | 473                                | -                                  |
| Investment income                  | 4     | 4                                  | 5                                  |
| Other income                       |       | 10,670                             | 50,617                             |
| <b>Total</b>                       |       | <u>1,008,254</u>                   | <u>769,347</u>                     |
| <b>EXPENDITURE ON</b>              |       |                                    |                                    |
| <b>Charitable activities</b>       | 5     |                                    |                                    |
| Charitable Activities              |       | 968,700                            | 810,794                            |
| <b>NET INCOME/(EXPENDITURE)</b>    |       | 39,554                             | (41,447)                           |
| <b>RECONCILIATION OF FUNDS</b>     |       |                                    |                                    |
| <b>Total funds brought forward</b> |       | 278,279                            | 319,726                            |
| <b>TOTAL FUNDS CARRIED FORWARD</b> |       | <u>317,833</u>                     | <u>278,279</u>                     |

The notes form part of these financial statements

**BALANCE SHEET**  
**31ST MARCH 2022**

|                                              |       | 2022<br>Unrestricted<br>funds<br>£ | 2021<br>Unrestricted<br>funds<br>£ |
|----------------------------------------------|-------|------------------------------------|------------------------------------|
| <b>CURRENT ASSETS</b>                        | Notes |                                    |                                    |
| Debtors                                      | 10    | 161,482                            | 147,294                            |
| Cash at bank                                 |       | <u>317,066</u>                     | <u>277,602</u>                     |
|                                              |       | 478,548                            | 424,896                            |
| <b>CREDITORS</b>                             |       |                                    |                                    |
| Amounts falling due within one year          | 11    | (160,715)                          | (146,617)                          |
|                                              |       | <u>317,833</u>                     | <u>278,279</u>                     |
| <b>NET CURRENT ASSETS</b>                    |       |                                    |                                    |
|                                              |       | <u>317,833</u>                     | <u>278,279</u>                     |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       |                                    |                                    |
|                                              |       | <u>317,833</u>                     | <u>278,279</u>                     |
| <b>NET ASSETS</b>                            |       |                                    |                                    |
|                                              |       | <u>317,833</u>                     | <u>278,279</u>                     |
| <b>FUNDS</b>                                 | 12    |                                    |                                    |
| Unrestricted funds                           |       | <u>317,833</u>                     | <u>278,279</u>                     |
| <b>TOTAL FUNDS</b>                           |       | <u>317,833</u>                     | <u>278,279</u>                     |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on .....13-10-22.....  
and were signed on its behalf by:



.....  
J M Henwood - Trustee

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES**

**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31ST MARCH 2022**

|                                                                           | Notes | 2022<br>£         | 2021<br>£         |
|---------------------------------------------------------------------------|-------|-------------------|-------------------|
| <b>Cash flows from operating activities</b>                               |       |                   |                   |
| Cash generated from operations                                            | 1     | <u>39,460</u>     | <u>91,146</u>     |
| Net cash provided by operating activities                                 |       | <u>39,460</u>     | <u>91,146</u>     |
| <b>Cash flows from investing activities</b>                               |       |                   |                   |
| Interest received                                                         |       | <u>4</u>          | <u>5</u>          |
| Net cash provided by investing activities                                 |       | <u>4</u>          | <u>5</u>          |
|                                                                           |       | <u>          </u> | <u>          </u> |
| <b>Change in cash and cash equivalents in the reporting period</b>        |       | 39,464            | 91,151            |
| <b>Cash and cash equivalents at the beginning of the reporting period</b> |       | <u>277,602</u>    | <u>186,451</u>    |
| <b>Cash and cash equivalents at the end of the reporting period</b>       |       | <u>317,066</u>    | <u>277,602</u>    |

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES**

**NOTES TO THE CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31ST MARCH 2022**

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**1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

|                                                                                                  | 2022<br>£     | 2021<br>£     |
|--------------------------------------------------------------------------------------------------|---------------|---------------|
| Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities) | 39,554        | (41,447)      |
| Adjustments for:                                                                                 |               |               |
| Interest received                                                                                | (4)           | (5)           |
| (Increase)/decrease in debtors                                                                   | (14,188)      | 122,429       |
| Increase in creditors                                                                            | <u>14,098</u> | <u>10,169</u> |
| Net cash provided by operations                                                                  | <u>39,460</u> | <u>91,146</u> |

**2. ANALYSIS OF CHANGES IN NET FUNDS**

|              | At 1/4/21<br>£ | Cash flow<br>£ | At 31/3/22<br>£ |
|--------------|----------------|----------------|-----------------|
| Net cash     |                |                |                 |
| Cash at bank | <u>277,602</u> | <u>39,464</u>  | <u>317,066</u>  |
|              | <u>277,602</u> | <u>39,464</u>  | <u>317,066</u>  |
| Total        | <u>277,602</u> | <u>39,464</u>  | <u>317,066</u>  |

The notes form part of these financial statements

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## **SUSSEX INTERPRETING SERVICES**

### **NOTES TO THE FINANCIAL STATEMENTS** **FOR THE YEAR ENDED 31ST MARCH 2022**

---

#### **1. ACCOUNTING POLICIES**

##### **Basis of preparing the financial statements**

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

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future, including taking into account any potential impact of the Covid-19 pandemic, and on that basis the charity is considered to be a going concern.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

|                       |                               |
|-----------------------|-------------------------------|
| Fixtures and fittings | - 33% on cost and 20% on cost |
| Computer equipment    | - 33% on cost                 |

The charity does not capitalise fixed assets with a cost less than £500.

##### **Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation Tax purposes. Accordingly the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

##### **Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31ST MARCH 2022****2. DONATIONS AND LEGACIES**

|               | 2022           | 2021           |
|---------------|----------------|----------------|
|               | £              | £              |
| Donations     | 40             | 260            |
| Grants        | 141,161        | 95,664         |
| Contract Fees | <u>855,906</u> | <u>622,801</u> |
|               | <u>997,107</u> | <u>718,725</u> |

The Contract Income received from Brighton and Hove Mini Competition (Brighton and Hove CCG, Sussex Community Trust, Brighton & Sussex University Hospitals Trust), SUSTI (ESCC Led Consortium Framework), Brighton and Hove City Council, Kent, Surrey and Sussex Community Rehabilitation Company, Coastal West CCG and spot purchase arrangements is £621,233 (2020: £1,080,336).

