

# COMMUNITY LANGUAGE SUPPORT SERVICES

England & Wales · Charity number 1115756

## Details

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**Other names** CLSS, COMMUNITY SUPPORT SERVICES

**Status** Registered

**Legal form** Other

**Registered** 2006-08-10

**Register** [View on the Charity Commission register](#)

## Contact

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**Website** <http://www.communitylss.com>

## Activities

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**Objects:** 1 TO ADVANCE THE EDUCATION AND TRAINING OF PEOPLE WITH LIMITED ENGLISH LANGUAGE SKILLS AND THEIR DEPENDANTS IN NEED THEREOF SO AS TO ADVANCE THEM IN LIFE AND ASSIST THEM TO ADAPT WITHIN A NEW COMMUNITY.2 THE PROVISION OF FACILITIES FOR RECREATION OR OTHER LEISURE TIME OCCUPATION WITH THE OBJECT OF IMPROVING THE CONDITIONS OF LIFE OF THOSE PERSONS WHO HAVE NEED OF SUCH FACILITIES BY REASON OF THEIR YOUTH, AGE, INFIRMITY OR DISABLEMENT, FINANCIAL HARDSHIP OR SOCIAL AND ECONOMIC CIRCUMSTANCES.3 THE RELIEF OF UNEMPLOYMENT OF PEOPLE WITH LIMITED ENGLISH LANGUAGE SKILLS AND IN PARTICULAR THOSE IN LONDON, BY THE PROVISION OF VOCATIONAL AND SKILLS TRAINING, ADVICE AND SUPPORT.

**Activities:** CLSS aiming to advance the education and training of people with limited English language skills and their dependents in need there of so as to advance them in life and assist them to adapt with in a new community. Enables clients to have better access to mainstream services. Through provision advice, advocacy, support, interpreting and translating, referrals and signposting service.

## Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Accommodation/housing
- **Who:** People Of A Particular Ethnic Or Racial Origin

## Geography

- **Area of benefit:** UN DEFINED. IN PRACTICE, GREATER LONDON.
- Throughout London

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£102,443	£121,840	-	-
2024-03-31	£135,977	£122,209	-	-
2023-03-31	£129,860	£102,145	-	-
2022-03-31	£89,245	£85,432	-	-
2021-03-31	£123,785	£79,181	-	-

## Trustees

Name	Role	Appointed
Mebrahtu Rossom		2020-12-14
Natu Hadish		2022-12-19
RUTH CLARKE		
SEGA HABTOM		
Zahra Suleiman		2019-12-16
Zibiah Alfred		2014-04-10

**COMMUNITY LANGUAGE SUPPORT SERVICES**

England & Wales - Charity number 1115756

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# Accounts

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# *Community Language Support Services*

Annual Report 1<sup>st</sup> April 2024 - 31 March 2025

Registered Charity Number: 1115756

**COMMUNITY LANGUAGE SUPPORT SERVICES**

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**COMMUNITY LANGUAGE SUPPORT SERVICES**

**REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Trustees</b>	<b>Dr Zibiah Alfred Loakthar Ruth Clarke Mebrahtu Russom Zahra Suleiman Sega Habtom Natu Hadish</b>	<b>Chair Secretary Treasurer MC Member MC Member MC Member</b>
<b>Charity Number</b>	<b>1115756</b>	
<b>Registered Office</b>	<b>St Mellitus Church The Presbytery Tollington Park London N4 3AG</b>	
<b>Bankers</b>	<b>Barclays Bank Camden House East Summer Row Birmingham B1 3PF</b>	
<b>Independent Examiners</b>	<b>EKB Accountancy Services Chartered Certified Accountants and registered Auditors 39-41 North Road London N7 9DP</b>	

## COMMUNITY LANGUAGE SUPPORT SERVICES

### TRUSTEES' REPORT

#### Chair's Report

CLSS has been building a strong reputation across communities, these past twenty years, as an organisation that will listen, care and act. Community is at the root of our work. Our activities foster connection, empathy, inclusion and belonging. Many people who may come to CLSS in difficult times and often from society's margins, tell us that they have been able to find a place to feel at home within our community. Our volunteers contribute to our community's vibrancy and to collective care for everyone's wellbeing. Many of our volunteers have lived experience of adversity, and all go extra miles to help others experiencing adversity draw upon inner resilience and hope.

CLSS brings people together from diverse communities and backgrounds facilitating the possibilities of friendship and shared learning and understanding across communities. This year our volunteer-led English language classes have been extremely popular as has our women's support group. Our classes for people to develop sewing and knitting skills also enable people to develop strong friendships. Our monthly coffee and fruit mornings for men and for women create spaces for people to come together on a regular basis and talk, offer peer support and seek advice from our trained staff team.

Our aim is to support people struggling in tough times not simply to cope but, in time, to thrive. We offer multilingual support in a myriad of ways through information, advice, and advocacy, signposting to relevant health and social services, practical support in times of crisis and assistance to people to access volunteer opportunities and employment. This year we have found that the universal credit system has been particularly difficult for digitally excluded people to navigate. CLSS has helped people to access their accounts and online journals, complete online applications and give evidence to report changes in circumstances. Where possible, we have also helped people to increase digital literacy skill confidence so that people can navigate systems independently.

As a charity we seek to learn from others and positively encourage our staff and volunteers to attend ongoing professional development training and relevant forum and cross-sector meetings. We seek share our good practice and learning with others through partnership work with other organisations and through cross-sectoral discussion and dialogue with the charity and community sector, service providers, local council, policy makers, researchers, academics and funders.

We wish to thank the funders who support our work, especially Islington Council, Cloudesley Charity, Trust for London, National Lottery Community Fund, Cripplegate Foundation, Healthwatch Islington. We do not take this support for granted and see the grants we do receive as a strong testament to the hard work and impact our CLSS team is having in supporting people in our community. We are also very grateful to Cloudesley Charity for supporting people in our community with emergency grants, and the Cripplegate Foundation for their grant for carers. Such support really helps make a difference to people's lives. We are delighted too to have secured funding from City Bridge and the National Lottery Reaching Communities Fund which will help ensure the sustainability of our work for the next five years.

Warm thanks to our office and activity volunteers who generously contribute energy, ideas, time and skills to the social justice work of our organisation to tackle poverty, isolation and social exclusion. Heartfelt thanks too to our skilled CLSS staff team: Tsega Solomon, Maxamed Maslax, Segen Hadish, Linda Raymond and our Coordinator Wezenet Haile. Strong teamwork and steadfast dedication to making a positive difference gives CLSS its good name. Your energy, commitment, and positive approach inspire people within and beyond our community to step forward to support our community. As always, we welcome approaches from individuals and organisations wishing to become involved with our work and to collaborate. We look forward this Spring to marking 20 years of service to the community, where we will come together to look back and reflect, as well as forward to the future.

Dr Zibiah Alfred Loakthar (Chair)

## COMMUNITY LANGUAGE SUPPORT SERVICES

### CLSS Background

Community Language Support Services (CLSS) was established in 2005 as a registered charity, in response to a significant need for support, advice, and advocacy within refugee communities. The primary beneficiaries of our services are from minoritised ethnic groups and people seeking sanctuary in the UK, originating from East Africa and from other Arabic-speaking communities. Our organisation is dedicated to providing person-centred, holistic advice and support. This includes visiting people in their homes, bringing individuals together in group settings, and working collaboratively to enhance health and wellbeing.

The staff and trustees at CLSS possess a comprehensive understanding of the cultural sensitivities and unique needs of our community members. This awareness fosters an environment in which individuals feel at ease and are able to build trust with our team. A substantial proportion, over 90% of people using CLSS services, live on low incomes and face significant challenges due to language barriers, and digital exclusion.

75% of our clients have disabilities and have experienced health inequalities, meaning they require ongoing support to access services and entitlements. To help address these challenges, CLSS facilitates activities that promote integration within the wider community, supporting service users to overcome barriers and participate fully in society.

### The Charity Objectives are:

- (1) To advance the education and training of people with limited English language skills and their dependants in need thereof so as to advance people in life and assist people to adapt within a new community.
- (2) The provision of facilities for recreation or other leisure time occupation with the object of improving the conditions of life of those persons who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances.
- (3) The relief of unemployment of people with limited English language skills and in particular those in London, by the provision of vocational and skills training, advice and support.

### Vision

Our vision is to transform the lives of individuals within the community by supporting them to overcome the obstacles that prevent them from leading healthy and fulfilling lives. Through our services, we strive to empower people to rebuild their self-confidence, acquire essential skills, and ultimately achieve greater independence.

### Mission

Our mission is to provide support to those who are most in need vulnerable, disadvantaged, and isolated individuals from minoritised ethnic communities. We focus particularly on local East African and Arabic-speaking communities, helping people to improve their quality of life and enabling them to participate more fully in society.

### Quality Assurance

CLSS is dedicated to delivering services efficiently and effectively, in line with the objectives of the charity. We offer a broad range of quality services, all underpinned by a commitment to equality of opportunity, impartiality, and fairness, regardless of political, religious, or ethnic background. CLSS maintains high standards by holding the Advice Quality Standard (AQS) and is registered with the Immigration Advice Authority (IAA).

## COMMUNITY LANGUAGE SUPPORT SERVICES

### Staff and Volunteer Development

Community Language Support Services (CLSS) maintains a strong commitment to the professional development of its staff and volunteers. The organisation places emphasis on ensuring that all team members have access to opportunities that enhance their expertise, enabling them to effectively meet client needs and contribute to the achievement of organisational objectives.

Staff and volunteers at CLSS have participated in a wide range of training sessions. These professional development activities have equipped them with valuable knowledge and practical skills, which they are able to utilise within the community. The team remains dedicated to addressing the increasing demand for CLSS services and to developing new initiatives that are responsive to the evolving needs of community members.

### Networking

Our staff have established robust connections and effective working relationships with statutory bodies, voluntary organisations, community groups, and supporting agencies across both Islington boroughs and the wider London area. Regular participation in information-sharing meetings delivered by a variety of statutory and voluntary organisations as well as community-based agencies has enabled us to build and maintain a close network of partners and service providers relevant to our work.

We actively engage in a range of regular meetings and forums, including: Advising Islington Together, Asylors (research for asylum seekers), Bright Lives Practitioner Network, Centre for Trauma, Asylum and Refugees (CTAR) at the University of Essex, Cross Islington Coordination Call meetings, Hate Crime Forum, Islington Black Minority Advice Alliance (IBAA), Islington Refugee Forum, Healthwatch Islington, Islington Strategic Advice Partnerships, Migrant Support Project Working Together Meeting, and Tavistock Refugee Hub and Voluntary Action Islington.

Our commitment to networking has not only strengthened our professional relationships but also enhanced our capacity by facilitating the exchange of information and independent expertise. This collaborative approach has broadened our ability to meet the needs of the wider community. In particular, our partnership with Healthwatch Islington has enabled us to engage with health specialists from the NHS, further expanding our support network for service users.

Staff members also attend regular meetings at the Tavistock Refugee Hub, which has proven to be highly productive. These meetings bring together a diverse group of practitioners, community representatives, and organisations working with asylum seekers, refugees, and forcibly displaced people. They provide a valuable forum for information sharing and reflection, supporting the development of best practices tailored to address the varied and complex needs of individuals within these communities.

### Our Provisions of Services

We have worked extensively with individuals from marginalised communities, with a particular focus on those from minoritised ethnic and refugee backgrounds mainly those from East Africa and other Arabic speaking communities. Over the year, 2981 people have accessed our specialist advice, support and workshops. 1821 people were regular clients throughout the year. Our approach is grounded in person-centred and holistic support, ensuring that each service user receives tailored advice, advocacy, and assistance that addresses their unique circumstances and challenges. The recent changes to welfare and housing systems, such as the transition to Universal Credit and the ongoing cost-of-living crisis, have had a profound effect on people who access our services.

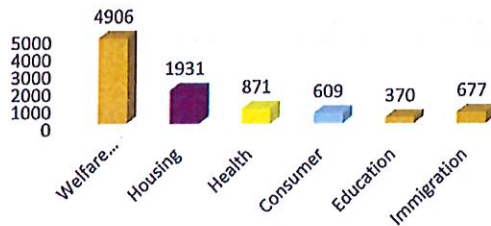
There has been a marked increase in the number of individuals needing urgent support, many of whom are facing intricate challenges compounded by language barriers, digital exclusion, and financial hardship. In response, our staff have shown exceptional dedication, working extended hours to ensure that clients receive the help they need to navigate these difficult times. Their commitment has been vital in helping people to cope, access essential services, and maintain stability during periods of acute vulnerability.

## COMMUNITY LANGUAGE SUPPORT SERVICES

receive the help they need to navigate these difficult times. Their commitment has been vital in helping people to cope, access essential services, and maintain stability during periods of acute vulnerability. Fig 1. CLSS dealt with the following inquiries throughout the year.

### Services provided by CLSS

1st April 2024 - 31st March 2025



We have seen an increased number of inquiries on welfare benefit. We have supported clients migrating from welfare benefits to Universal Credit within the timeframes required by the DWP, enabling them to continue receiving transitional protection payments whilst their

Universal Credit claims are processed. We received more referrals and signposted clients from community groups many of whom were vulnerable experiencing poverty needing assistance with access to welfare benefits, housing, consumers and immigration matters.

Individuals facing language barriers or digital exclusion often struggle to respond to Department for Work and Pensions (DWP) requests and are in urgent need of ongoing support. Unemployment has risen, and many are already contending with poverty, depression, anxiety, and family breakdown, all of which have been exacerbated by the ongoing cost-of-living crisis and or unemployment.

We have successfully assisted clients with applications for a range of benefits, including UC50, Disability Living Allowance (DLA), Universal Credit, Personal Independence Payment (PIP), Carers Allowance, Attendance Allowance, and Discretionary Housing Payment (DHP) etc. Notably, 90% of applications we have supported have been successful without the need for mandatory reconsideration or appeals, and 95% of tribunal appeals for welfare benefit cases have resulted in a favourable outcome. Many people have commented, "This is the kind of service we need."

### Housing Needs and Support

Housing needs and the risk of homelessness remain significant concerns within our community. Many individuals and families continue to live in poor housing conditions and face the challenges of overcrowding. Those residing in private rented accommodation are particularly vulnerable, with a substantial number experiencing poverty and being adversely affected by benefit caps. As a result, most of their income is directed towards rent, often leaving them without sufficient funds to feed their families and forcing them to rely on food banks. This precarious situation has contributed to increased levels of depression and anxiety among those affected.

In response to these challenges, we assist clients in applying for Discretionary Housing Payment (DHP) to help alleviate financial pressures related to housing costs. Furthermore, support from welfare grants such as those provided by the Cloudesley Charity and carers grants from the Cripplegate Foundation, has enabled us to offer emergency financial assistance to 26 individuals facing health-related difficulties, financial crises, or destitution. "241 people have been helped to apply for WaterHelp from Thames Water, which gives low-income households a 50% discount on their bills."

Our support also extends to essential household utilities. For example, we liaise directly with energy providers on behalf of clients to secure reduced rates for electricity and gas bills or arrange payment plans with affordable instalments. These interventions are crucial in helping individuals and families maintain their tenancies and avoid deepening financial hardship.

## COMMUNITY LANGUAGE SUPPORT SERVICES

Our staff provide one-to-one digital support to teach basic digital skills to clients, helping people develop confidence, skills and become independent. Over 67 clients reported that they felt more confident in accessing online services independently. If they need more help they come to us.

### Women's Self-Help Group and Skills Sessions

The women's self-help group, along with the knitting and sewing sessions held fortnightly, has made a significant impact on the confidence and abilities of our participants. These sessions have not only equipped the women with valuable new skills but have also fostered a sense of unity by bringing together women from a variety of backgrounds.

The formation of supportive friendships within the women's group has played a transformative role for individuals who previously chose to remain isolated. Through regular participation in the group's activities, many women have moved beyond feelings of loneliness, building meaningful connections with others in similar circumstances. These relationships have not only fostered a sense of belonging but also encouraged personal growth and resilience among participants. Currently, 25 women continue to provide befriending support to housebound and elderly individuals, working under the guidance and supervision of CLSS.

The session is run by a volunteer teacher. Through her commitment, we have been able to continue to offer support to those most in need.

Reflecting on her experience, she shared, "*Sharing my skills and seeing our ladies develop makes me feel proud.*" She also expressed that attending these sessions has boosted her confidence and helped her to recognise her own abilities. The group recognises that certain experiences can have a negative effect on individuals but restoring confidence and developing coping mechanisms are key achievements they strive for. The participants now speak openly about their experiences and confidently stand up for themselves and their families.

