

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

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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**

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**

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**

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**

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**

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

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**

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**

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**

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**

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 Unrestricted funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM	Notes		
Donations and legacies	2	718,725	1,160,459
Investment income	3	5	65
Other income		<u>50,617</u>	<u>-</u>
Total		769,347	1,160,524
 EXPENDITURE ON			
Charitable activities	4		
Charitable Activities		<u>810,794</u>	<u>1,155,118</u>
 NET INCOME/(EXPENDITURE)		(41,447)	5,406
 RECONCILIATION OF FUNDS			
 Total funds brought forward		<u>319,726</u>	<u>314,320</u>
 TOTAL FUNDS CARRIED FORWARD		<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 Unrestricted funds £	2020 Total funds £
CURRENT ASSETS	Notes		
Debtors	9	147,294	269,723
Cash at bank		<u>277,602</u>	<u>186,451</u>
		424,896	456,174
CREDITORS			
Amounts falling due within one year	10	(146,617)	(136,448)
		<u>278,279</u>	<u>319,726</u>
NET CURRENT ASSETS			
		<u>278,279</u>	<u>319,726</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>278,279</u>	<u>319,726</u>
NET ASSETS			
		<u>278,279</u>	<u>319,726</u>
FUNDS	11		
Unrestricted funds		<u>278,279</u>	<u>319,726</u>
TOTAL FUNDS		<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

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

SUSSEX INTERPRETING SERVICES**CASH FLOW STATEMENT**
FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
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>
 Cash flows from investing activities			
Interest received		<u>5</u>	<u>65</u>
Net cash provided by investing activities		<u>5</u>	<u>65</u>
		<hr/>	<hr/>
Change in cash and cash equivalents in the reporting period		91,151	(11,140)
Cash and cash equivalents at the beginning of the reporting period		<u>186,451</u>	<u>197,591</u>
 Cash and cash equivalents at the end of the reporting period		<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 £	2020 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(41,447)	5,406
Adjustments for:		
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>
Net cash provided by/(used in) operations	<u><u>91,146</u></u>	<u><u>(11,205)</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20 £	Cash flow £	At 31/3/21 £
Net cash			
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>
Total	<u><u>186,451</u></u>	<u><u>91,151</u></u>	<u><u>277,602</u></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 Costs £
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

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 and fittings £	Computer equipment £	Totals £
COST			
At 1st April 2020 and 31st March 2021	<u>15,502</u>	<u>39,236</u>	<u>54,738</u>
DEPRECIATION			
At 1st April 2020 and 31st March 2021	<u>15,502</u>	<u>39,236</u>	<u>54,738</u>
NET BOOK VALUE			
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
	£	£	£
Unrestricted funds			
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>
TOTAL FUNDS	<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
	£	£	£
Unrestricted funds			
General fund	769,347	(810,794)	(41,447)
	<u>769,347</u>	<u>(810,794)</u>	<u>(41,447)</u>
TOTAL FUNDS	<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 £	Net movement in funds £	At 31/3/20 £
Unrestricted funds			
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>
TOTAL FUNDS	<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 resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,160,524	(1,155,118)	5,406
	<u>1,160,524</u>	<u>(1,155,118)</u>	<u>5,406</u>
TOTAL FUNDS	<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.