Grants received, included in the above, are as follows:

|              | 2022           | 2021          |
|--------------|----------------|---------------|
|              | £              | £             |
| Other grants | <u>141,161</u> | <u>95,664</u> |

**3. OTHER TRADING ACTIVITIES**

|          | 2022       | 2021     |
|----------|------------|----------|
|          | £          | £        |
| Training | <u>473</u> | <u>-</u> |

**4. INVESTMENT INCOME**

|                          | 2022     | 2021     |
|--------------------------|----------|----------|
|                          | £        | £        |
| Deposit account interest | <u>4</u> | <u>5</u> |

## SUSSEX INTERPRETING SERVICES

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2022

#### 5. CHARITABLE ACTIVITIES COSTS

|                       |                      |
|-----------------------|----------------------|
|                       | Direct<br>Costs<br>£ |
| Charitable Activities | <u>968,700</u>       |

#### 6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

|                                             | 2022<br>£ | 2021<br>£    |
|---------------------------------------------|-----------|--------------|
| Auditor's remuneration - audit services     | 2,800     | -            |
| Auditor's remuneration - non audit services | 1,200     | -            |
| Independent examination                     | <u>-</u>  | <u>2,300</u> |

#### 7. TRUSTEES' REMUNERATION AND BENEFITS

Payments amounting to £ 6,375 (2021: £6,103) were made to one Trustee for interpreting services rendered.

##### Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2022 nor for the year ended 31st March 2021.

#### 8. STAFF COSTS

|                       | 2022<br>£      | 2021<br>£      |
|-----------------------|----------------|----------------|
| Wages and salaries    | 458,925        | 361,475        |
| Social security costs | -              | 32,715         |
| Other pension costs   | <u>-</u>       | <u>32,089</u>  |
|                       | <u>458,925</u> | <u>426,279</u> |

The average monthly number of employees during the year was as follows:

|        | 2022      | 2021      |
|--------|-----------|-----------|
| Number | <u>13</u> | <u>14</u> |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                   | 2022     | 2021     |
|-------------------|----------|----------|
| £60,001 - £70,000 | <u>2</u> | <u>2</u> |

Key Management Personnel remuneration amounted to £154,910 (2021: £148,122)

The average monthly number of employees on a Full Time Equivalent basis was 11.8 (2021: 11.3).

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31ST MARCH 2022****9. TANGIBLE FIXED ASSETS**

|                                       | Fixtures<br>and<br>fittings<br>£ | Computer<br>equipment<br>£ | Totals<br>£   |
|---------------------------------------|----------------------------------|----------------------------|---------------|
| <b>COST</b>                           |                                  |                            |               |
| At 1st April 2021 and 31st March 2022 | <u>15,502</u>                    | <u>39,236</u>              | <u>54,738</u> |
| <b>DEPRECIATION</b>                   |                                  |                            |               |
| At 1st April 2021 and 31st March 2022 | <u>15,502</u>                    | <u>39,236</u>              | <u>54,738</u> |
| <b>NET BOOK VALUE</b>                 |                                  |                            |               |
| At 31st March 2022                    | <u>-</u>                         | <u>-</u>                   | <u>-</u>      |
| At 31st March 2021                    | <u>-</u>                         | <u>-</u>                   | <u>-</u>      |

**10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                | 2022<br>£      | 2021<br>£      |
|--------------------------------|----------------|----------------|
| Trade debtors                  | 157,344        | 139,279        |
| Other debtors                  | 2,820          | 6,697          |
| Prepayments and accrued income | <u>1,318</u>   | <u>1,318</u>   |
|                                | <u>161,482</u> | <u>147,294</u> |

**11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 2022<br>£      | 2021<br>£      |
|---------------------------------|----------------|----------------|
| Social security and other taxes | 47,467         | 40,970         |
| Other creditors                 | 58,375         | 72,508         |
| Accrued expenses                | <u>54,873</u>  | <u>33,139</u>  |
|                                 | <u>160,715</u> | <u>146,617</u> |

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31ST MARCH 2022****12. MOVEMENT IN FUNDS**

|                           | At 1/4/21<br>£ | Net<br>movement<br>in funds<br>£ | At<br>31/3/22<br>£ |
|---------------------------|----------------|----------------------------------|--------------------|
| <b>Unrestricted funds</b> |                |                                  |                    |
| General fund              | 28,279         | 39,554                           | 67,833             |
| Reserve Fund              | <u>250,000</u> | <u>-</u>                         | <u>250,000</u>     |
|                           | <u>278,279</u> | <u>39,554</u>                    | <u>317,833</u>     |
| <b>TOTAL FUNDS</b>        | <u>278,279</u> | <u>39,554</u>                    | <u>317,833</u>     |

Net movement in funds, included in the above are as follows:

|                           | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b> |                            |                            |                           |
| General fund              | 1,008,254                  | (968,700)                  | 39,554                    |
|                           | <u>1,008,254</u>           | <u>(968,700)</u>           | <u>39,554</u>             |
| <b>TOTAL FUNDS</b>        | <u>1,008,254</u>           | <u>(968,700)</u>           | <u>39,554</u>             |

**Comparatives for movement in funds**

|                           | At 1/4/20<br>£ | Net<br>movement<br>in funds<br>£ | At<br>31/3/21<br>£ |
|---------------------------|----------------|----------------------------------|--------------------|
| <b>Unrestricted funds</b> |                |                                  |                    |
| General fund              | 69,726         | (41,447)                         | 28,279             |
| Reserve Fund              | <u>250,000</u> | <u>-</u>                         | <u>250,000</u>     |
|                           | <u>319,726</u> | <u>(41,447)</u>                  | <u>278,279</u>     |
| <b>TOTAL FUNDS</b>        | <u>319,726</u> | <u>(41,447)</u>                  | <u>278,279</u>     |

## SUSSEX INTERPRETING SERVICES

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2022

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#### 12. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

|                           | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b> |                            |                            |                           |
| General fund              | 769,347                    | (810,794)                  | (41,447)                  |
|                           | <hr/>                      | <hr/>                      | <hr/>                     |
| <b>TOTAL FUNDS</b>        | <u>769,347</u>             | <u>(810,794)</u>           | <u>(41,447)</u>           |

The reserve is established to support 3-6 month running costs.

#### 13. RELATED PARTY DISCLOSURES

The only Related Party transaction is the payment to a Trustee for Interpreting Services referred to in the Trustees' Remuneration and Benefits note.