The women's group has further extended our reach, allowing us to assist even more vulnerable members of our community.

### Outreach and Support for Vulnerable Clients

Our team carried out a substantial programme of outreach and home visits, completing 255 visits to support vulnerable individuals in the community. These proactive interventions enabled us to engage directly with those most at risk, ensuring they received the assistance and guidance necessary to improve their circumstances. We provided ongoing support to 491 people living with disabilities, helping them to access essential services, maintain independence and address day-to-day challenges. Our tailored approach ensured that individuals' needs were recognised and addressed appropriately.

In addition, we reached and supported 367 isolated individuals. Through our outreach efforts, these people were able to reconnect with their community, access vital resources, and feel less alone in facing their difficulties.

### Anonymised Case Example:

We assisted a vulnerable young asylum seeker, referred to our organisation by a concerned community member; he lives in a hotel. The client lives with chronic constipation and chronic myeloid leukaemia, both requiring ongoing medical care and diet. Throughout this period, CLSS provided regular practical and emotional support, both by phone and face-to-face. We provided emergency financial support received from a charity for food and travel. We advocated on his behalf and liaised with service providers including a doctor who comes to the hotel and contacted the specialist from the hospital to request his leukaemia medication because there were times when he ran out of medication. We also contacted his immigration solicitor, churches, and the Red Cross to assist the client. We successfully advocated for the client to be moved to accommodation where he could access better medical care and community support. He is now settled in a shared studio in West London.

## COMMUNITY LANGUAGE SUPPORT SERVICES

Recent protests in Greater London have caused the client significant anxiety. He feels unsafe leaving his accommodation, which has affected his ability to attend medical appointments and access support, leading to isolation. Despite these challenges, with CLSS's support and assistance in communicating with his immigration solicitor, he successfully obtained refugee status and is now able to access more comprehensive support.

### Health awareness workshops

Throughout the year, we delivered a total of 12 gender-specific health awareness workshops. These sessions were facilitated with the support of expert health speakers from Healthwatch Islington, the Camden and Islington Core Team, and an NHS health representative and our mental health support worker and staff. Each workshop attracted between 25 and 30 attendees, reflecting strong community engagement and interest. We also shared the information with the wider community through the CLSS WhatsApp group.

CLSS staff and volunteers provided interpreting and translation services in a range of community languages. This approach enabled all attendees to fully benefit from the information and support offered during the sessions. As a direct result of these workshops, 34 individuals experiencing depression felt empowered to seek assistance and successfully accessed the mental health services they required. In addition, 137 people were signposted to appropriate mental health support, further extending the reach and impact of our work.

Despite these positive outcomes, the stigma surrounding mental health remains significant. Many participants continue to struggle with depression and anxiety, challenges often exacerbated by poverty and unemployment. These difficulties are particularly acute among those of working age, who face considerable obstacles in accessing support and overcoming the associated stigma.

Workshop attendance prompted clients to get health checks, leading to three prostate cancer diagnoses during routine screenings despite no symptoms. Our mental health support worker and advisors tailor sessions to community needs and offer one-on-one support. We have assisted 78 families, including families with autistic children, to get more support.

### Immigration Advice and Support

CLSS offers immigration advice and services at IAA Level 1, with a particular focus on immigration, asylum, and protection matters. Our dedicated team has assisted clients with a broad spectrum of immigration-related applications, including those for settlement, Indefinite Leave to Remain, and citizenship. In addition, we have supported individuals in preparing Home Office travel document and passport applications, as well as fee waiver applications to help families register their children as British citizens.

Asylum seekers often encounter considerable difficulties, and we have seen an increase in enquiries from those seeking guidance, whether to find an immigration solicitor, reconnect with existing legal representatives, or obtain necessary information and support. In response to newly introduced regulations, clients are now required to create UKVI accounts to view their immigration status online via the eVISA system. Our team has provided support to many individuals throughout this process, ensuring they are able to access and manage their status online. We recognise that those who are illiterate or living with disabilities may need personalised and continuing assistance, and we tailor our digital support accordingly.

We are also committed to aiding vulnerable clients, including those experiencing domestic violence, by helping them communicate more effectively with their immigration solicitors about their cases. Our services include the provision of information, interpreting, and translation as needed, so that language barriers do not prevent access to essential support. Furthermore, we have helped destitute and vulnerable failed asylum seekers to obtain emergency financial support through the No Recourse to Public Fund

## COMMUNITY LANGUAGE SUPPORT SERVICES

(NRPF) scheme. In addition, we have supported clients in applying for welfare grants from Cloudesley, offering vital reassurance and ensuring that individuals know they have somewhere to turn during times of need.

### Achievements

CLSS has continued to grow, making significant strides towards its mission of improving the lives of those it serves. The organisation's specialist advice and support services have proved highly effective, achieving a 95% success rate in helping clients secure their benefit entitlements and access the support they require. Through the delivery of group activities and health awareness sessions, CLSS has successfully brought people together, fostering a stronger sense of community and engagement.

The women's group sessions have been particularly impactful, providing a welcoming space for women from diverse backgrounds to come together. These sessions have not only encouraged participation and unity among women but have also empowered them to become active members of the community. Many have gone on to support others, helping CLSS to extend its reach and strengthen community ties. In the area of mental health, CLSS has signposted 137 individuals to the appropriate services for their mental wellbeing, with 85% of these individuals' reporting improvements in both their financial and health circumstances.

The organisation has also taken proactive steps to combat loneliness and isolation, reaching out to support people in their own homes and facilitating integration and social connections within the wider community. A total of 491 people with disabilities have received ongoing support, ensuring that their unique needs are addressed and that they remain connected to vital services. Additionally, 350 isolated individuals have been encouraged to participate in group activities and workshops, with 70% of participants noting improvements in their financial and health wellbeing as a result. Through these efforts, CLSS has played a crucial role in bridging gaps and challenging the stigma that often prevents people from seeking the help and support they need.

### Summary

There has been an exceptionally high demand for advice and support services, with numerous urgent enquiries received from members of the community. Our dedicated staff have consistently gone above and beyond, working additional hours to ensure that the needs of our beneficiaries are met. Through their efforts, CLSS has helped individuals access vital welfare entitlements and essential services, particularly during the ongoing cost-of-living crisis. The challenge of digital exclusion has further impacted many lives, making our support even more critical. Notably, 90% of our clients face language barriers and therefore require ongoing, tailored assistance to navigate available services effectively.

### Community Engagement and Outreach

We continue to support people in staying connected by delivering group activities that foster social inclusion. Our gender-specific health awareness sessions have provided significant benefits, addressing unique needs within the community. To combat isolation, we have offered a befriending service for housebound and isolated individuals, utilising both outreach and home visits. Our collaboration with statutory and other supporting agencies has further strengthened our services, enabling us to respond efficiently to the evolving needs of the community. The organisation's sustainability has allowed us to initiate new projects that reflect and address these needs.

### Acknowledgements

We extend our heartfelt thanks to our funders and supporters, including the Cripplegate Foundation, Islington Council, The National Lottery Community Fund, Trust for London, and Cloudesley Charity, whose generosity has been instrumental in meeting both our needs and those of the wider community. Your grants and continued support have enabled us to expand our services and empower individuals to thrive. We are also grateful to the NRPF team from Islington Council for their responsiveness to our clients' needs.

## COMMUNITY LANGUAGE SUPPORT SERVICES

Our sincere appreciation goes to the Management Committee for their ongoing encouragement and steadfast support, which has motivated us to work even harder and contributed to positive changes in people's lives. We also thank Healthwatch Islington, Voluntary Action Islington, the IRMF team, our staff and volunteers, local MPs, and St Mellitus Church for their invaluable support to CLSS and the community.

### Financial

The charity's principal source of income grants from public funding and other charities. In the year ended 31 March 2025 the principal grant funders were Islington Council, National Lottery Community Fund, 'Cloudesley's Charity, Trust for London, Cripplegate Foundation and Healthwatch Islington.

During the year the total income received was £102,443, (2024-£135,977) and after deducting expenditure of £121,840, (2024-£122,209), the charity made a deficit of £19,397, (2024 a surplus of £13,768. As at 31.3.2025 the charity reserve was £126,856 and this was carried forward for the continuation of the project. This includes £40,581 Unrestricted Reserves, equivalent to just under 3.8 months expenditure level. Independently examined financial Activities for the year ended March 2025 is provided. We are actively identifying other funders and developing proposals.

### STRUCTURE, Governance and Management

#### Management Committee and Board of Trustees

CLSS is overseen by a Management Committee composed of six dedicated volunteers. The Board of Trustees holds responsibility for all governance, policy development, strategic planning, and financial oversight. Throughout the year, the Board convened on four occasions to address key matters and ensure the effective running of the organisation.

#### Staff and Volunteer Team

The team at CLSS includes five staff members: a Coordinator who also serves as an advice worker, along with four advisors and support workers. In addition, a group of seven committed volunteers provides vital assistance with interpreting and supporting users. The organisation also benefits from the involvement of 25 volunteer befrienders, who play a crucial role in supporting the community. All volunteers are supervised by the coordinator and the staff team, ensuring consistent, high-quality support and guidance.

#### Management

The coordinator holds responsibility for the overall management and coordination of CLSS activities. Acting as an adviser to the Board, the coordinator implements decisions made by the trustees to ensure the effective running of the organisation. In addition, the coordinator directly manages both the staff and volunteer team, providing guidance and supervision. Regular reports are made to the Chair of the Board, facilitating clear communication and accountability within the organisation.

**COMMUNITY LANGUAGE SUPPORT SERVICES**

INDEPENDENT EXAMINER'S REPORT

Report to the trustees of 

COMMUNITY LANGUAGE SUPPORT SERVICES
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On accounts for the year ended 

31 MARCH 2025	Charity no	1115756
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**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

**Basis of independent examiner's statement**

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

- In connection with my examination, no matter has come to my attention
1. which gives me reasonable cause to believe that in, any material respect, the requirements:
    - to keep accounting records in accordance with section 130 of the Charities Act; and
    - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
  2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: 


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Date: 

10-12-2025
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Name: 

Efre Kidane FCCA
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Address: 

39-41 North Road, London N7 9DP
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**COMMUNITY LANGUAGE SUPPORT SERVICES**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2025**

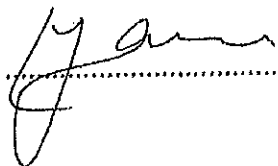
	Notes	Unrestricted Funds	Restricted Funds	2025 £	2024 £
<b>INCOME AND ENDOWMENTS</b>					
Donations and Legacies	2	1,670	-	1,670	1,050
Bank Interest		282		282	0
<b>Income From Charitable Activities:</b>					
Grants	3	-	100,491	100,491	134,927
<b>Total Income</b>		<b>1,952</b>	<b>100,491</b>	<b>102,443</b>	<b>135,977</b>
<b>EXPENDITURE</b>					
Expenditure on Charitable activities	4	10,194	111,646	121,840	122,209
<b>Total Expenditure</b>		<b>10,194</b>	<b>111,646</b>	<b>121,840</b>	<b>122,209</b>
Net Movement of Funds in Year		(8,242)	(11,155)	(19,397)	13,768
Transfer between funds		-	-	-	-
<b>Surplus/(Deficit) for the year</b>		<b>(8,242)</b>	<b>(11,155)</b>	<b>(19,397)</b>	<b>13,768</b>
Total funds brought F/W 1.4.2024		48,823	97,462	146,285	132,517
<b>Total funds carried F/W 31.3.2025</b>		<b>40,581</b>	<b>86,307</b>	<b>126,888</b>	<b>146,285</b>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**BALANCE SHEET**  
**AS AT 31 MAR 2025**

	Notes	2025 £	2024 £
<b>CURRENT ASSETS</b>			
Balance per Bank statement		126,724	145,604
Cash in hand		764	681
		<u>127,488</u>	<u>146,285</u>
<b>CURRENT LIABILITIES</b>			
Amounts due falling within one year		<u>600</u>	<u>0</u>
<b>NET CURRENT ASSETS</b>		<u>1,26,888</u>	<u>146,285</u>
<b>FUNDS</b>			
Unrestricted		40,581	48,823
Restricted		<u>86,307</u>	<u>97,462</u>
<b>TOTAL FUNDS</b>	5	<u>126,888</u>	<u>146,285</u>

Approved by the board on 10th December 2025  
And signed on its behalf by

Chair 

Treasurer 

## COMMUNITY LANGUAGE SUPPORT SERVICES

### NOTES TO THE FINANCIAL STATEMENTS

#### 1. Accounting Policies

1.1 The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

1.2 The accounts have been prepared on the going concern basis.

1.3 Income is recognised in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

1.4 Expenditure is included when incurred and liabilities are established for all services once provided. Expenditure includes amounts of irrecoverable VAT where charged. Expenditure on operational programmes is recognised in the period in which it is incurred.

1.5 No trustee was paid or received any benefit in the current year.  
No transactions occurred with any trustee or connected person/s with material interest in the year.

1.6 Grants received are for restricted purposes and realised in the accounts within the year. The charity does not operate any endowment funds.

1.7 Restricted funds are to be used for restricted purposes as laid down by the donor. Expenditure which meets this criteria is identified to the funds.

2. Donations and Legacies	Unrestricted	Restricted	2025	2024
	Funds	Fund		
	£	£		£
Donations and Gifts	1,670	0	1,670	1,050
Bank Interest	282	0	282	0
TOTAL	<u>1,952</u>	<u>0</u>	<u>1,952</u>	<u>1,050</u>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

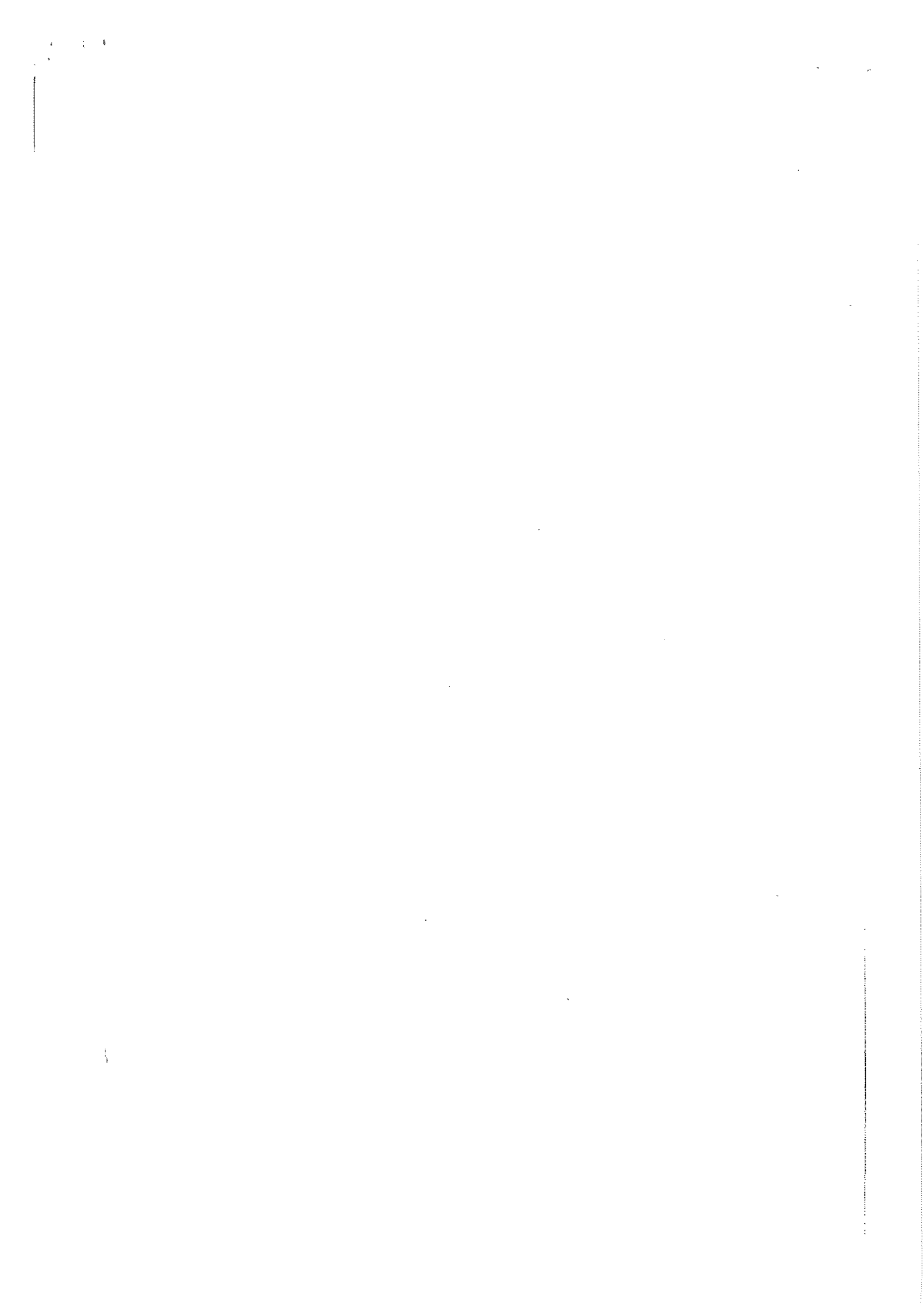
3. Income from charitable activities: Grants	Unrestricted	Restricted	2025	2024
	Funds	Funds		
		£	£	£
National Lottery Community Fund	-	20,247	20,247	40,354
Richard Cloudesley's Charity (Welfare Grant)	-	3,960	3,960	4,000
Richard Cloudesley's Charity	-	8,750	8,750	8,750
Trust For London	-	23,707	23,707	27,625
Islington Council's Community Chest	-	0	0	5,000
Cripplegate Foundation Main Grant	-	10,000	10,000	10,000
Cripplegate Foundation -Other Grant	-	3,400	3,400	9,826
Islington Council	-	24,000	24,000	24,000
Healthwatch Islington	-	6,427	6,427	5,372
<b>TOTAL</b>	<b>-</b>	<b>100,491</b>	<b>100,491</b>	<b>134,927</b>

