

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

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**

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.

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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:

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REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

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

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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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/>

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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/>

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

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.

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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.

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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.

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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.

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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.

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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

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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

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

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**

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**

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.

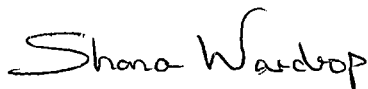
This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather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

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our 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 Unrestricted funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM	Notes		
Donations and legacies	2	1,513,735	1,294,861
Other trading activities	3	242	143
Investment income	4	426	328
Total		<u>1,514,403</u>	<u>1,295,332</u>
EXPENDITURE ON			
Charitable activities	5		
Charitable Activities		<u>1,477,902</u>	<u>1,202,177</u>
NET INCOME		36,501	93,155
RECONCILIATION OF FUNDS			
Total funds brought forward		<u>410,988</u>	<u>317,833</u>
TOTAL FUNDS CARRIED FORWARD		<u>447,489</u>	<u>410,988</u>

The notes form part of these financial statements

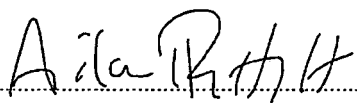
SUSSEX INTERPRETING SERVICES (REGISTERED NUMBER: 3893084)

BALANCE SHEET
31 MARCH 2024

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

	Notes	2024 £	2023 £
Cash flows from operating activities			
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>
Cash flows from investing activities			
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/>
Change in cash and cash equivalents in the reporting period		(8,504)	(124,994)
Cash and cash equivalents at the beginning of the reporting period		<u>192,072</u>	<u>317,066</u>
Cash and cash equivalents at the end of the reporting period		<u>183,568</u>	<u>192,072</u>

The notes form part of these financial statements

SUSSEX INTERPRETING SERVICES

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

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

	2024 £	2023 £
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 £	Cash flow £	At 31/3/24 £
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

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 Costs £
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 and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2023 and 31 March 2024	<u>15,502</u>	<u>41,142</u>	<u>56,644</u>
DEPRECIATION			
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>
NET BOOK VALUE			
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 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
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>
TOTAL FUNDS	<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 resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,514,403	(1,477,902)	36,501
	<u>1,514,403</u>	<u>(1,477,902)</u>	<u>36,501</u>
TOTAL FUNDS	<u>1,514,403</u>	<u>(1,477,902)</u>	<u>36,501</u>

Comparatives for movement in funds

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
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>
TOTAL FUNDS	<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

12. MOVEMENT IN FUNDS - continued

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

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