**SUSSEX INTERPRETING SERVICES**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31ST MARCH 2022**

|                                   | 2022<br>£      | 2021<br>£       |
|-----------------------------------|----------------|-----------------|
| <b>INCOME AND ENDOWMENTS</b>      |                |                 |
| <b>Donations and legacies</b>     |                |                 |
| Donations                         | 40             | 260             |
| Grants                            | 141,161        | 95,664          |
| Contract Fees                     | <u>855,906</u> | <u>622,801</u>  |
|                                   | 997,107        | 718,725         |
| <b>Other trading activities</b>   |                |                 |
| Training                          | 473            | -               |
| <b>Investment income</b>          |                |                 |
| Deposit account interest          | 4              | 5               |
| <b>Other income</b>               |                |                 |
| Government COVID 19 support Grant | 1,350          | 6,500           |
| Furlough grant                    | <u>9,320</u>   | <u>44,117</u>   |
|                                   | <u>10,670</u>  | <u>50,617</u>   |
| <b>Total incoming resources</b>   | 1,008,254      | 769,347         |
| <b>EXPENDITURE</b>                |                |                 |
| <b>Charitable activities</b>      |                |                 |
| Wages                             | 458,925        | 361,475         |
| Social security                   | -              | 32,715          |
| Pensions                          | -              | 32,089          |
| Staff Costs                       | 3,483          | 1,716           |
| Interpreting Fees                 | 431,006        | 311,262         |
| Premises                          | 19,495         | 19,001          |
| Administration                    | 51,264         | 48,736          |
| Other                             | 527            | 1,500           |
| Independent Examination           | -              | 2,300           |
| Audit                             | <u>4,000</u>   | <u>-</u>        |
|                                   | <u>968,700</u> | <u>810,794</u>  |
| <b>Total resources expended</b>   | <u>968,700</u> | <u>810,794</u>  |
| <b>Net income/(expenditure)</b>   | <u>39,554</u>  | <u>(41,447)</u> |

This page does not form part of the statutory financial statements

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# Accounts

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REGISTERED COMPANY NUMBER: 3893084 (England and Wales)  
REGISTERED CHARITY NUMBER: 1081284

**REPORT OF THE TRUSTEES AND**  
**UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021**  
**FOR**  
**SUSSEX INTERPRETING SERVICES**  
**(A COMPANY LIMITED BY GUARANTEE)**

Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

**SUSSEX INTERPRETING SERVICES**

**CONTENTS OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2021**

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## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2021**

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **Public Benefit**

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit and to the Charity Commission Guidance on public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail the benefit that the charity provides to the public.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2021**

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#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and activities**

##### **The Charitable Objects are:**

- I. To relieve the poverty of individuals from Black and Minority Ethnic communities resident in Sussex by providing confidential advice, assistance, information and community interpreting services.
- II. To advance the education of the public and communities in Sussex through the provision of factual cultural information through community interpreters.
- III. To improve access for black and minority ethnic communities to the full range of public health, social and community care services, and in such or any other charitable ways as the trustees may determine.

##### **The aims of the charity are;**

1. To improve public service access for BME individuals by providing efficient and effective community interpreting services. To deliver these to the highest quality assured standard. To develop complementary, flexible and competitive services, tailored to customer need across Sussex. To continually add value to all services.
2. To develop as a social enterprise, working with local BME communities to ensure services are inclusive, accessible and delivered by recruiting, supporting and training staff from stakeholder communities.
3. To maximise learning, taking every opportunity to evaluate services and reflect on the contribution of staff, stakeholders, and customers towards continual improvement.

##### **SIS Vision**

We desire an inclusive and diverse society where people of all cultural and linguistic backgrounds are able to live in harmony, play a full and valued role and enjoy the same rights.

##### **SIS Mission**

SIS exists to enable full access, for people with language needs to publicly funded services in order to improve health, education and overall quality of life.

##### **SIS Values**

**Inclusiveness** - SIS values the linguistic and cultural diversity of our society and communities and strives to be inclusive in all aspects of our work.

**Rights** - SIS believes in the right of every individual to be treated with respect and to equality of access to services.

**Community** - SIS prizes its contribution to strengthening multicultural community and promotes community interpreting and community translating as keys to cultural understanding.

**Learning** - SIS understands that feedback, development and innovation are crucial to learning and service improvement.

**Participation** - SIS believes that services are strengthened when stakeholders are offered opportunities to participate and collaborate and that this will be the key to the way we work.

**Accountability** - SIS wishes to be accountable through the involvement of our trustees, members and communities.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2021**

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#### **Benefits**

Customers benefit from quality assured Community Interpreting, Emergency Interpreting, Translation and Social Prescribing as part of our Community Navigation + Partnership, providing confidential access to joined-up health and social care services across Sussex and Brighton & Hove. Bilingual Advocacy services resumed from 1st July 2019 as part of the Sussex Advocacy Partnership.

Feedback from beneficiaries and customers show these benefits:

Clear, direct and confidential communication / accurate assessment and satisfactory outcomes / quick understanding, saving time / feeling less vulnerable, afraid and isolated and more understood, reassured, confident and happy / able to concentrate on other issues / understanding UK system and how to access services.

Customer feedback and surveys from Service Providers show similar service benefits;

Dealing effectively with anxious clients & difficult concepts / cultural knowledge / avoiding client developing complications / client informed choice / intuitive understanding of patient issues with sensitive and insightful interpreters / clear assessments, improved case history, understanding, diagnoses and treatment / responsive, flexible, consistent and helpful services with an attention to detail / straightforward booking procedures / quick emergency responses.

#### **The key service is Community Interpreting.**

The Community Interpreter has a very different role and responsibilities from a commercial or conference interpreter. She/he is responsible for enabling professional and client, with very different backgrounds and perceptions and in an unequal relationship of power and knowledge, to communicate to their mutual satisfaction.

Service users encounter the full range of challenging life situations that can face any of us. In addition, some have fled violence, suffer trauma and carry serious psychological burdens. Many feel unsafe, confused and vulnerable. All will initially experience barriers of language, culture and powerlessness.

Community Interpreters make it possible for service users to have a voice. They address isolation, frustration and misunderstanding and support effective diagnoses, treatment and prevention.

In emergencies, this can be life-saving and avert a condition becoming immediately life-threatening. We deliver 24 hour services, every day of the year.