**4. Expenditure on Charitable Activities**

	Unrestricted	Restricted	2025	2024
	Funds	Funds		
	£	£	£	£
Salaries and Wages	10,194	92,411	102,605	104,014
Rents, Rates & Service Charges	-	6,000	6,000	6,000
Individual Grants	-	4,840	4,840	4,895
Hall Hire	-	784	784	951
Stationary	-	278	278	187
Volunteer Expenses	-	850	850	673
Photocopy/Postage	-	358	358	377
Telephone	-	839	839	696
Refreshments	-	282	282	740
Membership fees	-	644	644	575
DBS Check	-	125	125	111
Homeworking costs/management costs	-	433	433	386
IT and Consultancy	-	0	0	616
Subscriptions	-	40	40	40
Training	-	350	350	324
Cleaning Product	-	115	115	135
Equipment	-	96	96	671
Insurance	-	893	893	468
Accountancy & Audit	-	600	600	350
AQS Audit	-	1,708	1,708	0
<b>Total Expenditure</b>	<b>10,194</b>	<b>111,646</b>	<b>121,840</b>	<b>122,209</b>

**5. Analysis of Net Assets Between Funds**

	Unrestricted	Restricted	2025	2024
	Funds	Funds		
	£	£	£	£
Tangible fixed assets	-	-	-	-
Current assets	40,681	86,807	127,488	146,285
Current liabilities	(100)	(500)	(600)	0
<b>Net assets</b>	<b>40,581</b>	<b>86,307</b>	<b>126,888</b>	<b>146,285</b>





**COMMUNITY LANGUAGE SUPPORT SERVICES**

England & Wales - Charity number 1115756

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# Accounts

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*Community Language Support Services*

**Annual Report 1<sup>st</sup> April 2023 – 31 March 2024**

**Registered Charity Number: 1115756**

## COMMUNITY LANGUAGE SUPPORT SERVICES

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**COMMUNITY LANGUAGE SUPPORT SERVICES**

**REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Trustees</b>	<b>Dr Zibiah Alfred Loakthar</b>	<b>Chair</b>
	<b>Ruth Clarke</b>	<b>Secretary</b>
	<b>Mebrahtu Russom</b>	<b>Treasurer</b>
	<b>Zahra Suleiman</b>	<b>MC Member</b>
	<b>Sega Habtom</b>	<b>MC Member</b>
	<b>Kaousar Hannach</b>	<b>MC Member</b>
	<b>Natu Hadish</b>	<b>MC Member</b>

**Charity Number**                      **1115756**

**Registered Office**                      **St Mellitus Church**  
**The Presbytery**  
**Tollington Park**  
**London**  
**N4 3AG**

**Bankers**                                      **Barclays Bank**  
**Camden House East**  
**Summer Row**  
**Birmingham**  
**B1 3PF**

## COMMUNITY LANGUAGE SUPPORT SERVICES

### TRUSTEES' REPORT

#### Chair's Report

This past year has been another very busy one with CLSS, supporting community members with ongoing and new issues, and also supporting new people referred to us by professionals and by those in the community that trust our services and recommend them to others. A growing community can bring us extra challenges around resourcing but is also a great source of joy and new friendships, peer support, solidarity and inspiring community activism. At CLSS we are proud of everyone's resilience in the face of many challenges. It is great testimony to the work of the CLSS team when people who have been in some way helped by our services, come back and volunteer with good will their time and skills for the community.

A heartfelt thank you from all the trustees to all our volunteers, both those who help in the office and those who help at events and with our befriending scheme and those whose help behind the scenes, less visible volunteering but equally important. You are an inspiration to everyone; each person's contribution is invaluable.

Thank you too to all CLSS staff, namely Tsega Solomon, Maxamed Maslax, Segen Hadish, Linda Raymond and Wezenet Haile who have also gone above and beyond to support our community and who have showed great dedication, resilience and determination, working as a strong team to ensure people are supported in meaningful ways and social justice issues are raised and taken forward.

CLSS has this year has again supported people multilingually with information, advice, and advocacy, signposting to relevant health and social services, and practical support in times of crisis. With training and support, we have helped people to access volunteer opportunities and employment. We continue to find creative ways to bring our community together and connect people experiencing loneliness and isolation with others with creative knitting projects and tailored volunteering opportunities. We also give talks across different sectors about the issues that people in our community are facing and willingly share our good practice and ideas with people from the charity and community sector, as well as funders, policy makers and academics.

Thanks to everyone who has supported the building of community and helped CLSS in its work to tackle poverty, isolation and social exclusion. Thanks to everyone who has offered ideas, time, advice, guidance, expertise, resources, professional development training, connections and practical and financial support. Your support makes all the difference in our community. A special thanks to our Coordinator Wezenet for continuing her inspiring leadership of our charity's work.

Thank you to all our funders this year. We continue to look for creative ways to build the resources and support we can offer the community. At CLSS we welcome ideas, suggestions and approaches from individuals and organisations wishing to collaborate. As always, we welcome new volunteers into the heart and warmth of our community. We are proud of our reputation in the community as a grassroots frontline charity that walks with people facing challenges, offering support in a sensitive way so that people can live as independently as possible, whilst creating opportunities for people to become more involved in community life. As we approach our 20th year of operating as a charity, we are looking to bring the community together to celebrate. We would love to hear your ideas of what you think might be appropriate here!

Dr Zibiah Alfred Loakthar (Chair)

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

### **CLSS Background**

The Community Language Support Services (CLSS) objectives are to provide people with limited English language skills and their dependants (clients), with communication services and support to help relieve isolation and promote fuller integration into UK social and economic life. CLSS aims to improve the health and well-being of minority ethnic and migrant communities, particularly those living in Islington and across greater London.

We address these objectives through delivering a wide range of information, advice, advocacy and support by telephone, face to face and outreach visits to our clients' homes, to people in need in Islington and the neighbouring boroughs. We work with a diverse range of people from minority ethnic groups and tackle a broad range of issues. 90% of our clients have language difficulties and digital exclusion 95% are BME backgrounds and 100% live in low income 75% of our clients have disabilities and need ongoing support.

Our staff understands the cultural sensitivity of our clients and delivers vital support services to help those marginalised communities to access needed services and the benefit to which they might be entitled. Supported in community building, through delivering monthly group talking sessions, health awareness workshops and women's self-help group knitting, sewing sessions.

We have delivered specialist advice, advocacy and emotional support in clients first language. We have insured continues engagement with those hard-to-reach isolated, vulnerable members of our community, get the help and support they need, enabling people to maximise their income through accessing the right benefit entitlements.

### **Our Vision:**

To transform the lives of people in the community, so that people overcome the barriers that stand in the way of living healthy lives, and then see people rebuild self-confidence and develop the required skills to flourish and gain greater independence.

**Our Mission:** To help those who are most in need who are vulnerable, disadvantaged and isolated from minoritised ethnic communities particularly within local East African and Arabic speaking communities, supporting people to improve quality of life

### **Quality Assurance:**

CLSS delivers its services efficiently and effectively in accordance with the objectives of the charity. CLSS offers a broad range of quality services underpinned by an ethos of equality of opportunity, impartiality, and fairness, particularly in respect of political, religious, and ethnic affiliations. CLSS holds an Advice, Quality Standard (AQS) and is registered with the Office of the Immigration Service Commissioner (OISC).

### **CLSS STAFF AND VOLUNTEERS DEVELOPMENT**

CLSS is committed to providing staff and volunteers with development opportunities to ensure that staff members have the professional knowledge and skills necessary to meet the needs of our clients and to achieve the organisation's goals. During the year, our staff and volunteers have attended various training. Including on welfare benefits, housing, health, safeguarding, and immigration matters to support ongoing professional development.

## COMMUNITY LANGUAGE SUPPORT SERVICES

### Networking:

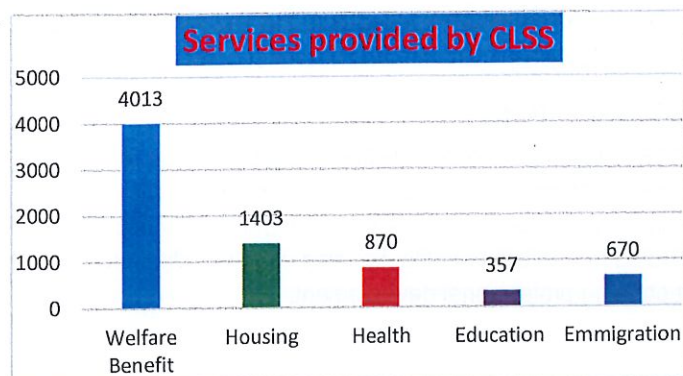
We have strong links and good working relationships with the statutory, voluntary, community organisations and supporting agencies in the boroughs and London wide. We attend regular information sharing meetings delivered by the statutory, voluntary community organisations, and supporting agencies and have been able to develop connections and a close networking relationship with statutory services, organisations and supporting agencies. Including, Islington Advice Alliance, Irish in Britain Cuihmne Memory Loss Alliance, Islington Refugee Forum, Islington Black Minority Advice Alliance, (IBAA), Manor Gardens Health Advocacy, Healthwatch Islington, Voluntary Action Islington. The Centre for Trauma, Asylum and Refugees (CTAR) of Middlesex University, Tavistock Refugee Hub, Asylus, Islington Hate Crime Forum and other.

Through our networks we were able to access information and opportunities, sharing independent expertise and developed partnership work, in which has broadened our capacity to address community needs. In partnership with the Healthwatch Islington delivered health awareness sessions. Our staff attended free training webinar on Researching and using Country of Origin Information on Asylum delivered by Asylus. Training on Creative Reminiscence delivered by Cuihmne, the Irish in Britain to help people living with memory loss and dementia, etc.

### Advice Service:

Advice service is in demand, an increasing number of people seeking advice on welfare benefits, housing, immigration, employment, consumer and health issues. Over the year, 2671 people have accessed our specialist advice and support sessions and workshops. 1,607 were regular clients throughout the year, each with multiple support needs. We have received clients from further afield who are going through extreme difficulties. They say, "we could not find someone to help us". This shows there is a gap in advice provisions in London. The cost-of-living crises, and the changes in the welfare and housing system compounded by language barriers and digital exclusion made harder for people to survive and cope.

Many clients suffer from depression, and family breakdown due to unemployment, poverty and lack of support at the right time. People with mental health perceived to be forgotten, in particular those with no close relatives or connections in the UK. Despite the challenges faced, due to the increased number of people coming for help, our service helped clients with their support need.



We received many referrals and signposted clients who needed to claim for Employment Support Allowance, UC50, Disability Living Allowance (DLA), Personal Independence Payment (PIP) attendance Allowance and to help with mandatory reconsideration and tribunal appeal on

welfare benefit cases. As shown in the graph, we have seen an increased enquiries on welfare benefit and housing. This largely caused by the cost-of-living crises migration from welfare benefit to

## COMMUNITY LANGUAGE SUPPORT SERVICES

Universal Credit (UC) and digital exclusion have made life harder for the most disadvantaged community. Claimants of UC have required ongoing support with their claims and to respond to the DWP requests to avoid delays of payment, sanctions and rent arrears.

Housing needs and homelessness are high, many lives in the poor housing conditions and overcrowding. Those on low income in the private sector rented face poverty, most of their income goes towards their rent. They cannot afford to feed their family and depend on food banks. Many suffered from depression, and anxiety. We have helped clients to access the right welfare benefit entitlements, Discretionary Housing Payment (DHP), provided emergency welfare grant received from Cloudesley Charity and the Cripplegate Foundation Crises appeal grants to help those facing destitution and poverty. We referred clients to age UK.

CLSS continue delivering one to one digital inclusion support. This helped clients develop confidence and skills and become more independent. If they need more help, they come to us. We also linked people into ESOL and training courses to improve their English language and find employment, to become independent.

### Anonymised Case Example:

Mr B is a refugee, twice his asylum claim has been refused. He was going through depression and faced many challenges. He was moving around to the centres for a free meal and was surviving with the support of friends from the community. Over the years, his mental health started to deteriorate due to the uncertainty of his asylum claim and challenges faced. CLSS provided him ongoing support. After thirteen years he has been granted leave to Remain for 5 years. He said I would not have coped without CLSS support. Giving a little help can make a difference.

### Health awareness workshops

We have delivered various gender specific health awareness sessions with the assistance of Healthwatch and health speaker from Islington Mental Health Core Team. CLSS staff and volunteers assisted with interpreting and translating in community languages. Our mental health support worker delivers one to one and group talking sessions, this helped people feel more confident and comfortable to engage and were able to open up with each other. The service has helped to bridge the gap caused by the stigma of mental health and culture. 76 families with caring responsibilities have been supported to access the right health services and benefits. 450 clients with disabilities received ongoing support.

CLSS worked closely with the South Islington Rehabilitation Service, the Traumatic Stress Clinic, and other services to provide people with information and further support for their healthcare needs. This has increased client awareness and empowered to access services.

### Women group sessions:

Our women's self-help group, knitting and sewing classes developed well. The session brought diverse women from different backgrounds together, learning new skills and developed supportive friendships and become active members of the community. 25 women continue providing befriending for the housebound and the elderly through CLSS supervision and support.

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

During our community events, women attending this group speak up about community need and encourage others to access the support available. Through their help we were able to help more vulnerable housebound members of our community.

### **Immigration**

Immigration service is in huge demand, due to the reduction of the legal aid. Many experience difficulties to find an immigration solicitor. Asylum seekers in hotel live in poor conditions, the uncertainty of their asylum and lacking support impacted on their health wellbeing. People seeking asylum experience trauma in their home country and fleeing to protect themselves, unfortunately, face other challenges during the asylum process and to access information and support.

CLSS provide immigration advice and service at OISC Level 1 on Immigration asylum and protection. We helped clients adjust in the UK and linked them to their community to facilitate their integration within the community. We have referred/signposted clients to immigration solicitors. We provide information and support and provided interpreting and translation as needed. We helped destitute vulnerable failed asylum seekers to access the No Recourse to Public Fund (NRPF) for emergency financial support. We have assisted clients to access welfare grant from the Cloudeley. Given little help and support made people feel they have somewhere to turn to.

### **Achievement:**

CLSS continues to grow and achieved its goals, improving people's lives. Our specialist advice and support have achieved 95% success rate in helping clients with their benefit entitlements and support they need. Brought people together through delivering group activities and health awareness sessions. 240 who suffer from depression have been empowered to seek help. 85% of our clients have reported their financial and health wellbeing improved.

450 people with disabilities received ongoing support. 350 isolated people have been encouraged to participate in group activities. Helped bridging the gap and the stigma impacting people from getting the help and support they need. Improved peoples financial and health wellbeing and tackled, poverty, isolation and loneliness.

### **Summary:**

Advice and support services are in huge demand. We received many enquiries needing urgent support. Our staff worked extra hours to address community needs. CLSS assisted its beneficiaries to access welfare entitlements and needed services. The cost-of-living crises and digital exclusion impacted on people's lives. 90% of our clients have language barriers and require ongoing support.

We are helping people to remain connected through delivering group activities. Our gender specific health awareness sessions were beneficial. We provided a befriending service to those housebound and isolated members of our community, through outreach and home visits. We have strengthened further our services and working relationships, with statutory and other supporting agencies, responding to the growing community needs. The sustainability of the organisation enabled us to create new projects according to the need of the community.

## COMMUNITY LANGUAGE SUPPORT SERVICES

A massive thank you to our funders and supporters including: the Cripplegate Foundation, Islington Council, The National Lottery Community funds, Trust for London, Cloudesley Charity for being very generous and responding to our needs and those of the community. Your generous grant and support helped us to increase further our services and helped people to thrive. Without your help and support this achievement would not have been achieved. A massive thank you to NRPF team from Islington Council for responding to the need of our clients.

Thanks to our Management Committee, for your encouragement and continued support which helped us to work more and enjoy seeing a positive change in people's lives. Thank you to Healthwatch Islington, Voluntary Action Islington, IRMF team, our staff and volunteers, MPs, and St Mellitus Church, for all your support to CLSS and the community.

### **Financial:**

The charity's principal source of income is grants from public funding and other charities. In the year ended 31 March 2024 the principal grant funders were Islington Council, National Lottery Community Fund, Islington Community Chest (Cripplegate Foundation), 'Cloudesley's Charity, and Trust for London. Our total income for the year ended 31st March 2024 was £135,977. Total expenditure for the year ended 31 of March was £122,209. Balance of £146,285 is forwarded for the continuation of the project. This includes £48,823 in Unrestricted Reserves, equivalent to just under 6 months expenditure level. Independently examined financial Activities for the year ended March 2024 is provided. We are actively identifying other funders and developing proposals.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

CLSS is run by a Management Committee of 7 volunteers. The Board of Trustees has responsibility for all governance, policy, strategy, and financial matters. The Board of Trustees met 4 times during the year. We have 5 staff (a Coordinator/advice worker and 4 advisers/support workers and a team of 7 committed volunteers who assist with providing interpreting and supporting users. We also have 25 volunteer befrienders. Volunteers are supervised by the coordinator and staff team.

### **Management**

The coordinator is responsible for the overall management and coordination of activities, advises the Board and implements decisions taken by trustees. The coordinator manages line manages the staff and volunteer team and reports to the Chair of the Board.

**COMMUNITY LANGUAGE SUPPORT SERVICES**

INDEPENDENT EXAMINER'S REPORT

<b>Report to the trustees of</b>	COMMUNITY LANGUAGE SUPPORT SERVICES		
<b>On accounts for the year ended</b>	31 MARCH 2024	<b>Charity no</b>	1115756

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

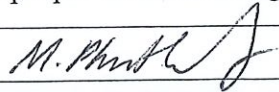
- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

**Basis of independent examiner's statement**

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

- In connection with my examination, no matter has come to my attention
1. which gives me reasonable cause to believe that in, any material respect, the requirements:
    - to keep accounting records in accordance with section 130 of the Charities Act; and
    - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
  2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:**       **Date:** 9-12-2024

**Name:** Maia Phutkaradze

**Address:** 6 Thistledown House, UB6 7FL

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2024**

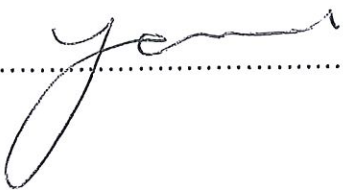
	Notes	Unrestricted Funds	Restricted Funds	2024	2023
		£	£	£	£
<b>INCOME AND ENDOWMENTS</b>					
Donations and Legacies	3	1,050	-	1,050	576
<b>Income From Charitable Activities:</b>					
Grants	4	-	134,927	134,927	129,284
<b>Total Income</b>		<b>1,050</b>	<b>134,927</b>	<b>135,977</b>	<b>129,860</b>
<b>EXPENDITURE</b>					
Expenditure on Charitable activities	5	2,064	120,145	122,209	102,145
<b>Total Expenditure</b>		<b>2,064</b>	<b>120,145</b>	<b>122,209</b>	<b>102,145</b>
<b>Net Movement of Funds in Year</b>		<b>(1,014)</b>	<b>14,782</b>	<b>13,768</b>	<b>27,715</b>
Transfer between funds		-	-	-	-
<b>Surplus/(Deficit) for the year</b>		<b>(1,014)</b>	<b>14,782</b>	<b>13,768</b>	<b>27,715</b>
<b>Total funds brought forward</b>		<b>49,837</b>	<b>82,680</b>	<b>132,517</b>	<b>104,802</b>
<b>Total funds carried forward</b>		<b>48,823</b>	<b>97,462</b>	<b>146,285</b>	<b>132,517</b>

COMMUNITY LANGUAGE SUPPORT SERVICES

BALANCE SHEET  
AS AT 31 MAR 2024

	Notes	2024	2023
		£	£
<b>CURRENT ASSETS</b>			
Balance per Bank statement		145,604	133,645
Cash in hand		681	-
		<u>146,285</u>	<u>133,645</u>
<b>CURRENT LIABILITIES</b>			
Amounts due falling within one year		<u>-</u>	<u>1,128</u>
<b>NET CURRENT ASSETS</b>		<u>146,285</u>	<u>132,517</u>
<b>FUNDS</b>			
Unrestricted		48,823	49,837
Restricted		97,462	82,680
<b>TOTAL FUNDS</b>	6	<u>146,285</u>	<u>132,517</u>

Approved by the board on 9<sup>th</sup> Decemr 2024  
And signed on its behalf by

Chair 

Treasurer 

## COMMUNITY LANGUAGE SUPPORT SERVICES

### NOTES TO THE FINANCIAL STATEMENTS

#### **1. Accounting Policies**

1.1 The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

1.2 The accounts have been prepared on the going concern basis.

1.3 Income is recognised in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

1.4 Expenditure is included when incurred and liabilities are established for all services once provided. Expenditure includes amounts of irrecoverable VAT where charged. Expenditure on operational programmes is recognised in the period in which it is incurred.

1.5 No trustee was paid or received any benefit in the current year.  
No transactions occurred with any trustee or connected person/s with material interest in the year.

1.6 Grants received are for restricted purposes and realised in the accounts within the year. The charity does not operate any endowment funds.

1.7 Restricted funds are to be used for restricted purposes as laid down by the donor. Expenditure which meets this criteria is identified to the funds.

#### **2. Fixed Assets**

The assets with the value over £800 are depreciated over the period of 5 years with no residual value on the straight line basis.

	£
Cost b/f 1 Apr 23	923
Additions	-
Disposal	-
Depreciation b/f at 1 Apr 23	923
Charge for the year	-
Depreciation c/f 31 Mar 24	<u>923</u>
Net Book Value b/f at 1 Apr 23	<u>-</u>
Net Book Value c/f at 31 Mar 24	<u>-</u>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

<b>3. Donations and Legacies</b>	Unrestricted Funds	2024	2023
	£	£	£
Donations and Legacies	<u>1,050</u>	<u>1,050</u>	<u>576</u>

<b>4. Income from charitable activities: Grants</b>	Unrestricted Funds	Restricted Funds	2024	2023
		£	£	£
National Lottery Community Fund	-	40,354	<b>40,354</b>	20,107
Richard Cloudesley's Charity (Welfare Grant)	-	4,000	<b>4,000</b>	4,000
Richard Cloudesley's Charity	-	8,750	<b>8,750</b>	10,000
Trust For London	-	27,625	<b>27,625</b>	15,965
Islington Council's Community Chest	-	5,000	<b>5,000</b>	5,000
Cripplegate Foundation Islington Giving Crisis Appeal	-	-	-	5,000
Cripplegate Foundation Main Grant	-	10,000	<b>10,000</b>	13,000
Cripplegate Foundation Islington Giving	-	9,826	<b>9,826</b>	9,826
Holloway Neighbourhood Group	-	-	-	1,440
Islington Council	-	24,000	<b>24,000</b>	24,000
Healthwatch Islington	-	5,372	<b>5,372</b>	20,946
<b>TOTAL</b>	-	<b>134,927</b>	<b>134,927</b>	<b>129,284</b>

**5. Expenditure on Charitable Activities**

	Unrestricted Funds	Restricted Funds	2024	2023
	£	£	£	£
Salaries and Wages	-	104,014	<b>104,014</b>	80,136
Rents, Rates & Service Charges	-	6,000	<b>6,000</b>	6,000
Individual Grants	-	4,895	<b>4,895</b>	7,060
Hall Hire	-	951	<b>951</b>	588
Stationary	-	187	<b>187</b>	380
Volunteer Expenses	-	673	<b>673</b>	608
Photocopy/Postage	-	377	<b>377</b>	130
Telephone	-	696	<b>696</b>	719
Refreshments	-	740	<b>740</b>	442
Membership fees	575	-	<b>575</b>	384
DBS Check	-	111	<b>111</b>	-
Homeworking costs	-	386	<b>386</b>	192
IT and Consultancy	-	616	<b>616</b>	1,315
Subscriptions	-	40	<b>40</b>	40
Training	-	324	<b>324</b>	110
Cleaning Product	-	135	<b>135</b>	56
Equipment	671	-	<b>671</b>	1,649
Insurance	468	-	<b>468</b>	424
Accountancy & Audit	350	-	<b>350</b>	400
AQS Audit	-	-	-	1,512
<b>Total Expenditure</b>	<b>2,064</b>	<b>120,145</b>	<b>122,209</b>	<b>102,145</b>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**6. Analysis of Net Assets Between Funds**

	Unrestricted Funds £	Restricted Funds £	2024 £	2023 £
Tangible fixed assets	-	-	-	-
Current assets	48,823	97,462	146,285	133,645
Current liabilities	-	-	-	(1,128)
Net assets	48,823	97,462	146,285	132,517

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2024**

	Unrestricted Funds	Restricted Funds	2024	2023
	£	£	£	£
<b>Incoming resources</b>				
National Lottery Community Fund	-	40,354	40,354	20,107
Richard Cloudesley's Charity (Welfare Grant)	-	4,000	4,000	4,000
Richard Cloudesley's Charity	-	8,750	8,750	10,000
Trust For London	-	27,625	27,625	15,965
Islington Council's Community Chest	-	5,000	5,000	5,000
Cripplegate Foundation Islington Giving Crisis Appeal	-	-	-	5,000
Cripplegate Foundation Main Grant	-	10,000	10,000	13,000
Cripplegate Foundation Islington Giving	-	9,826	9,826	9,826
Holloway Neighbourhood Group	-	-	-	1,440
Islington Council	-	24,000	24,000	24,000
Healthwatch Islington	-	5,372	5,372	20,946
Local Giving.com (Donation and Gifts)	1,050	-	1,050	576
<b>Total Incoming Resources</b>	<b>1,050</b>	<b>134,927</b>	<b>135,977</b>	<b>129,860</b>
<b>Resources Expended</b>				
Salaries and Wages	-	104,014	104,014	80,136
Rents, Rates & Service Charges	-	6,000	6,000	6,000
Individual Grants	-	4,895	4,895	7,060
Hall Hire	-	951	951	588
Stationary	-	187	187	380
Volunteer Expenses	-	673	673	608
Photocopy/Postage	-	377	377	130
Telephone	-	696	696	719
Refreshments	-	740	740	442
Membership fees	575	-	575	384
DBS Check	-	111	111	-
Homeworking costs	-	386	386	192
IT and Consultancy	-	616	616	1,315
Subscriptions	-	40	40	40
Training	-	324	324	110
Cleaning Product	-	135	135	56
Equipment	671	-	671	1,649
Insurance	468	-	468	424
Accountancy & Audit	350	-	350	400
AQS Audit	-	-	-	1,512
<b>Total Expenditure</b>	<b>2,064</b>	<b>120,145</b>	<b>122,209</b>	<b>102,145</b>
<b>Net Incoming Resources (Outgoing)</b>	<b>(1,014)</b>	<b>14,782</b>	<b>13,768</b>	<b>27,715</b>
<b>Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Surplus / (Deficit)</b>	<b>(1,014)</b>	<b>14,782</b>	<b>13,768</b>	<b>27,715</b>
<b>Balance B/fwd</b>	<b>49,837</b>	<b>82,680</b>	<b>132,517</b>	<b>104,802</b>
<b>Balance C/fwd (01/04/24)</b>	<b>48,823</b>	<b>97,462</b>	<b>146,285</b>	<b>132,517</b>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

England & Wales - Charity number 1115756

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# Accounts

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# *Community Language Support Services*

**Annual Report 1<sup>st</sup> April 2022 - 31 March 2023**

**Registered Charity Number: 1115756**

## COMMUNITY LANGUAGE SUPPORT SERVICES

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**COMMUNITY LANGUAGE SUPPORT SERVICES**

**REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Trustees</b>	<b>Dr Zibiah Alfred Loakthar</b>	<b>Chair</b>
	<b>Ruth Clarke</b>	<b>Secretary</b>
	<b>Mebrahtu Russom</b>	<b>Treasurer</b>
	<b>Zahra Suleiman</b>	<b>MC Member</b>
	<b>Sega Habtom</b>	<b>MC Member</b>
	<b>Kaoutar Hannach</b>	<b>MC Member</b>
	<b>Natu Hadish</b>	<b>MC Member</b>

**Charity Number** 1115756

**Registered Office**  
St Mellitus Church  
The Presbytery  
Tollington Park  
London  
N4 3AG

**Bankers**  
Barclays Bank  
Camden House East  
Summer Row  
Birmingham  
B1 3PF

## COMMUNITY LANGUAGE SUPPORT SERVICES

### TRUSTEES' REPORT

#### Chair's Report

*Our charity works to tackle poverty, isolation and social exclusion. We do this as a community and we adopt a strength based approach within our work. We facilitate bridge building between individuals and communities. People may first encounter our charity in times of crisis, struggle and distress. Our team of frontline staff and volunteers offer practical support as well as a listening ear in Amharic, Arabic, English, Somali and Tigrigna. Through our holistic, therapeutic and culturally sensitive approach, we aim to enable people to feel respected, listened to, welcomed and at home in our diverse community, with the possibility for exercising personal agency to bring about social change.*

*Often people who first approached us seeking support, wish to stay involved with our community and offer support to others. This is testimony to the resilience of these individuals and the positive experiences within our charity. People share time and also wisdom gained from lived experiences and formal learning and training. People may volunteer to share existing skills, such as interpreting, photography and cooking, but also develop new skills, such as fundraising or report writing or activity organising and community leadership. We welcome expressions of interest to join our volunteer team and offer training and support to people new to roles such as trusteeship.*

*As this report shows, this has been another very busy year for CLSS. Thank you to all our community, our supporters and our funders. Warm thanks to everyone who has supported the building of the community and our work through offering ideas, time, advice, guidance, expertise, resources, professional development training, connections, and practical and financial support. A special thanks to our dedicated and inspiring volunteers and trustees and our skilled staff team, Wezenet, Tsega, Mohamed, Segen and Linda. You are very much appreciated in our community.*

*At CLSS we welcome ideas, suggestions and approaches from individuals and organisations wishing to collaborate. We are proud of our reputation in the community as a grassroots frontline charity that walks alongside people facing challenges, offering sensitive support and enabling opportunities for everyone who wishes to become actively involved in community life.*

*Dr Zibiah Alfred Loakthar (Chair)*

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

### **Coordinator's report:**

The Community Language Support Services' (CLSS) objectives are to provide people with limited English language skills and their dependants (clients) with communication services and support to help relieve isolation and promote fuller integration into UK social and economic life. CLSS aims to improve the health and well-being of minoritised ethnic and migrant communities, those living in Islington and across greater London.

We address these objectives through delivering a wide range of information, advice, advocacy and support by telephone, face to face and outreach visits to our clients' homes, to people in need in Islington and neighbouring boroughs. We work with a diverse range of people from minoritised ethnic groups and tackled a broad range of issues. 90% of our beneficiaries are illiterate in English and around 75% in receipt of welfare benefits. We deliver awareness raising workshops, and group activities to promote social inclusion, raise awareness of health issues and bring people together.