Brighton, Hove & Lewes Interpreting Project was launched in April 1995. Sussex Interpreting Services (SIS) became an independent charity in December 1999 - we were a millennium baby!

We have now delivered services for 26 years and interpreted at over 200,000 health and social care appointments. The number of people we helped has increased 30-fold during this time.

We have welcomed newer communities; Afghan, Oromo, Syrian, Albanian, and seen the growth of longer established communities; Sudanese, Polish, Chinese. We draw strength from this diversity.

Central to our success is the dedication of SIS Linguists. We strengthened our relationship with them through a clear Consultancy Agreement and updated Information Booklet. They were centre stage at our 25 Year Celebrations in February 2020. The Mayor of Brighton & Hove and Bert Williams MBE, President of Brighton & Hove Black History, and long-standing SIS member, presented Awards to 48 Community Interpreters, Volunteer Linguists, Bilingual Community Navigators and Bilingual Advocates.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2021**

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The Mayor spoke about the empathy and professionalism of SIS and Bert of the historical significance of interpreting. "SIS is vital to the wellbeing of our city. It supports social inclusion, fairness, dignity and diversity". Alexandra Phillips - Mayor of Brighton & Hove

Our funders have played a crucial role in championing integrated language support and we sincerely thank them for their continuing support.

"I have had the pleasure of commissioning services from SIS for some years now...I was pleased to be able to lead a commission across local NHS services, a joined up approach to interpreting provision. To local people, SIS has been not just valuable but necessary for equity, and I'd like to thank all at SIS for their positive and proactive approach to the work, and for providing such an excellent service". Jane Lodge - Associate Director of Public Involvement - Sussex NHS Commissioners.

#### **Challenge and Change**

2020 was not a year we could have predicted. So many lives sadly lost!

Responding to the COVID-19 pandemic challenged our resilience, ethics and integrity. The speed of lockdown resulted in an overnight loss of 80% of SIS income. Interpreting activity reduced to 35% in the first quarter. We faced challenges head on, and remained calm. We deployed our Business Continuity Plan and delivered effective crisis risk management through clear governance and leadership.

Our Vision and Values guided in an uncertain landscape. We used financial reserves purposefully and deployed resources to secure maximum positive impact for beneficiaries. The Government Furlough Scheme provided short term financial relief and helped derailment from SIS charitable Mission.

#### **Digital**

We adapted existing Digital & IT systems and switched to remote working. We reimagined models of delivery - *interpreting, health promotion, social prescribing, volunteering*- to navigate around government F2F restrictions. Our strategic digital investment in previous years enabled us to offer remote consulting and conferencing solutions quickly - *Telephone and Video interpreting*. We maximised on new digital technology and platforms that provided for security and ease of use. *We initiated a new secure SIS Group Call Telephone Interpreting* facility that included a Freephone number for Service Users.

We provided an Interpreting Options Booklet to help practitioners understand remote access solutions available - *Attend Anywhere, AccuRx, Skype, Microsoft Teams, Zoom, and WhatsApp*. Improved cyber security and website updates helped build confidence with 67% of bookings now made through our secure, online booking platform eLangserv.

*"I was able to book all my weekly appointments with my client. SIS provided face-to-face and over the phone appointments and were both flexible and accommodating to our needs".* (Domestic Abuse Case Worker, RISE)

The Co-ordination Team nurtured close communication and relationships with customers to demonstrate that meeting each and every interpreting request was important to us. Unmet need fell significantly below pre-pandemic levels. We are indebted to Linguists who worked flexibly to pass on messages to Service Users on how to access remote platforms

*"Wow, excellent service! Promptly helping a vulnerable service user make a GP appointment with an interpreter"* (Migrant ESOL Support Hub Caseworker)

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2021**

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#### **Information and Access**

People from our diverse communities were disproportionately affected by Covid-19. We experienced the rising tide of mental health need. Interpreting within adult acute care rose by 176% across Sussex and 500% in West Sussex alone!

Racism and discrimination, a digital divide, social distancing, ambiguity re Covid-19 messaging, barriers to making GP appointments, and failure to book interpreters, combined to negatively impact access to primary care and exacerbated pre-existing health inequalities.

*"I cannot speak English fluently and it is harder to communicate over the phone. Until I received help from SIS I was not able to contact my GP, as the surgery doors are closed and I ran out of medication". (SIS Service User)*

We sent regular Covid-19 updates and arranged priority access to COVID-19 vaccinations for Linguists. We redesigned our website and improved self-referral channels for Service Users. *We introduced extensive translated information pages relating to COVID-19* and sourced appropriate written and video translations and promoted these on our language specific service user web and Facebook pages. We sent targeted translated SMS messages to service users, explaining where they can be vaccinated.

*"I received a Wellbeing call from a SIS Bilingual Community Navigator and only then understood what the rules were in the UK. SIS also provided me with the support I needed". (SIS Service User)*

Our combined strategies helped secure an 8th Compliance Plus + in the externally evaluated Customer Service Excellence Quality Mark - a huge achievement in a pandemic year with reduced income and furloughed staff!  
<https://sussexinterpreting.org.uk/news/excellence/>

#### **Collaborations**

We shared resources through existing VCSE partnerships to provide for greater reach and breadth of our services. We worked with local and regional strategic partners to help shape, inform and ensure a coordinated, joined up and efficient response to Covid-19. We shared learning, insight and experience of working with diverse communities to inform better decision making. *We made a major contribution to Community Research looking at the disparity of impact of COVID on these communities.*

*We strengthened* commissioner Inclusion and Engagement, supported Covid-19 Vaccine deployment, the NHS Digital First Programme and Equality Impact Assessments. We disseminated vital COVID-19 information and assisted in recruitment and training of *Flu, Covid-19, and Vaccination - Ambassadors/Champions.*

The number of Voluntary organisations accessing interpreting increased by 25%. This was reflective of the wider commitment to supporting needs around loneliness, mental health, homelessness, and poverty; Interpreting within domestic violence rose by 58% and emergency interpreting doubled as a proportion of all our work from 1.5% to 3%.

*"The client has taken an overdose so S had to stay on the call with us whilst I rang an Ambulance.... S was brilliant and without her it would have been hard to keep the client talking and this was important for her safety"* (Cognitive Behavioural Therapist - Hastings and Rural Rother)

We secured 25% more grant income this year *for health promotion, housing advocacy, COVID translation, enhanced social prescribing to support Covid-19 containment.* We are proud of the achievements of our Projects Team who used their creativity and ingenuity to find new ways to help people; SIS Telephone Befriending provided early intervention for safeguarding (including suicide) and a vital life line for many.