During the year, CLSS continued delivering culturally sensitive, specialist advice, advocacy, and emotional support in clients first languages. We offered a casework service on welfare benefits and housing and assistance with submissions and tribunal representations in welfare benefits with a 95% success rate. We have ensured reaching out those disadvantaged members of BME refugees access the right services and benefits to which they may be entitled, enabling people to maximise their income to tackle debts, poverty, reduce health deterioration and gain greater independence.

### **Our Mission:**

To help those who are most in need who are vulnerable, disadvantaged, and isolated from minoritised ethnic communities, particularly within East African and Arabic speaking communities, supporting people to improve quality of life.

### **Quality Assurance:**

CLSS delivers its services efficiently and effectively in accordance with the objectives of the charity. CLSS offers a broad range of quality services underpinned by an ethos of equality of opportunity, impartiality, and fairness, particularly in respect to political, religious, and ethnic affiliations. CLSS holds an Advice, Quality Standard (AQS) and is registered with the Office of the Immigration Service Commissioner (OISC).

### **Staff and Volunteers:**

CLSS is run by seven management committee members of diverse ages, genders, and backgrounds. We have a full-time coordinator / advice worker and four advice and support workers. We have a team of seven committed volunteers who bring a variety of skills and experience to the team, helping with interpreting, translation, and escorting vulnerable clients to their appointments. We have 25 people from our community volunteering with our befriending scheme, supporting housebound vulnerable people, through CLSS supervision and support. Their support helps CLSS to maximise its resources to tackle isolation and loneliness faced by vulnerable people, linking people with meaningful opportunities to play an active role in the community and building long lasting friendships.

CLSS is committed to providing staff and volunteers with development opportunities to enhance individuals' performance, knowledge, and skills to deliver better service for the organisation to achieve its aims. Our staff and volunteers have attended various training, on welfare benefits, housing, safeguarding, immigration, valuation and monitoring to support ongoing professional development.

### **Networking:**

We have strong links and good working relationships with the statutory, voluntary, community organisations and supporting agencies in the boroughs and London wide. We attend regular information sharing meetings delivered by the statutory, voluntary community organisations, and supporting agencies

## COMMUNITY LANGUAGE SUPPORT SERVICES

and have been able to develop a close networking relationship with organisations and health professionals sharing independent expertise.

CLSS continues participating in the research of the Healthwatch Diverse Communities Health Voices (DCHV) and with the Finsbury Park Women's Network and the Holloway Neighbourhood Group, (HNG). In partnership with the Women's Network CLSS delivers an International Women's Day event to bring diverse women together and share their achievements. The groups organise regular meetings to share information and work together to address community needs. CLSS become a member with the Islington BAMER Advice Alliance.

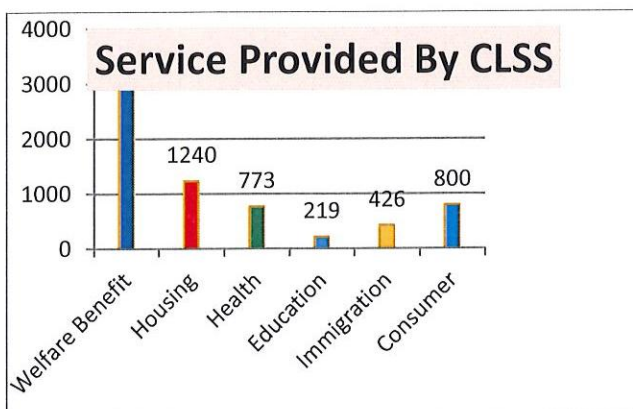
### **Advice Service:**

Over the year 2354 people accessed CLSS services. 1400 were regular clients throughout the year. The welfare reform compounded by the cost-of-living crises and digital exclusion has made life even more challenging for some of the most vulnerable people in our community. Many developed illnesses due to Long COVID; unemployment and poverty have impacted people's health and wellbeing. CLSS has delivered specialist advice and support and achieved 95% success rate in helping clients with their enquiries. 400 people with disabilities received ongoing support. 350 isolated people have been supported to access needed services and activities.

Most of our clients are digitally excluded and have required on-going assistance to adequately respond to the Department of Work and Pension (DWP) requests, updating their journals to avoid delays of payment, sanctions and debts which could lead to health deterioration, suicidal ideation and loses. We continue helping people to understand the welfare system to avoid challenges. We received many referrals and have signposted clients, who needed to claim for Employment Support Allowance (ESA), Personal Independence Payment (PIP) and assistance with mandatory reconsideration and appeals and filling forms.

### **Case (anonysised to protect identity):**

Ms Y has been lonely and isolated. We provided ongoing support through visiting Y in their home and regular contact and received befriending. Y said, "I feel happier, thank you to CLSS". Reaching to help isolated people makes a huge positive difference. 60% of people who are housebound reported, they were feeling left out due to the reduction of services, lacking support. Being supported through our befriending volunteers and staff team helped them cope and felt more connected to their community. We have also encouraged people to participate in activities, to study ESOL and training courses.



As shown in the figure above, most enquiries concern welfare benefit. This is largely attributed to the welfare reforms compounded by the cost-of-living crises that have been making life harder for the most disadvantaged community. People may face poverty; health inequality and discrimination and some people have developed depression. Those living in the private rented sector are experiencing harm from

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

over-crowding, poverty, and poor living conditions. The majority of income goes towards their rent and struggle to feed their children, many say it is hard to see their children growing in poverty. Some people faced domestic violence and family breakdown, in some cases related to difficulties coping with poverty. Many required ongoing supports.

We have helped clients to negotiate a payment plan with suppliers, helping people to access Discretionary Housing Payment (DHP), referred clients to the Law Centre for help with housing matters and referred clients to SHINE for help with their bills and debts. We also referred clients to MPs and Councillors for help with rehousing matters. The emergency welfare grant for individuals from Cloudesley Charity and from Cripplegate Foundation Islington Crises appeal grant enabled us to give emergency grants to 44 people to relieve poverty and destitution.

### **Immigration:**

Asylum seekers often go through a huge challenge in finding an immigration solicitor and during the asylum process. Many become depressed due to lack of information and support and poor living conditions. CLSS successfully helps clients on asylum, protection, and immigration OISC Level 1 cases. We have referred and signposted clients to the immigration solicitors to help them with their asylum matters and linked them to their community to facilitate their integration within the community. We have received referrals and signposted clients from immigration solicitors and supporting agencies for more support. We helped destitute clients with emergency small financial support for necessities, received from the Cloudesley Charity welfare grant and from Cripplegate Foundation and the Islington Crises Appeal grant. We also distribute winter clothes donated by beneficiaries.

### **Health awareness workshops**

We have delivered various health awareness workshops, focusing on the needs and the barriers to accessing services. Health professionals and Healthwatch Islington helped us deliver the workshops. Our clients asked for gender specific health sessions so that they can speak comfortably among their peers. The health professionals were able to have meaningful discussions around the link between physical and mental health and how pain may manifest in the body, especially with clients who have experienced trauma of war. Many found the discussion of symptoms, preventative measures, and potential treatment available useful and have been empowered to seek help.

CLSS worked closely with the South Islington Rehabilitation Service, the Traumatic Stress Clinic, and other services to provide people with information and further support for their healthcare needs. This has increased client awareness and access to services. We also delivered a workshop on uptake cancer screenings, long COVID, smoking cessation and hypertension and carried out blood pressure checks. CLSS staff and volunteers assisted with interpreting and translating in community languages.

### **Digital inclusion workshop**

We delivered Digital Inclusion workshops in collaboration with Healthwatch Islington (HWI) to teach basic digital skills to clients. We have given free data, 5 Mobile phones, 5 laptops and 10 tablets to learners donated from a charity. Our staff and volunteers are continuing to help clients with accessing online services through one-to-one sessions. We plan to deliver more digital workshops as this is vital to help people have the skills and build confidence to access services independently and will likely reduce strain on our services in the long-term. During the workshops CLSS staff and volunteers assist with interpreting and translations in community languages.

### **Women's group sessions:**

CLSS delivers a multilingual fortnightly women's self-help group, offering knitting, and sewing classes which provide a meeting space for women from diverse backgrounds to share skills and build

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

confidence which will ultimately make them more independent. The group has continued to grow, and women produce outfits that they can display for sale at community events and some rented space in a shop. These sessions help group members develop long-lasting friendships and become very active in the community. Some participants give back to their community, through providing befriending to housebound, vulnerable people with CLSS' supervision and support and bring other women to take part in group activities, communicating the benefit of being part of the community.

### **Achievements**

CLSS continues to grow and help some of the most vulnerable people in our community. Our specialist advice and support has achieved 95% success rate in helping people to access their benefit entitlements and needed services. Our advocacy helped care needs of vulnerable clients to be reassessed and supported. This year, 203 people became more confident to seek help. 400 people with disabilities received ongoing support, 85% of our beneficiaries have reported their financial and health wellbeing improved. 350 isolated people have been reached. Through delivering group activities we have developed community cohesion, tackling isolation and loneliness.

We have strengthened our working relationship with the statutory, community organisation and supporting agencies and built community relations through delivering group activities and bringing people together. We have successfully secured six funds from trusts and secured income through working with Healthwatch Islington in their research work. CLSS offered job opportunities to two volunteers and increased staff working hours. Our health awareness sessions and workshops have increased people's awareness and access to services and boosted people's confidence to seek help. £7060 in emergency individual grants have been given to 44 people from the Cloudesley Charity and the Cripplegate Foundation Islington Crises Appeal grant.

### **Summary**

We have delivered information, advice, advocacy and emotional support in people's first languages. We have delivered various health awareness and group activities; this has improved people's awareness and access to services. 95% of cases that we have assisted have been successful. We have strengthened further our services and working relationships, with statutory voluntary community organisations and other supporting agencies, responding to the growing community needs. Core funding sustaining our organisation has helped us to continue to deliver vital services and help people to thrive.

A massive thank you to our funders and supporters including: the Cripplegate Foundation, Islington Council, Trust for London, The National Lottery Community Fund, the Cloudesley Charity for helping us to continue responding to community needs and helping the growth and sustainability of CLSS. Thank you to our Management Committee, for your continued encouragement and solid support that has enabled us to make a positive difference in time of need. Further thanks to Voluntary Action Islington, Healthwatch Islington, our staff and volunteers, MPs, Councillors and St Mellitus Church.

### **Financial:**

The charity's principal source of income is grants from public funding and other charities. In the year ended 31 March 2023 the principal grant funders were National Lottery Community Fund, Islington Council, Islington Councils Community Chest (Cripplegate Foundation) Cloudesley Charity, Cripplegate Foundation. Our total income for the year ended 31st March 2023 was £129,860. Total expenditure for the year ended 31 of March was £102,145. Balance of £132,517 is forwarded for the continuation of the project. This includes £49,837 in Unrestricted Reserves, equivalent to just under 6 months expenditure level. Independently examined financial Activities for the year ended 31 March 2023 is provided. We are actively identifying other funders and developing proposals.

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

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

CLSS is run by a Management Committee of 7 volunteers. We have five staff a Coordinator/advice worker and 3 advisers/support workers and an admin support worker and a team of 7 committed volunteers who assist with interpreting, translation and supporting users. We also have 25 volunteer befrienders. Volunteers are supervised by the Co-ordinator and staff team.

#### **Governance**

The Board of Trustees has responsibility for all governance, policy, strategy and financial matters. The Board of Trustees met 4 times during the year.

#### **Management**

The coordinator is responsible for the overall management and coordination of the activities, supervising the team of staff and volunteers. The coordinator advises the Board of trustees, implements decisions taken by trustees and reports to the Chair of the Board.

**COMMUNITY LANGUAGE SUPPORT SERVICES**

INDEPENDENT EXAMINER'S REPORT

**Report to the trustees of**

COMMUNITY LANGUAGE SUPPORT SERVICES

**On accounts for the year ended**

31 MARCH 2023

**Charity no**

1115756

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

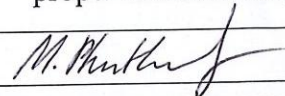
**Basis of independent examiner's statement**

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

- In connection with my examination, no matter has come to my attention
1. which gives me reasonable cause to believe that in, any material respect, the requirements:
    - to keep accounting records in accordance with section 130 of the Charities Act; and
    - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
  2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:**



**Date:**

14-09-2023

**Name:**

Maia Phutkaradze

**Address:**

6 Thistledown House, UB6 7FL

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted Funds	Restricted Funds	2023	2022
		£	£	£	£
<b>INCOME AND ENDOWMENTS</b>					
Donations and Legacies	3	576	-	576	1,587
<b>Income From Charitable Activities:</b>					
Grants	4	20,946	108,338	129,284	87,658
<b>Total Income</b>		<b>21,522</b>	<b>108,338</b>	<b>129,860</b>	<b>89,245</b>
<b>EXPENDITURE</b>					
Expenditure on Charitable activities	5	2,857	99,288	102,145	85,432
<b>Total Expenditure</b>		<b>2,857</b>	<b>99,288</b>	<b>102,145</b>	<b>85,432</b>
<b>Net Movement of Funds in Year</b>		<b>18,665</b>	<b>9,050</b>	<b>27,715</b>	<b>3,813</b>
Transfer between funds		-	-	-	-
<b>Surplus/(Deficit) for the year</b>		<b>18,665</b>	<b>9,050</b>	<b>27,715</b>	<b>3,813</b>
<b>Total funds brought forward</b>		<b>31,172</b>	<b>73,630</b>	<b>104,802</b>	<b>100,989</b>
<b>Total funds carried forward</b>		<b>49,837</b>	<b>82,680</b>	<b>132,517</b>	<b>104,802</b>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

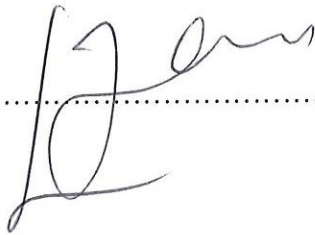
BALANCE SHEET  
AS AT 31 MAR 2023

	Notes	2023	2022
<b>CURRENT ASSETS</b>		£	£
Balance per Bank statement		133,645	105,725
Cash in hand		-	-
		<u>133,645</u>	<u>105,725</u>
<b>CURRENT LIABILITIES</b>			
Amounts due falling within one year		<u>1,128</u>	<u>923</u>
<b>NET CURRENT ASSETS</b>		<u>132,517</u>	<u>104,802</u>
<b>FUNDS</b>			
Unrestricted		49,837	31,172
Restricted		82,680	73,630
<b>TOTAL FUNDS</b>	6	<u>132,517</u>	<u>104,802</u>

Approved by the board on .....

And signed on its behalf by

Chair .....



Treasurer .....



## COMMUNITY LANGUAGE SUPPORT SERVICES

### NOTES TO THE FINANCIAL STATEMENTS

#### 1. Accounting Policies

1.1 The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

1.2 The accounts have been prepared on the going concern basis.

1.3 Income is recognised in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

1.4 Expenditure is included when incurred and liabilities are established for all services once provided. Expenditure includes amounts of irrecoverable VAT where charged. Expenditure on operational programmes is recognised in the period in which it is incurred.

1.5 No trustee was paid or received any benefit in the current year.  
No transactions occurred with any trustee or connected person/s with material interest in the year.

1.6 Grants received are for restricted purposes and realised in the accounts within the year. The charity does not operate any endowment funds.

1.7 Restricted funds are to be used for restricted purposes as laid down by the donor. Expenditure which meets this criteria is identified to the funds.

#### 2. Fixed Assets

The assets with the value over £800 are depreciated over the period of 5 years with no residual value on the straight line basis.

	£
Cost b/f 1 Apr 22	923
Additions	-
Disposal	-
Depreciation b/f at 1 Apr 22	923
Charge for the year	-
Depreciation c/f 31 Mar 23	<u>923</u>
Net Book Value b/f at 1 Apr 22	<u>-</u>
Net Book Value c/f at 31 Mar 23	<u>-</u>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

<b>3. Donations and Legacies</b>	<b>Unrestricted Funds</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Donations and Legacies	<u>576</u>	<u>576</u>	<u>1,587</u>

<b>4. Income from charitable activities: Grants</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>2023</b>	<b>2022</b>
		<b>£</b>	<b>£</b>	<b>£</b>
National Lottery Community Fund	-	20,107	<b>20,107</b>	42,153
Richard Cloudesley's Charity (Welfare Grant)	-	4,000	<b>4,000</b>	2,931
Richard Cloudesley's Charity	-	10,000	<b>10,000</b>	-
Trust For London	-	15,965	<b>15,965</b>	12,600
Islington Council's Community Chest	-	5,000	<b>5,000</b>	5,000
Cripplegate Foundation Islington Giving Crisis Appeal	-	5,000	<b>5,000</b>	-
Cripplegate Foundation Main Grant	-	13,000	<b>13,000</b>	-
Cripplegate Foundation Islington Giving	-	9,826	<b>9,826</b>	-
Holloway Neighbourhood Group	-	1,440	<b>1,440</b>	-
Islington Council	-	24,000	<b>24,000</b>	24,000
Healthwatch Islington	20,946	-	<b>20,946</b>	100
London Legal Support	-	-	-	874
<b>TOTAL</b>	<u>20,946</u>	<u>108,338</u>	<u><b>129,284</b></u>	<u>87,658</u>

**5. Expenditure on Charitable Activities**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Salaries and Wages	-	80,136	<b>80,136</b>	67,612
Rents, Rates & Service Charges	-	6,000	<b>6,000</b>	6,000
Individual Grants	-	7,060	<b>7,060</b>	2,955
Hall Hire	-	588	<b>588</b>	363
Stationary	-	380	<b>380</b>	386
Volunteer Expenses	-	608	<b>608</b>	679
Photocopy/Postage	-	130	<b>130</b>	325
Telephone	-	719	<b>719</b>	991
Refreshments	-	442	<b>442</b>	239
Membership fees	384	-	<b>384</b>	119
Exercise Trainers for Women	-	-	-	426
Homeworking costs	-	192	<b>192</b>	400
IT and Consultancy	-	1,315	<b>1,315</b>	834
Subscriptions	-	40	<b>40</b>	184
Training	-	110	<b>110</b>	1,005
Cleaning Product	-	56	<b>56</b>	130
Equipment	1,649	-	<b>1,649</b>	539
Insurance	424	-	<b>424</b>	415
Accountancy & Audit	400	-	<b>400</b>	330
AQS Audit	-	1,512	<b>1,512</b>	1,500
<b>Total Expenditure</b>	<u>2,857</u>	<u>99,288</u>	<u><b>102,145</b></u>	<u>85,432</u>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**6. Analysis of Net Assets Between Funds**

	Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
Tangible fixed assets	-	-	-	-
Current assets	49,837	83,808	<b>133,645</b>	105,725
Current liabilities	-	(1,128)	<b>(1,128)</b>	(923)
Net assets	49,837	82,680	<b>132,517</b>	104,802

**COMMUNITY LANGUAGE SUPPORT SERVICES**

INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted Funds	Restricted Funds	2023	2022
	£	£	£	£
<b>Incoming resources</b>				
National Lottery Community Fund	-	20,107	<b>20,107</b>	42,153
Richard Cloudesley's Charity (Welfare Grant)	-	4,000	<b>4,000</b>	2,931
Richard Cloudesley's Charity	-	10,000	<b>10,000</b>	-
Trust For London	-	15,965	<b>15,965</b>	12,600
Islington Council's Community Chest	-	5,000	<b>5,000</b>	5,000
Cripplegate Foundation Islington Giving Crisis Appeal	-	5,000	<b>5,000</b>	-
Cripplegate Foundation Main Grant	-	13,000	<b>13,000</b>	-
Cripplegate Foundation Islington Giving	-	9,826	<b>9,826</b>	-
Holloway Neighbourhood Group	-	1,440	<b>1,440</b>	-
Islington Council	-	24,000	<b>24,000</b>	24,000
Healthwatch Islington	20,946	-	<b>20,946</b>	100
London Legal Support	-	-	-	874
Local Giving.com (Donation and Gifts)	576	-	<b>576</b>	1,587
<b>Total Incoming Resources</b>	<b>21,522</b>	<b>108,338</b>	<b>129,860</b>	<b>89,245</b>
<b>Resources Expended</b>				
Salaries and Wages	-	80,136	<b>80,136</b>	67,612
Rents, Rates & Service Charges	-	6,000	<b>6,000</b>	6,000
Individual Grants	-	7,060	<b>7,060</b>	2,955
Hall Hire	-	588	<b>588</b>	363
Stationary	-	380	<b>380</b>	386
Volunteer Expenses	-	608	<b>608</b>	679
Photocopy/Postage	-	130	<b>130</b>	325
Telephone	-	719	<b>719</b>	991
Refreshments	-	442	<b>442</b>	239
Membership fees	384	-	<b>384</b>	119
Exercise Trainers for Women	-	-	-	426
Homeworking costs	-	192	<b>192</b>	400
IT and Consultancy	-	1,315	<b>1,315</b>	834
Subscriptions	-	40	<b>40</b>	184
Training	-	110	<b>110</b>	1,005
Cleaning Product	-	56	<b>56</b>	130
Equipment	1,649	-	<b>1,649</b>	539
Insurance	424	-	<b>424</b>	415
Accountancy & Audit	400	-	<b>400</b>	330
AQS Audit	-	1,512	<b>1,512</b>	1,500
<b>Total Expenditure</b>	<b>2,857</b>	<b>99,288</b>	<b>102,145</b>	<b>85,432</b>
<b>Net Incoming Resources (Outgoing)</b>	<b>18,665</b>	<b>9,050</b>	<b>27,715</b>	<b>3,813</b>
<b>Transfers between funds</b>	-	-	-	-
<b>Net Surplus / (Deficit)</b>	<b>18,665</b>	<b>9,050</b>	<b>27,715</b>	<b>3,813</b>
<b>Balance B/fwd</b>	<b>31,172</b>	<b>73,630</b>	<b>104,802</b>	<b>100,989</b>
<b>Balance C/fwd (01/04/23)</b>	<b>49,837</b>	<b>82,680</b>	<b>132,517</b>	<b>104,802</b>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**COMMUNITY LANGUAGE SUPPORT SERVICES**

England & Wales - Charity number 1115756

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# Accounts

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# **Community Language Support Services**

**Annual Report 1<sup>st</sup> April 2021- 31 March 2022**

**Registered Charity Number: 1115756**

COMMUNITY LANGUAGE SUPPORT SERVICES

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**COMMUNITY LANGUAGE SUPPORT SERVICES**

**REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Trustees</b>	<b>Dr Zibiah Alfred Loakthar</b>	<b>Chair</b>
	<b>Ruth Clarke</b>	<b>Secretary</b>
	<b>Mebrahtu Russom</b>	<b>Treasurer</b>
	<b>Zahra Suleiman</b>	<b>MC Member</b>
	<b>Sega Habtom</b>	<b>MC Member</b>
	<b>Rachid Hannach</b>	<b>MC Member</b>
	<b>Negisti Tesfai</b>	<b>MC Member</b>

**Charity Number**                      **1115756**

**Registered Office**                      **St Mellitus Church**  
**The Presbytery**  
**Tollington Park**  
**London**  
**N4 3AG**

**Bankers**                                      **Barclays Bank**  
**Camden House East**  
**Summer Row**  
**Birmingham**  
**B1 3PF**

## COMMUNITY LANGUAGE SUPPORT SERVICES

### TRUSTEES' REPORT

#### Chair's Report

*This has been a busy year for CLSS with increasing numbers of people approaching us for help and accessing our services. Many of our community members experiencing health inequalities, poverty and digital exclusion have been and continue to be disproportionately affected by the pandemic. At the same time our community has shown resourcefulness and resilience. In unexpected ways, the pandemic has brought our members closer together, activating in people kindness, compassion and care and creating new opportunities for friendship.*

*CLSS has this year supported people multilingually with information, advice, and advocacy, signposting to relevant health and social services, and practical support in times of crisis. With training and support, we have helped people to access volunteer opportunities and employment. We continue to find creative ways to bring our community together and connect people experiencing loneliness and isolation with others. Our creative knitting project is one example here. Our tailored support for people wishing to volunteer in the community another.*

*Thanks to everyone who has supported the building of community and helped CLSS in its work to tackle poverty, isolation and social exclusion. Thanks to everyone who has offered ideas, time, advice, guidance, expertise, resources, professional development training, connections and practical and financial support. Your support makes all the difference in our community. A special thanks to our dedicated staff team Wezenet, Tsega and Mohamed and to all our volunteers for ably leading our charity's work and inspiring others to step forward to help our community.*

*Thank you to all our funders this year. We continue to look for creative ways to build the resources and support we can offer the community. This year our trustees and volunteers took part in a sponsored activity London Legal Walk to raise funds to support our free advice service.*

*At CLSS we welcome ideas, suggestions and approaches from individuals and organisations wishing to collaborate. As always, we welcome new volunteers into the heart and warmth of our community. We are proud of our reputation in the community as a grassroots frontline charity that walks with people facing challenges, offering support in a sensitive way so that people can live as independently as possible, whilst creating opportunities for people to become more involved in community life.*

*Dr Zibiah Alfred Loakthar (Chair)*

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

### **CLSS Background**

The Community Language Support Services (CLSS) objectives are to provide people with limited English language skills and their dependants (clients), with communication services and support to help relieve isolation and promote fuller integration into UK social and economic life. CLSS aims to improve the health and well-being of minoritised ethnic and migrant communities, particularly those living in Islington and across greater London.

We address these objectives through delivering a wide range of information, advice, advocacy and support by telephone, face to face and outreach visits to our clients' homes, to people in need in Islington and neighbouring boroughs. We work with a diverse range of people from minoritised ethnic groups and tackle a broad range of issues. 90% of our beneficiaries are illiterate in English and around 70% of those we support are living with disability. Most of our beneficiaries are on low income, many in receipt of welfare benefit. We deliver awareness raising workshops, and group activities to promote social inclusion, raise awareness of health issues and tackle isolation and loneliness.

Over this year, CLSS has continued delivering culturally sensitive advice and support sessions and emotional support in clients first language, providing specialist advice sessions to isolated vulnerable people including specialist tribunal representation in welfare benefits. We have ensured those with disabilities, and people who may feel isolated can access the right services and benefits to which they may be entitled, enabling people to maximise their income to tackle debts, poverty, and reduce health deterioration.

#### **Our Vision:**

To transform the lives of people in the community, so that people overcome the barriers that stand in the way of living healthy lives, and then see people rebuild self-confidence and develop the required skills to flourish and gain greater independence.

**Our Mission:** To help those who are most in need who are vulnerable, disadvantaged and isolated from minoritised ethnic communities particularly within local East African and Arabic speaking communities, supporting people to improve quality of life

#### **Quality Assurance:**

CLSS delivers its services efficiently and effectively in accordance with the objectives of the charity. CLSS offers a broad range of quality services underpinned by an ethos of equality of opportunity, impartiality, and fairness, particularly in respect of political, religious, and ethnic affiliations. CLSS holds an Advice, Quality Standard (AQS) and is registered with the Office of the Immigration Service Commissioner (OISC).

### **CLSS STAFF / VOLUNTEERS AND DEVELOPMENT**

CLSS is run by seven management committee members of diverse ages, genders, and backgrounds. We have a full-time Co-ordinator/advice worker and two advice/support workers. We have a team of seven committed volunteers who bring a variety of skills and experience to the team helping to interpret, translate, and escort vulnerable clients to their appointments. We have also 25 volunteers who provide befriending services. With CLSS supervision and support these volunteers give back to the community, helping to CLSS to tackle isolation and loneliness faced by vulnerable people and connect people with meaningful opportunities to play an active role in the community and build new friendships.

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

CLSS is committed to providing staff and volunteers with development opportunities to ensure that they deliver high quality standard service to our beneficiaries to achieve the organisation's goals. During the year, our staff and volunteers have attended training on welfare benefits, housing, health and immigration matters to support ongoing professional development.

### **Networking:**

We have strong links and working relationship with the statutory, voluntary, community organisations and supporting agencies in the boroughs and London wide. We attend regular information sharing meetings delivered by the statutory and supporting agencies. Through these meetings, we have been able to develop a close networking relationship with organisations, sharing independent expertise.

In partnership with the Finsbury Park Women's Network and the Holloway Neighbourhood Group, (HNG), we have delivered women's group activities and events to bring diversity of women together to tackle isolation and loneliness. Our work with Healthwatch Islington supporting health research, for instance, allows us to establish positive working relationships with six voluntary community organisations.

### **Advice Service:**

CLSS has continued delivering specialist advice and support sessions, face to face from our base at the St Mellitus Church, through telephone contacts and visits to clients' homes, including assistance with representing clients at tribunals on welfare benefits. We received many referrals and have signposted clients and have helped people to claim for Employment Support Allowance and for a Personal Independence Payment (PIP) which now linked with Universal Credit (UC). Many say they could not find someone to help them and where they did not receive help could face more challenges. Many people we have helped experience digital exclusion; claimants of Universal Credit have needed ongoing support to adequately respond to the Department of Work and Pension (DWP) through their journals to avoid delays of payment or sanctions.

90% of welfare benefit cases that we have dealt with has been successful during initial application. 95% tribunal appeals have been successful. We continue representing clients in the Tribunals through telephone or video call. Our advocacy has helped vulnerable clients to have their care needs reassessed and supported. We have encouraged and supported people with mental health needs to access mental health services. CLSS has been developing strong working relationships with health professionals.

The cost of living crisis and unemployment has impacted on people's lives, many struggling to pay bills or feed their family. CLSS tries to find a way to help our clients through helping them to negotiate a payment plan with suppliers and to access other support to help with their bills. The welfare grant from the Richards Cloudesley Charity has really helped us to give financial support to those facing poverty. We have also assisted people to access Discretionary Housing Payment (DHP).

The reform of the welfare and housing systems continues to cause issues and confusion for our clients. We find people needing help here more than ever. We have provided ongoing support to clients because they need to update their profile online and to respond to DWP requests. People

## COMMUNITY LANGUAGE SUPPORT SERVICES

who are self-employed or who work part-time need to calculate and update their income continually to receive the right benefits.

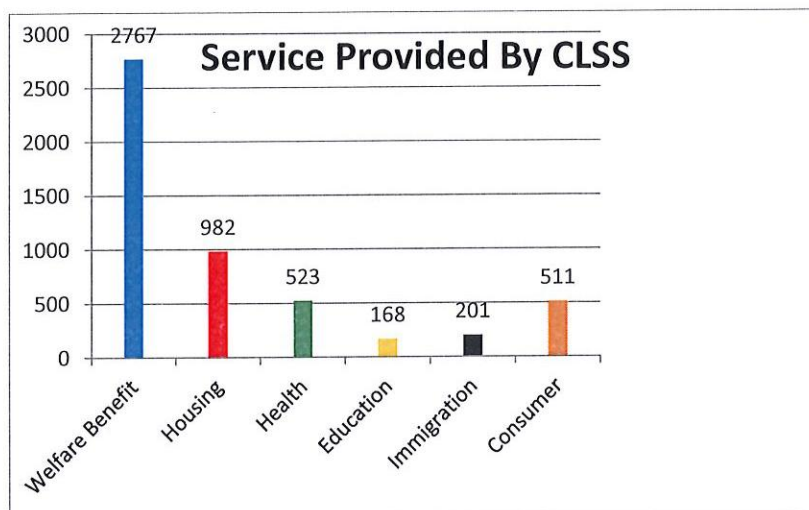


Fig 1. Types of Service Provided by CLSS this year

As shown in the figure above, most of our enquiries concern welfare benefits. This may be because many people lost their jobs and have had depression and anxiety, and a number have developed COVID related illness.

### Anonymised Case Example:

Mr B is self-employed and told us about working extra hours to manage his bills and to feed his family. His health has been deteriorating and he became depressed. We successfully helped him to apply for ESA and PIP linked to Universal Credit and provided him with emotional support. He said *"thank you for CLSS for the incredible help you provide to help people keep going"*.

### Women group sessions:

CLSS facilitates a multilingual women's self-help group, offering knitting and sewing classes fortnightly which provides a meeting space for women from diverse backgrounds to engage with each other, share skills, and develop supportive relationships. We have seen real achievement and people who may have been very isolated initially, go on through this group to develop friendships and become active members of the community, helping others, through sharing skills and providing a befriending service through CLSS supervision and support. During our community events women attending this group speak up about community need and encourage others to access the support available.

### Awareness workshops:

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

We have delivered a variety of health awareness workshop in collaboration with Healthwatch Islington (HWI). CLSS staff and volunteers assisted with interpreting and translating in community languages. We also shared the information with our users through a CLSS WhatsApp group. Healthwatch Islington delivered training for our clients and volunteers on access to digital technology.