*"I felt negative and sad since lockdown started. I felt scared that I would contract the virus and die. This situation has been stressful because I had to go to work. I felt alone and without hope, until SIS started helping me"* (SIS Service User)

We welcome the recruitment of a VCSE Strategic Lead by Sussex Health and Care Partnership to preserve, invest and maximise on the expertise and the collective synergy of this sector

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### **Learning, Teamwork and Trust**

We reflected on lessons learnt during a Pandemic year at our AGM (p) Good governance has been more than legal obligations and finances. We mobilised on goodwill and flexibility. 'Trust' embedded in the organisational culture helped manage risk and carry people. This year, more than ever, we have lived our Values. The Headlines in SIS stories" *"a helping hand"* *"trying our best to help"*, *"you are an angel"* and *"going the extra mile"* speak of many quiet acts of kindness and compassion.

Our resilience is rooted in Teamwork, a 'can do' approach and made possible by the passion, commitment, and dedication of all involved in SIS - *trustees, volunteers, staff and linguists*. All have worked tirelessly to deliver what has been needed and helped anchor our status as a local 'trusted provider'.

*"I want to thank you with all my heart for your efforts. You helped a lot in conveying the words of the refugees....Thank you very much for this good and humane behaviour"* (SIS Service User)

### **Restore and Recovery**

We are not where we were a year ago! Interpreting activity has recovered to 53 % compared with last year. The potential for future lockdowns makes the outlook for 2021/22 still volatile, with accurate budgeting and financial forecasting challenging. NHS plans for Integrated Care Systems and a drive towards Digital Transformation will influence speed of SIS recovery. Navigating delivery around COVID-19 has taken up significant resources. Our financial reserves are depleted as is our emotional reserves. Continuing to provide the valuable support to communities at the current scale will not happen without additional sustainable Project funding and rebuilding of SIS reserves.

**A return to Face-to-Face appointments remains a priority** for our Service Users, as is improving the livelihood of Sessional Linguist hard hit this year.

*"It is more difficult with telephone interpreting to establish a trusting relationship with both the Service User and the Service Provider. There is no eye contact nor the ability to see body language"* (SIS Linguist)

We have shown a determination and a willingness to listen- and more importantly to take action. We are proud of the difference we have made.

*"SIS is a resilient and tenacious organisation and does not give up on its service users or its values or its staff"* (SIS Trustee - Aidan Pettitt)

Our heartfelt 'Thanks' to everyone who has supported SIS's own restore and recovery journey this last year.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2021**

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#### **FINANCIAL REVIEW**

##### **Financial position**

Budget planning and review is conducted throughout the year, with written Trustee Budget Briefings discussed at Management Committee meetings.

In forecasting trustees consider:

- Average interpreting sessional costs and travel costs per contract
- Interpreting duration for each contract
- Interpreting margins for each contract
- Quarterly Finance Reports.
- Contracts of Employment Overview
- Service User Engagement Event
- Income and surplus trends

The most important figure is the 'free reserves' - effectively available cash reserves over and above the designated £250,000 contingency reserves. These can be designated by the Management Committee to support revenue deficits where considered necessary - as was the case in previous years.

We saw a large reduction in turnover of almost 42% compared to the previous year (2019/2020). This figure was entirely due to the effects of the pandemic as the organisation adapted to the changing patterns of service delivery which accompanied the lockdown. However, the reduction in total income for the year was nearer 34%. That reduction was due in large part to project grants and other grants received.

##### **Reserves policy**

Trustees and CEOs have established a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of resources expended. At this level, Trustees and CEOs feel that they would be able to continue the current activities in the event of a significant drop in funding, although it would obviously be necessary to consider how the funding would be replaced or activities changed. Current designated reserves of £250,000 accurately reflect 3 months operating costs and act as a contingency against liabilities arising from planned organisational closure or loss of contract income.

#### **FUTURE PLANS**

Trustees want to continue to use the budget to invest, develop and support growth:

- Digital & Communication Strategy
- Business Continuity Plan
- Learning & Development Plan
- Quality Marks:
  - Investing in Volunteering / Customer Service Excellence / Advocacy Quality Performance Mark / Cyber Essentials
  - Securing grant funding for the Health Promotion Project and aligning pathways with other services such as Community Navigators with their social prescribing model etc. Aligning with Third Sector Investment Programme funded Befriending Links Partnership
- Staff Health & Wellbeing Contingency

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 8 December 1999 and registered as a charity on 27 June 2000.

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. Under those Articles, the Trustees are elected at the Annual General Meeting to serve for a period of three years.

The Members have guaranteed to contribute a maximum of £10 each in the event of the company being wound up.

### **Recruitment and appointment of new trustees**

Trustees are recruited from within the membership, according to skills gaps on the Board and subject to approval at a quorate management committee and ratification at an Annual General Meeting.

Trustees receive a personal induction from a CEO, an induction pack and can be invited to observe the Management Committee before submitting their application. The induction identifies training needs and Trustees are offered appropriate training through the National Council for Voluntary Organisations (NCVO) and local training providers. The SIS Equal Opportunities & Diversity Policy also explains the provision for equality and diversity training. Trustees are encouraged to participate in the Governance Network of Community Works, the local umbrella infrastructure provides for the Community & Voluntary Sector.

Strategic decisions are made at regular meetings of the Management Committee. There are occasional Strategic Away Days attended by staff and Trustees at which decisions are reviewed and evaluated and future plans discussed. The CEO's have delegated authority to make decisions within the strategic framework of agreed Strategic Objectives. Financial decisions are made according to agreed Financial Control Procedures, which were reviewed in 2018-19. Two new financial policies were agreed at the Management Committee of February 2019: Anti-Bribery & Corruption Policy and Anti-Facilitation of Tax Evasion Policy. The Management Committee receive quarterly financial reports.

### **Organisational structure**

The charity is run by a Management Committee comprising the Trustees, who delegate the day to day running to the joint CEOs, Arran Evans and Shahreen Shebli.