### **Health:**

The cost of living crisis and unemployment continues to impact people's lives. Linked to this, we are finding many people between the ages of 30 and 50 suffering from depression and anxiety. We provide culturally sensitive advice and support services and emotional support to individuals, encouraging people to access needed health services. We have been developing working relationships with a range of health professionals. Tragically, sometimes individuals commit suicide where they feel they cannot cope. There is a great need for advice and support to help people get the help they need and also to support any wider family around them too.

### **Immigration**

We have provided immigration advice and service OISC Level 1 on Asylum and Protection. We have successfully assisted clients with their Immigration matters. Those who require a higher level of immigration advice and service, were referred/signposted to Immigration solicitors. We also provide interpreting and translation and helped destitute vulnerable failed asylum seekers to access the No Recourse to Public Fund (NRPF) for emergency support. We have assisted clients to access Welfare grant from the Richards Cloudesley Charity

### **Achievement**

Our advice and support services achieved 95% success rate in helping people access the benefits to which they were entitled. We have developed community cohesion through delivering workshops and group activities, bringing people from different language speaking groups, and backgrounds together and building strong relationships, in and across the community. We have ensured continuous engagement, strengthening our working relationship with statutory, community organisation and supporting agencies and have helped people experiencing financial difficulties. CLSS continued to grow and respond to developing community needs. Our service has been commended by our users and supporting agencies. Many said, *"The service is unique and much needed"*.

### **Summary:**

CLSS has continued to grow and deliver specialist advice and support services to those in greatest need. 95% of cases that we have dealt with have been successful. CLSS assists its beneficiaries to access welfare entitlements and needed services. We are helping people to remain connected through delivering group activities, providing a befriending service to those housebound and isolated members of our community, through outreach and home visits. We have strengthened further our services and working relationships, with statutory and other supporting agencies, responding to the growing community needs. The positive reputation and sustainability of the organisation enables CLSS to provide vital services in the community and improve the wellbeing of our clients.

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

A massive thank you to our funders and supporters including: the Cripplegate Foundation, Islington Council, The National Lottery Community funds, Trust for London, Richard Cloudesley Charity and the London Legal Support Trust for being very generous and responding to our needs and those of the community for your continued support to CLSS and the community. Without your help and support this achievement would not have been achieved.

Thanks to our Management Committee, for your encouragement and support to continue delivering vital services. Thank you to Healthwatch Islington, The Holloway Neighbourhood Group (Comic Relief), Voluntary Action Islington, our staff and volunteers, MPs, and St Mellitus Church, for all your support to CLSS and the community.

### **Financial:**

The charity's principal source of income is grants from public funding and other charities. In the year ended 31 March 2022 the principal grant funders were National Lottery Community Fund, Islington Community Chest (Cripplegate Foundation), Richards Cloudesley's (Cripplegate Foundation), Islington Council. Our total income for the year ended 31st March 2022 was £89,245. Total expenditure for the year ended 31 of March is £85,432. Balance of £104,802 is forwarded for the continuation of the project. This includes £31,172 in Unrestricted Reserves, equivalent to just under 5 months expenditure level. Independently examined financial Activities for the year ended March 2022 is provided. We are actively identifying other funders and developing proposals.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

CLSS is run by a Management Committee of 7 volunteers. The Board of Trustees has responsibility for all governance, policy, strategy, and financial matters. The Board of Trustees met 4 times during the year. We have three staff (a Coordinator/advice worker and 2 advisers/support workers) and a team of 7 committed volunteers who assist with providing advice, interpreting, and supporting users. We also have 25 volunteer befrienders. Volunteers are supervised by the Co-ordinator and staff team.

### **Management**

The Coordinator is responsible for the overall management and coordination of activities, advises the Board and implements decisions taken by trustees. She manages line manages the staff and volunteer team and reports to the Chair of the Board.

COMMUNITY LANGUAGE SUPPORT SERVICES

INDEPENDENT EXAMINER'S REPORT

**Report to the trustees of**

COMMUNITY LANGUAGE SUPPORT SERVICES

**On accounts for the year ended**

31 MARCH 2022

**Charity no**

1115756

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

**Basis of independent examiner's statement**

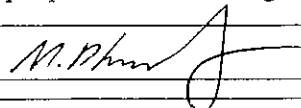
My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

In connection with my examination, no matter has come to my attention

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
  - to keep accounting records in accordance with section 130 of the Charities Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:**



**Date:**

19-12-2022

**Name:**

Maia Phutkaradze

**Address:**

6 Thistledown House, UB6 7FL

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted Funds	Restricted Funds	2022	2021
		£	£	£	£
<b>INCOME AND ENDOWMENTS</b>					
Donations and Legacies	3	1,587	-	1,587	120
<b>Income From Charitable Activities:</b>					
Grants	4	974	86,684	87,658	123,665
<b>Total Income</b>		<b>2,561</b>	<b>86,684</b>	<b>89,245</b>	<b>123,785</b>
<b>EXPENDITURE</b>					
Expenditure on Charitable activities	5	539	84,893	85,432	79,181
<b>Total Expenditure</b>		<b>539</b>	<b>84,893</b>	<b>85,432</b>	<b>79,181</b>
<b>Net Movement of Funds in Year</b>		<b>2,022</b>	<b>1,791</b>	<b>3,813</b>	<b>44,604</b>
Transfer between funds		296	(296)	-	-
<b>Surplus/(Deficit) for the year</b>		<b>2,318</b>	<b>1,495</b>	<b>3,813</b>	<b>44,604</b>
<b>Total funds brought forward</b>		<b>28,854</b>	<b>72,135</b>	<b>100,989</b>	<b>56,385</b>
<b>Total funds carried forward</b>		<b>31,172</b>	<b>73,630</b>	<b>104,802</b>	<b>100,989</b>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

BALANCE SHEET  
AS AT 31 MAR 2022

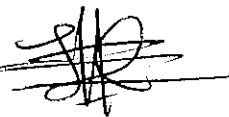
	Notes	2022	2021
<b>CURRENT ASSETS</b>		£	£
Balance per Bank statement		105,725	101,965
Cash in hand		-	-
		<u>105,725</u>	<u>101,965</u>
 <b>CURRENT LIABILITIES</b>			
Amounts due falling within one year		<u>923</u>	<u>976</u>
 <b>NET CURRENT ASSETS</b>			
		<u>104,802</u>	<u>100,989</u>
 <b>FUNDS</b>			
Unrestricted		31,172	28,854
Restricted		73,630	72,135
<b>TOTAL FUNDS</b>	6	<u>104,802</u>	<u>100,989</u>

Approved by the board on 19-12-2022  
And signed on its behalf by

Chair



Treasurer



## COMMUNITY LANGUAGE SUPPORT SERVICES

### NOTES TO THE FINANCIAL STATEMENTS

#### 1. Accounting Policies

1.1 The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

1.2 The accounts have been prepared on the going concern basis.

1.3 Income is recognised in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

1.4 Expenditure is included when incurred and liabilities are established for all services once provided. Expenditure includes amounts of irrecoverable VAT where charged. Expenditure on operational programmes is recognised in the period in which it is incurred.

1.5 No trustee was paid or received any benefit in the current year.  
No transactions occurred with any trustee or connected person/s with material interest in the year.

1.6 Grants received are for restricted purposes and realised in the accounts within the year. The charity does not operate any endowment funds.

1.7 Restricted funds are to be used for restricted purposes as laid down by the donor. Expenditure which meets this criteria is identified to the funds.

#### 2. Fixed Assets

The assets with the value over £800 are depreciated over the period of 5 years with no residual value on the straight line basis.

	£
Cost b/f 1 Apr 21	923
Additions	-
Disposal	-
Depreciation b/f at 1 Apr 21	923
Charge for the year	-
Depreciation c/f 31 Mar 22	<u>923</u>
Net Book Value b/f at 1 Apr 21	<u>-</u>
Net Book Value c/f at 31 Mar 22	<u>-</u>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

<b>3. Donations and Legacies</b>	Unrestricted Funds	2022	2021
	£	£	£
Donations and Legacies	<u>1,587</u>	<u>1,587</u>	<u>120</u>

**4. Income from charitable activities: Grants**

	Unrestricted Funds	Restricted Funds	2022	2021
		£	£	£
National Lottery Community Fund	-	42,153	<b>42,153</b>	42,153
Richard Cloudesley's Charity (Welfare Grant)	-	2,931	<b>2,931</b>	4,500
Trust For London	-	12,600	<b>12,600</b>	12,200
Islington Council's Community Chest	-	5,000	<b>5,000</b>	5,000
Islington Council	-	24,000	<b>24,000</b>	21,000
Healthwatch Islington	100	-	<b>100</b>	17,658
London Legal Support	874	-	<b>874</b>	10,000
HNG (Comic Relief)	-	-	-	11,154
<b>TOTAL</b>	<b>974</b>	<b>86,684</b>	<b>87,658</b>	<b>123,665</b>

**5. Expenditure on Charitable Activities**

	Unrestricted Funds	Restricted Funds	2022	2021
	£	£	£	£
Salaries and Wages	-	67,612	67,612	63,041
Rents, Rates & Service Charges	-	6,000	6,000	4,800
Individual Grants	-	2,955	2,955	2,430
Hall Hire	-	363	363	-
Stationary	-	386	386	143
Volunteer Expenses	-	679	679	731
Photocopy/Postage	-	325	325	347
Telephone	-	991	991	983
Refreshments	-	239	239	145
Membership fees	-	119	119	158
Exercise Trainers for Women	-	426	426	1,475
Homeworking costs	-	400	400	-
IT and Consultancy	-	834	834	920
Subscriptions	-	184	184	40
Training	-	1,005	1,005	1,085
Cleaning Product	-	130	<b>130</b>	85
Equipment	539	-	<b>539</b>	1,887
Insurance	-	415	<b>415</b>	410
Accountancy & Audit	-	330	<b>330</b>	350
AQS Audit	-	1,500	<b>1,500</b>	-
DBS checks	-	-	-	151
<b>Total Expenditure</b>	<b>539</b>	<b>84,893</b>	<b>85,432</b>	<b>79,181</b>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**6. Analysis of Net Assets Between Funds**

	Unrestricted Funds £	Restricted Funds £	2022 £	2021 £
Tangible fixed assets	-	-	-	-
Current assets	31,172	74,553	<b>105,725</b>	101,965
Current liabilities	-	(923)	<b>(923)</b>	(976)
Net assets	<b>31,172</b>	<b>73,630</b>	<b>104,802</b>	100,989

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2022**

Incoming resources	Unrestricted Funds £	Restricted Funds £	2022 £	2021 £
<b>Grants</b>				
National Lottery Community Fund	-	42,153	42,153	42,153
Richard Cloudesley's Charity (Welfare Grant)	-	2,931	2,931	4,500
Trust For London	-	12,600	12,600	12,200
Islington Council's Community Chest	-	5,000	5,000	5,000
Islington Council	-	24,000	24,000	21,000
Healthwatch Islington	100	-	100	17,658
London Legal Support	874	-	874	10,000
HNG (Comic Relief)	-	-	-	11,154
Local Giving.com (Donation and Gifts)	1,587	-	1,587	120
<b>Total Incoming Resources</b>	<b>2,561</b>	<b>86,684</b>	<b>89,245</b>	<b>123,785</b>
<b>Resources Expended</b>				
Salaries and Wages	-	67,612	67,612	63,041
Rents, Rates & Service Charges	-	6,000	6,000	4,800
Individual Grants	-	2,955	2,955	2,430
Hall Hire	-	363	363	-
Stationary	-	386	386	143
Volunteer Expenses	-	679	679	731
Photocopy/Postage	-	325	325	347
Telephone	-	991	991	983
Refreshments	-	239	239	145
Membership fees	-	119	119	158
Exercise Trainers for Women	-	426	426	1,475
Homeworking costs	-	400	400	-
IT and Consultancy	-	834	834	920
Subscriptions	-	184	184	40
Training	-	1,005	1,005	1,085
Cleaning Product	-	130	130	85
Equipment	539	-	539	1,887
Insurance	-	415	415	410
Accountancy & Audit	-	330	330	350
AQS Audit	-	1,500	1,500	-
DBS checks	-	-	-	151
<b>Total Expenditure</b>	<b>539</b>	<b>84,893</b>	<b>85,432</b>	<b>79,181</b>
<b>Net Incoming Resources (Outgoing)</b>	<b>2,022</b>	<b>1,791</b>	<b>3,813</b>	<b>44,604</b>
<b>Transfers between funds</b>	<b>296</b>	<b>(296)</b>	<b>-</b>	<b>-</b>
<b>Net Surplus / (Deficit)</b>	<b>2,318</b>	<b>1,495</b>	<b>3,813</b>	<b>44,604</b>
<b>Balance B/fwd</b>	<b>28,854</b>	<b>72,135</b>	<b>100,989</b>	<b>56,385</b>
<b>Balance C/fwd (01/04/22)</b>	<b>31,172</b>	<b>73,630</b>	<b>104,802</b>	<b>100,989</b>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

England & Wales - Charity number 1115756

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# Accounts

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# Community Language Support Services

## Accounts

1<sup>st</sup> April 2020- 31 March 2021

Charity Registration Number 1115756

COMMUNITY LANGUAGE SUPPORT SERVICES

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**COMMUNITY LANGUAGE SUPPORT SERVICES**

**REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Trustees</b>	<b>Dr Zibiah Alfred Loakthar</b>	<b>Chair</b>
	<b>Ruth Clarke</b>	<b>Secretary</b>
	<b>Mebrahtu Russom</b>	<b>Treasurer</b>
	<b>Zahra Suleiman</b>	<b>MC Member</b>
	<b>Sega Habtom</b>	<b>MC Member</b>
	<b>Rachid Hannach</b>	<b>MC Member</b>
	<b>Negisti Tesfai</b>	<b>MC Member</b>

**Charity Number**                      **1115756**

**Registered Office**                      **St Mellitus Church**  
**The Presbytery**  
**Tollington Park**  
**London**  
**N4 3AG**

**Bankers**                                      **Barclays Bank**  
**Camden House East**  
**Summer Row**  
**Birmingham**  
**B1 3PF**

## COMMUNITY LANGUAGE SUPPORT SERVICES

### TRUSTEES' REPORT

#### Chair's Report

*This has been a challenging year for so many of us from across communities. The effects of the pandemic in different ways upon our lives, social activities and the services and resources we can access have been deeply felt by many. COVID-19 and the related restrictions we have lived under have had significant impact upon people in our community already experiencing health inequalities, poverty and digital exclusion. We respectfully remember all the people our community has lost this year.*

*CLSS adopts a positive, proactive, practical approach to supporting the community and helping community members to support each other. We have recognised a great need to step up to deliver services as some other service providers and frontline support agencies have stepped back. Advocacy has been a key strand of our work this year. We have needed to think very creatively about how to adapt and develop our ways of delivering services to respond to ongoing and emerging needs. We have faced challenges of managing different risks as best we can, keeping our team of staff and volunteers and our community safe and holding everyone's well-being at heart. This year has been a learning journey, helping community members develop digital literacy skills to connect and access services and counter social isolation. Our team has adapted to new ways of working, developing further digital expertise.*

*CLSS continues to champion people's human rights and speak up against injustices, supporting people both to speak up for themselves and be heard. This year more than ever we are aware of both short and long term impacts our community interventions can have and the real difference that even very simple interventions and support can help people to make in their lives. We have drawn upon our team and community members' resilience, inner strength, kindness, level headedness, practical skills and creativity, reaching out in a holistic way to people, helping people to navigate challenges and difficult circumstances, promoting well-being and opening up new opportunities.*

*A very big thank you on behalf of everyone in the community to all our funders and supporters for financial and in-kind donations, for time, advice, wisdom and encouragement and kindly words helping our community and team to keep going through challenging times. Now more than ever we see the importance of our work to address poverty, isolation and social exclusion and the value of collaborative community work.*

*A huge thank you to everyone who has given time to support our community and to our dedicated and inspiring volunteers and staff members in particular to Wezenet, Tsega and Mohamed who give so much to our community.*

*At CLSS we find volunteers inspire volunteering, volunteering inspires volunteers. We are always delighted to welcome new volunteers and welcome ideas, suggestions and approaches from individuals and organisations wishing to collaborate.*

*Dr Zibiah Alfred Loakthar (Chair)*

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

### **BACKGROUND**

Community Language Support Services (CLSS) was established in 2005 as a registered charity because of a great need for support, advice, and advocacy in the refugee communities. Our charity's services primarily benefit BME refugees originating from east Africa and other Arabic speaking communities. CLSS aim to reduce poverty, isolation and social exclusion through provision: a wide range of advice, information and services legal advice, advocacy and support by telephone, face to face and outreach visits to our clients' homes to people in need in order to improve their physical, mental and social well-being. We organise awareness raising workshops, community events and focus group sessions to promote social inclusion, raise people's awareness and access to services. Over the years CLSS has continued to grow and respond to the growing and emerging community needs for instance adapting how we work in the pandemic to enable people still to access services.