### **Key management remuneration**

There was a review of CEO remuneration in 2007. This was undertaken by a Trustee who conducted a comparative exercise with other organisations providing similar services, some benchmarking against NCVO and ACEVO data. A Report was submitted to the Management Committee of 13/07/2007 and a decision was taken with CEOs absent. Trustees agreed the Salary Scale. Progression is dependent on annual appraisal as conducted by the Chair. CEOs remain at the top of the salary scale where they have been since April 2010. The KMR is periodically reviewed as part of annual appraisal.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Risk management strategy and review**

Risks are categorised as high, medium or low. The Strategy is used as a Framework for continual assessment and evaluation. Governance has been strengthened with a minimum time commitment from Trustees. The benefit has involved confident strategic discussion, financial scrutiny and workforce planning. The highest rated risk remains significant loss of income from budget caps, contract loss, cost savings, increased competition, pricing pressure, changing equality duties and the impact of covid-19. Trustees and Directors have sought additional external legal support to scrutinise and risk assess a number of staffing scenarios and issues. All risks have been thoroughly assessed with appropriate mitigation in place. Risk management has been successful with the central contract secured for a minimum of 3 years to end of June 2021 and a successful competitive tender for the SUSTI Framework which is now extended to the end of August 2021.

The CEO's and Management Committee have conducted regular review of the major risks to which the charity is exposed and systems have been established to control and mitigate those risks. Significant external risks to funding have led to diversification of funding and activities, which have been broadened and pictorially represented as a Service Tube Map. The financial impact of covid-19 pandemic restrictions is being closely monitored, with the Chair and Deputy Chair meeting weekly to receive updated activity and projections April-June 2020. The full Trustee Board are meeting every 2 months as opposed to every 3 months for most of 2019/2020 in recognition of the raised risks. A Crisis Management Team of the 2 CEOs, Chair and Deputy Chair are liaising closely and regularly and able to meet remotely when the situation requires. In addition, there have been weekly Team Meetings throughout the pandemic to risk assess operational and reputational issues around service delivery.

In addition, Trustees have sought independent written legal advice on the nature of the Contract for Services with sessional linguists. Legal advice from Employment Law Solicitors has been integrated through a new Consultancy Agreement and Information Booklet for Self Employed Sessional Linguists. SIS has a clear signed Consultancy Agreement with every linguist. This sets out responsibilities around insurance, fraud, bribery, corruption, data protection and safeguarding. It is important that commissioners fully appreciate the boundaries around such contracts such that they do not place inappropriate requirements that would undermine legal compliance and increase risks around business continuity.

This is a complex and evolving area of employment law involving mutuality of obligation, control and integration. Getting the appropriate balance between quality assurance and contractual performance requirements that lean towards control and integration needs to be understood. Contracts cannot just require self-employed linguists to comply with more and more performance and health and safety requirements without opening up unacceptable risks for partners and jeopardising sustainability. If commissioners want a model predicated on linguists being workers, then that will require significantly more funding.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

The foundation of quality assurance is attendance and completion of the 10-day accredited training Community Interpreting Essential Skills and Knowledge (CIESK) Assignments are prioritised for those with level 3 in the Units Community Interpreting Skills and Bi-lingual Public Service Glossary.

Many SIS staff also have language degrees, The Met Test, Diplomas in Public Service Interpreting and membership of the Institute of Translators and Interpreters and Institute of Linguists. Bilingual Advocates have Level 3 of the CIESK and completed the accredited programme Bilingual Advocacy.

SIS defines any expression of dissatisfaction as a complaint and works hard to develop an open feedback culture which encourages service users to meet with members of the SIS Core Team to resolve any dissatisfaction swiftly. This enables SIS to monitor and evaluate performance, improve services and further develop refresher training.

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2021**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

All contracts include performance indicators which are monitored daily by SIS using an integrated booking database. Performance is reviewed monthly by written report and quarterly by a meeting of senior partners who form Monitoring Groups to which a SIS CEO reports. There are annual contract evaluations.

SIS management data supports an audit of performance at regular Team Meetings, Managers Meetings, team monthly supervision and 2 monthly Management Committee meetings. Business planning, an Annual Review and AGM provide opportunities for evaluation, planning and forecasting. SIS uses The National Occupational Standards for Management and Leadership to appraise staff performance. Both CEO's have Post Graduate Diplomas in Management Development and one CEO has a Post Graduate Certificate in Social Enterprise.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

3893084 (England and Wales)

##### **Registered Charity number**

1081284

##### **Registered office**

Community Base  
113 Queens Road  
Brighton  
East Sussex  
BN1 3XG

##### **Trustees**

Ms J Encarnacao  
Ms J M Henwood  
Ms F Mohebati (resigned 15/12/2020)  
A Pettitt  
M Moors  
E Lozano (appointed 8/2/2021)

##### **Company Secretary**

K J Braid

##### **Independent Examiner**

P J Thacker  
FCA DChA  
Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

##### **Working Name**

SIS

## **SUSSEX INTERPRETING SERVICES**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31ST MARCH 2021**

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#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Bankers**

Caf Bank Ltd  
25 Kings Hill Drive  
West Malling  
Kent  
ME19 4JQ

Nationwide Building Society  
Kings Park Road  
Moulton Park  
Northampton  
NN3 6NW

#### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees (who are also the directors of Sussex Interpreting Services for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by order of the board of trustees on 12 November 2021 and signed on its behalf by:

Ms J M Henwood - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
SUSSEX INTERPRETING SERVICES**

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**Independent examiner's report to the trustees of Sussex Interpreting Services ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2021.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA DChA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

P J Thacker  
FCA DChA  
Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

Date: 16 November 2021

**SUSSEX INTERPRETING SERVICES**

**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31ST MARCH 2021**

|                                        |       | 2021<br>Unrestricted<br>funds<br>£ | 2020<br>Total<br>funds<br>£ |
|----------------------------------------|-------|------------------------------------|-----------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>      | Notes |                                    |                             |
| Donations and legacies                 | 2     | 718,725                            | 1,160,459                   |
| Investment income                      | 3     | 5                                  | 65                          |
| Other income                           |       | <u>50,617</u>                      | <u>-</u>                    |
| <b>Total</b>                           |       | 769,347                            | 1,160,524                   |
| <br><b>EXPENDITURE ON</b>              |       |                                    |                             |
| <b>Charitable activities</b>           | 4     |                                    |                             |
| Charitable Activities                  |       | <u>810,794</u>                     | <u>1,155,118</u>            |
| <br><b>NET INCOME/(EXPENDITURE)</b>    |       | (41,447)                           | 5,406                       |
| <br><b>RECONCILIATION OF FUNDS</b>     |       |                                    |                             |
| <br>Total funds brought forward        |       | <u>319,726</u>                     | <u>314,320</u>              |
| <br><b>TOTAL FUNDS CARRIED FORWARD</b> |       | <u><u>278,279</u></u>              | <u><u>319,726</u></u>       |

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES (REGISTERED NUMBER: 3893084)**

**BALANCE SHEET**  
**31ST MARCH 2021**

|                                              |       | 2021<br>Unrestricted<br>funds<br>£ | 2020<br>Total<br>funds<br>£ |
|----------------------------------------------|-------|------------------------------------|-----------------------------|
| <b>CURRENT ASSETS</b>                        | Notes |                                    |                             |
| Debtors                                      | 9     | 147,294                            | 269,723                     |
| Cash at bank                                 |       | <u>277,602</u>                     | <u>186,451</u>              |
|                                              |       | 424,896                            | 456,174                     |
| <b>CREDITORS</b>                             |       |                                    |                             |
| Amounts falling due within one year          | 10    | (146,617)                          | (136,448)                   |
|                                              |       | <u>278,279</u>                     | <u>319,726</u>              |
| <b>NET CURRENT ASSETS</b>                    |       |                                    |                             |
|                                              |       | <u>278,279</u>                     | <u>319,726</u>              |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       |                                    |                             |
|                                              |       | <u>278,279</u>                     | <u>319,726</u>              |
| <b>NET ASSETS</b>                            |       |                                    |                             |
|                                              |       | <u>278,279</u>                     | <u>319,726</u>              |
| <b>FUNDS</b>                                 | 11    |                                    |                             |
| Unrestricted funds                           |       | <u>278,279</u>                     | <u>319,726</u>              |
| <b>TOTAL FUNDS</b>                           |       | <u>278,279</u>                     | <u>319,726</u>              |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

**BALANCE SHEET - continued**  
**31ST MARCH 2021**

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These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 12 November 2021 and were signed on its behalf by:

J M Henwood - Trustee

The notes form part of these financial statements

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**SUSSEX INTERPRETING SERVICES****CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31ST MARCH 2021**

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|                                                                           | Notes | 2021<br>£             | 2020<br>£             |
|---------------------------------------------------------------------------|-------|-----------------------|-----------------------|
| <b>Cash flows from operating activities</b>                               |       |                       |                       |
| Cash generated from operations                                            | 1     | <u>91,146</u>         | <u>(11,205)</u>       |
| Net cash provided by/(used in) operating activities                       |       | <u>91,146</u>         | <u>(11,205)</u>       |
| <br><b>Cash flows from investing activities</b>                           |       |                       |                       |
| Interest received                                                         |       | <u>5</u>              | <u>65</u>             |
| Net cash provided by investing activities                                 |       | <u>5</u>              | <u>65</u>             |
|                                                                           |       | <hr/>                 | <hr/>                 |
| <b>Change in cash and cash equivalents in the reporting period</b>        |       | 91,151                | (11,140)              |
| <b>Cash and cash equivalents at the beginning of the reporting period</b> |       | <u>186,451</u>        | <u>197,591</u>        |
| <br><b>Cash and cash equivalents at the end of the reporting period</b>   |       | <u><u>277,602</u></u> | <u><u>186,451</u></u> |

The notes form part of these financial statements

**SUSSEX INTERPRETING SERVICES****NOTES TO THE CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31ST MARCH 2021****1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

|                                                                                                         | 2021<br>£     | 2020<br>£       |
|---------------------------------------------------------------------------------------------------------|---------------|-----------------|
| <b>Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)</b> | (41,447)      | 5,406           |
| <b>Adjustments for:</b>                                                                                 |               |                 |
| Depreciation charges                                                                                    | -             | 292             |
| Interest received                                                                                       | (5)           | (65)            |
| Decrease/(increase) in debtors                                                                          | 122,429       | (7,329)         |
| Increase/(decrease) in creditors                                                                        | <u>10,169</u> | <u>(9,509)</u>  |
| <b>Net cash provided by/(used in) operations</b>                                                        | <u>91,146</u> | <u>(11,205)</u> |

**2. ANALYSIS OF CHANGES IN NET FUNDS**

|                 | At 1/4/20<br>£ | Cash flow<br>£ | At 31/3/21<br>£ |
|-----------------|----------------|----------------|-----------------|
| <b>Net cash</b> |                |                |                 |
| Cash at bank    | <u>186,451</u> | <u>91,151</u>  | <u>277,602</u>  |
|                 | <u>186,451</u> | <u>91,151</u>  | <u>277,602</u>  |
| <b>Total</b>    | <u>186,451</u> | <u>91,151</u>  | <u>277,602</u>  |

The notes form part of these financial statements

## **1. ACCOUNTING POLICIES**

### **Basis of preparing the financial statements**

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

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future, including taking into account any potential impact of the Covid-19 pandemic, and on that basis the charity is considered to be a going concern.

### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

|                       |                               |
|-----------------------|-------------------------------|
| Fixtures and fittings | - 33% on cost and 20% on cost |
| Computer equipment    | - 33% on cost                 |

The charity does not capitalise fixed assets with a cost less than £500.

### **Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation Tax purposes. Accordingly the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

### **Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31ST MARCH 2021****2. DONATIONS AND LEGACIES**

|               | 2021           | 2020             |
|---------------|----------------|------------------|
|               | £              | £                |
| Donations     | 260            | -                |
| Grants        | 95,664         | 79,482           |
| Contract Fees | <u>622,801</u> | <u>1,080,977</u> |
|               | <u>718,725</u> | <u>1,160,459</u> |

The Contract Income received from Brighton and Hove Mini Competition (Brighton and Hove CCG, Sussex Community Trust, Brighton & Sussex University Hospitals Trust), SUSTI (ESCC Led Consortium Framework), Brighton and Hove City Council, Kent, Surrey and Sussex Community Rehabilitation Company, Coastal West CCG and spot purchase arrangements is £621,233 (2020: £1,080,336).

Grants received, included in the above, are as follows:

|              | 2021          | 2020          |
|--------------|---------------|---------------|
|              | £             | £             |
| Other grants | <u>95,664</u> | <u>79,482</u> |

**3. INVESTMENT INCOME**

|                          | 2021     | 2020      |
|--------------------------|----------|-----------|
|                          | £        | £         |
| Deposit account interest | <u>5</u> | <u>65</u> |

**4. CHARITABLE ACTIVITIES COSTS**

|                       | Direct<br>Costs<br>£ |
|-----------------------|----------------------|
| Charitable Activities | <u>810,794</u>       |

**5. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

|                                             | 2021         | 2020     |
|---------------------------------------------|--------------|----------|
|                                             | £            | £        |
| Depreciation - owned assets                 | -            | 292      |
| Auditor's remuneration - audit services     | -            | 2,200    |
| Auditor's remuneration - non audit services | -            | 1,000    |
| Independent examination                     | <u>2,300</u> | <u>-</u> |

## SUSSEX INTERPRETING SERVICES

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2021

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#### 6. TRUSTEES' REMUNERATION AND BENEFITS

Payments amounting to £6,103 (2020: £10,196) were made to one Trustee for interpreting services rendered.

##### **Trustees' expenses**

There were no trustees' expenses paid for the year ended 31st March 2021 nor for the year ended 31st March 2020.

#### 7. STAFF COSTS

|                       | 2021           | 2020           |
|-----------------------|----------------|----------------|
|                       | £              | £              |
| Wages and salaries    | 361,475        | 384,855        |
| Social security costs | 32,715         | 32,720         |
| Other pension costs   | <u>32,089</u>  | <u>35,260</u>  |
|                       | <u>426,279</u> | <u>452,835</u> |

The average monthly number of employees during the year was as follows:

|        | 2021      | 2020      |
|--------|-----------|-----------|
| Number | <u>14</u> | <u>15</u> |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                   | 2021     | 2020     |
|-------------------|----------|----------|
| £60,001 - £70,000 | <u>2</u> | <u>2</u> |

Key Management Personnel remuneration amounted to £148,122 (2020: £151,487)

The average monthly number of employees on a Full Time Equivalent basis was 11.3 (2020: 12.2).

#### 8. TANGIBLE FIXED ASSETS

|                                       | Fixtures<br>and<br>fittings<br>£ | Computer<br>equipment<br>£ | Totals<br>£   |
|---------------------------------------|----------------------------------|----------------------------|---------------|
| <b>COST</b>                           |                                  |                            |               |
| At 1st April 2020 and 31st March 2021 | <u>15,502</u>                    | <u>39,236</u>              | <u>54,738</u> |
| <b>DEPRECIATION</b>                   |                                  |                            |               |
| At 1st April 2020 and 31st March 2021 | <u>15,502</u>                    | <u>39,236</u>              | <u>54,738</u> |
| <b>NET BOOK VALUE</b>                 |                                  |                            |               |
| At 31st March 2021                    | <u>-</u>                         | <u>-</u>                   | <u>-</u>      |
| At 31st March 2020                    | <u>-</u>                         | <u>-</u>                   | <u>-</u>      |

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31ST MARCH 2021****9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                | 2021           | 2020           |
|--------------------------------|----------------|----------------|
|                                | £              | £              |
| Trade debtors                  | 139,279        | 265,795        |
| Other debtors                  | 6,697          | 2,610          |
| Prepayments and accrued income | <u>1,318</u>   | <u>1,318</u>   |
|                                | <u>147,294</u> | <u>269,723</u> |

**10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 2021           | 2020           |
|---------------------------------|----------------|----------------|
|                                 | £              | £              |
| Social security and other taxes | 40,970         | 71,618         |
| Other creditors                 | 72,508         | 37,234         |
| Accrued expenses                | <u>33,139</u>  | <u>27,596</u>  |
|                                 | <u>146,617</u> | <u>136,448</u> |

**11. MOVEMENT IN FUNDS**

|                           | At 1/4/20      | Net movement in funds | At 31/3/21     |
|---------------------------|----------------|-----------------------|----------------|
|                           | £              | £                     | £              |
| <b>Unrestricted funds</b> |                |                       |                |
| General fund              | 69,726         | (41,447)              | 28,279         |
| Reserve Fund              | <u>250,000</u> | <u>-</u>              | <u>250,000</u> |
|                           | <u>319,726</u> | <u>(41,447)</u>       | <u>278,279</u> |
| <b>TOTAL FUNDS</b>        | <u>319,726</u> | <u>(41,447)</u>       | <u>278,279</u> |

Net movement in funds, included in the above are as follows:

|                           | Incoming resources | Resources expended | Movement in funds |
|---------------------------|--------------------|--------------------|-------------------|
|                           | £                  | £                  | £                 |
| <b>Unrestricted funds</b> |                    |                    |                   |
| General fund              | 769,347            | (810,794)          | (41,447)          |
|                           | <u>769,347</u>     | <u>(810,794)</u>   | <u>(41,447)</u>   |
| <b>TOTAL FUNDS</b>        | <u>769,347</u>     | <u>(810,794)</u>   | <u>(41,447)</u>   |

**SUSSEX INTERPRETING SERVICES****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31ST MARCH 2021****11. MOVEMENT IN FUNDS - continued****Comparatives for movement in funds**

|                           | At 1/4/19<br>£        | Net<br>movement<br>in funds<br>£ | At<br>31/3/20<br>£    |
|---------------------------|-----------------------|----------------------------------|-----------------------|
| <b>Unrestricted funds</b> |                       |                                  |                       |
| General fund              | 64,320                | 5,406                            | 69,726                |
| Reserve Fund              | <u>250,000</u>        | <u>-</u>                         | <u>250,000</u>        |
|                           | <u>314,320</u>        | <u>5,406</u>                     | <u>319,726</u>        |
| <b>TOTAL FUNDS</b>        | <u><u>314,320</u></u> | <u><u>5,406</u></u>              | <u><u>319,726</u></u> |

Comparative net movement in funds, included in the above are as follows:

|                           | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b> |                            |                            |                           |
| General fund              | 1,160,524                  | (1,155,118)                | 5,406                     |
|                           | <u>1,160,524</u>           | <u>(1,155,118)</u>         | <u>5,406</u>              |
| <b>TOTAL FUNDS</b>        | <u><u>1,160,524</u></u>    | <u><u>(1,155,118)</u></u>  | <u><u>5,406</u></u>       |

The reserve is established to support 3-6 month running costs.

**12. RELATED PARTY DISCLOSURES**

The only Related Party transaction is the payment to a Trustee for Interpreting Services referred to in the Trustees' Remuneration and Benefits note.