### **CLSS STAFF / VOLUNTEERS**

CLSS is run by a management committee of seven volunteers who are diverse ages, genders, and backgrounds. Management committee members' skills include community development, advocacy, health training, group facilitation, teaching young people, adults and university students and refugee care. We have a full-time Co-ordinator/advice worker and two advice/support workers and benefitted from an administration and support worker for six months this year. In addition to our trustees, we have a team of seven committed volunteers who bring a variety of skills and experience to the team. Furthermore, we have 5 volunteers helping with training, interpreting, and organising events and we support 25 volunteer befrienders giving back to the community. CLSS assists clients and volunteers to develop their skills, knowledge and experience and attend relevant training that can help with gain employment.

**Our Vision:** To transform the lives of people in the community so that they overcome the barriers that stand in their way to living healthy lives, and then see people rebuild their self-confidence and develop the required skills to flourish and gain greater independence.

**Our Mission:** Helping those who are most in need who are vulnerable, disadvantaged, and isolated within the local East African and other Arabic speaking communities and supporting them to improve the quality of their lives

### **Quality Assurance:**

CLSS delivers its services efficiently and effectively in accordance with the objects of the charity. CLSS offers a broad range of quality services underpinned by an ethos of equality of opportunity, impartiality, and fairness, particularly in respect of political, religious, and ethnic affiliations. CLSS has developed policies (eg equal opportunities and anti-discrimination, safeguarding, confidentiality, environment) reviewed annually by the Trustees and updated in line with legal requirements and current thinking on best practice. CLSS holds an Advice, Quality Standard (AQS) and is registered with the Office of the Immigration Service Commissioner (OISC) to provide Level 1 Immigration Advice on Immigration and Asylum Law.

### **Staff development:**

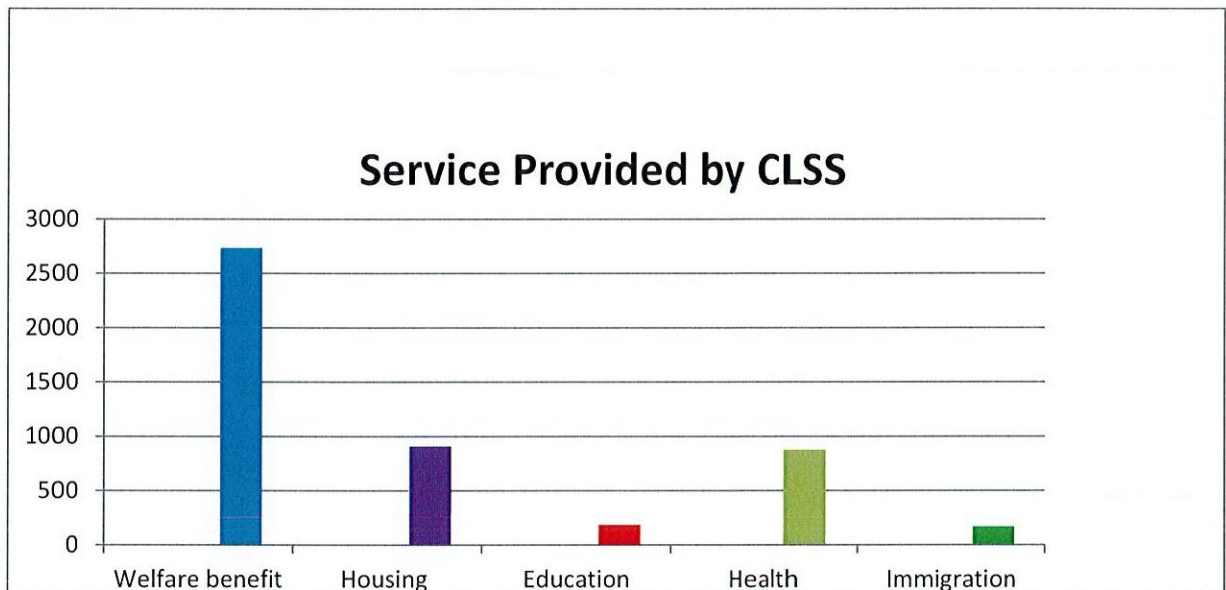
The organisation is committed to developing the skills and knowledge of its staff and volunteers through regular attendance at training courses to deliver high quality standard service to users and to achieve the organisation's goals. We access training for staff and volunteers through a number of organisations to which we belong, including Voluntary Action Islington (VAI), Islington Council, Healthwatch Islington, Holloway Neighbourhood Group (HNG) Stress Project, Irish in Britain Cuimhne (memory and dementia) programme, Islington Advice Forum, Child Poverty Action Group (CPAG) as well as other training providers. During the year our staff attended various training.

### **Advice services:**

## COMMUNITY LANGUAGE SUPPORT SERVICES

It has been a tough year for many. The reduction of services and access to online services has been difficult for those digitally excluded. From June 2020 CLSS staff continued working from the office to help our clients. Services have been delivered online by telephone contact face to face by appointment and visits to clients' homes to help those disabled and the elderly following distancing measures. We have dealt with many enquiries with urgent support needs. During the year, over 1793 people have accessed the service each with multiple support needs. 85% of whom live on low income. 90% of our clients are illiterate in English and need help in accessing services and entitlements. Claimants of Universal Credit have needed ongoing support to adequately respond to the Department of Work and Pension (DWP) through their journals to avoid delays of payment or sanctions. People who do not get help quickly may face more challenges like poverty, rent arrears, eviction, distress, and health deterioration.

Those unemployed who live in private renting and those on zero contracts who lost their jobs experience huge difficulties. Many have struggled to feed their family and to pay bills; many have had depression and anxiety. This has sometimes caused conflict within families. We have assisted clients to access foodbank and provided emergency financial support from a Charity welfare grant for necessities while helping them access the benefit they entitled to. Some support agencies were working from home and people struggled to access advice and support. As a result, we received many referrals and signposting to help clients with application forms for PIP and UC50 and assistance with mandatory reconsideration and appeals. This placed a great demand for our service. Lone parents with young children faced huge difficulty during the lockdown. As support services available reduced our staff worked hard to find ways to help clients. We have successfully dealt with the following enquiries:



As illustrated above, we have dealt with more enquiries on welfare benefits. The majority of enquiries were about Universal Credit and Personal Independence Payment (PIP) because many people lost their jobs and applied for UC. Some people claimed PIP due to illness as a result of COVID-19 and/or unemployment matters, many suffered from depression. 85% of new application that we dealt with has been successful without needing to go through Mandatory Reconsideration or appeals. We are encouraging more people to look for paid work. Claimants of Universal Credit needed ongoing support through the application process and to respond to DWP through their journal to avoid delays of payment or sanctions. DWP now sends to claimants UC50 Universal Credit capability work questionnaire forms to complete. As other organisation reduced and or delivered their service online, people have been referred or signposted to our CLSS service.

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

Our staff and volunteers assist clients to look for jobs online and link them to employment agencies. Many clients find it difficult to take low paid employment because most of their earning goes towards their rent and bills and they end up with no money to feed their family.

We have also dealt with more enquiries relating to debt and people's struggle to pay bills. We have helped clients to contact suppliers to discuss payment plans and get some help to manage bills and not be driven into spiralling debt by borrowing money from unscrupulous loan sharks.

### **Awareness workshops:**

We have delivered six awareness workshops in collaboration with Health-watch Islington. In four workshops, a health speaker from the Islington Clinical Commissioning Group (ICCG) provided information about the Flu and COVID-19 vaccination. In each session 45 people have attended. Our staff assisted with interpreting and translation into community languages. As a result, people made informed decisions to get vaccinated.

We have also encouraged clients to voice record the information they have learned about the importance of COVID-19 testing and vaccination. The recorded messages have been shared with the community groups and the council. Having information from their community helped people to be more confident to make their own decision to take the vaccine to protect themselves and save lives. We have also run another workshop which focused on how residents can book for the vaccine and the availability of free transport for vulnerable and disabled people.

Health-watch also delivered two workshops for CLSS staff and volunteers on Parental Control and Internet Safety to parents to help their children keep safe while home schooling and another workshop on how to shop safely online to help clients to shop safely, save money and avoid scams. Then CLSS staff and volunteers delivered the same workshop for our users online and one-to-one at the office and during home visits. Many found it useful.

Our staff attended a workshop delivered by the Irish in Britain's Cuimhne project about protecting ourselves and the people we care for from fraud, scams and financial abuse. The workshop was particularly helpful for those who caring for friends and family living with dementia and for front line staff and volunteers. We also encouraged community groups to attend so that many people could benefit. The attendees found the workshop very useful.

### **Home visits**

During the lockdown many people experienced loneliness and isolation in particular disabled people and those with caring responsibilities. We have reached 350 isolated people, 75% with disabilities. We have linked people to services and activities. 25 women, who benefited from the service, continued offering a befriending service through WhatsApp and telephone contact to isolated people with CLSS supervision and support. Matching clients to befrienders who could speak the client's first language was useful. Mrs M in her 80s said "feeling lonely is a painful experience, befriending is great".

### **Women's group activities**

We delivered women's exercise sessions once a week on Zoom. We have also continued to deliver knitting sessions fortnightly, involving women from diverse backgrounds, in which they share experience, skills and develop supportive relationships. CLSS and the Finsbury Park Women's Network encouraged our women's groups to produce face masks to help the community. Sharing their skills and giving back to their community helped our women to recognise their skills and achievement. We are seeing several of our service users thinking of new and innovative ways of how making a difference to the community and themselves.

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

### **Immigration:**

We have successfully assisted clients with their Immigration matters. Including, assistance with applications for Indefinite Leave to Remain, settlement, and citizenship matters, applications for a Home Office Travel document and British Passport application. Due to COVID-19, there have been Home Office delays in processing applications. If the client's Leave ends, their welfare and housing benefit will be affected. Therefore, many come to us for help to contact the Home Office. We worked with the No Recourse to Public Fund Team (NRPF) from Islington Council, to help destitute failed asylum seekers for emergency accommodation and financial support, while we were helping the clients to access Section 4 support from the Migrant Help the Home Office. The NRPF Team were very supportive and responsive.

We have also assisted destitute clients with financial support from the Richard Cloudeley's Charity welfare grant for travel and necessities. Reaching people to help made them feel "not alone".

### **NETWORKING**

CLSS developed strong working relationships and links with statutory and supporting agencies including the Islington Law Centre, Islington People's Rights, Voluntary Action Islington, the NRPF from Islington Council; Healthwatch Islington, Holloway Neighbourhood Group (HNG), Refugee Forum, the Irish in Britain's Cuimhne Memory Loss project, the Migrant Rights, Evelyn Oldfield Unit, the Red Cross, Shelter, Refugee Council, Citizens' Advice Bureaux, Local MPs, Family First, iWork from Islington Council, Nafsiyat, the Finsbury Park Women's Network, Advice UK and other voluntary community organisations.

### **Achievement**

Our advice, advocacy and support have improved the welfare and wellbeing of our clients. CLSS continued to grow and responded to community needs. We have ensured continuous engagement, strengthening our working relationship with statutory, community organisation and supporting agencies and have helped people experiencing financial difficulties, bereavement, loneliness, and mental health issues. CLSS has helped people remain connected through delivering socializing activities, focus groups and workshops virtually and on WhatsApp's and brought people from different language speaking groups, and backgrounds together, built strong relationships, in and across the community. Through delivering befriending and regular contact, we have helped people developed a sense of belonging. We received good feedback from our users. Many said, "The service is unique and much needed".

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

CLSS is run by a Management Committee of 7 volunteers. The Board of Trustees has responsibility for all governance, policy, strategy, and financial matters. The Board of Trustees met 4 times during the year. We have three staff (a Coordinator/advice worker and 2 advisers/support workers) and a team of 7 committed volunteers who assist with providing advice, interpreting, and supporting users. We also have 25 volunteer befrienders. Volunteers are supervised by the Co-ordinator and staff team.

### **Management**

The Coordinator is responsible for the overall management and coordination of activities, advises the Board and implements decisions taken by trustees. She reports to the Chair of the Board.

### **Summary:**

## **COMMUNITY LANGUAGE SUPPORT SERVICES**

CLSS has continued to grow and delivering much needed advice and support services to those in greatest need. During the year, at this difficult, challenging time, CLSS quickly adapted a new way of delivering its services and has responded to community needs. CLSS shared group activities, workshops and events have brought together people from different language speaking groups, and have improved people's awareness of and access to services. We have developed further our services and working relationships with statutory and other supporting agencies and responding to the growing community needs.

A massive thank you to our funders and supporters including: the Cripplegate Foundation, Islington Council, The National Lottery Community funds, Trust for London, Richard Cloudesley Charity and the London Legal Support Trust for being very generous and responding to our needs and those of the community. Thanks to our Management Committee, our volunteers, Healthwatch Islington, The Holloway Neighbourhood Group (Comic Relief), Voluntary Action Islington, our staff and volunteers, MPs, and St Mellitus Church, for all your support to CLSS and the community.

### **Financial:**

The charity's principal source of income is grants from public funding and other charities. In the year ended 31 March 2021 the principal grant funders were Islington Council, National Lottery Community Fund, Islington Councils Community Chest (Cripplegate Foundation), Trust for London, London Legal Support Trust, Richard Cloudesley Charity, our total income for the year ended 31st March 2021 was £123,785. Total expenditure for the year ending 31st March 2021 is £79,181. Balance of £ 100,989 is forwarded for the continuation of the project. This includes £28,854 in Unrestricted Reserves, equivalent of 5 months expenditure level. Independently examined financial activities for the year ending March 2021 is provided. We are actively identifying other funders and developing proposals.

COMMUNITY LANGUAGE SUPPORT SERVICES

INDEPENDENT EXAMINER'S REPORT

<b>Report to the trustees of</b>	COMMUNITY LANGUAGE SUPPORT SERVICES		
<b>On accounts for the year ended</b>	31 MARCH 2021	<b>Charity no</b>	1115756

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

**Basis of independent examiner's statement**

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

- In connection with my examination, no matter has come to my attention
1. which gives me reasonable cause to believe that in, any material respect, the requirements:
    - to keep accounting records in accordance with section 130 of the Charities Act; and
    - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
  2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:**  **Date:** 13-01-2022

**Name:** Maia Phutkaradze

**Address:** 6 Thistledown House, UB6 7FL

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted Funds	Restricted Funds	2021	2020
		£	£	£	£
<b>INCOME AND ENDOWMENTS</b>					
Donations and Legacies	3	120	-	120	3,010
<b>Income From Charitable Activities:</b>					
Grants	4	17,658	106,007	123,665	88,918
<b>Total Income</b>		<b>17,778</b>	<b>106,007</b>	<b>123,785</b>	<b>91,928</b>
<b>EXPENDITURE</b>					
Expenditure on Charitable activities	5	394	78,787	79,181	58,983
<b>Total Expenditure</b>		<b>394</b>	<b>78,787</b>	<b>79,181</b>	<b>58,983</b>
<b>Net Movement of Funds in Year</b>		<b>17,384</b>	<b>27,220</b>	<b>44,604</b>	<b>32,945</b>
<b>Transfer between funds</b>		<b>300</b>	<b>(300)</b>	<b>-</b>	<b>-</b>
<b>Surplus/(Deficit) for the year</b>		<b>17,684</b>	<b>26,920</b>	<b>44,604</b>	<b>32,945</b>
<b>Total funds brought forward</b>		<b>11,170</b>	<b>45,215</b>	<b>56,385</b>	<b>23,440</b>
<b>Total funds carried forward</b>		<b>28,854</b>	<b>72,135</b>	<b>100,989</b>	<b>56,385</b>

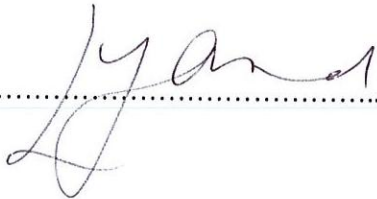
**COMMUNITY LANGUAGE SUPPORT SERVICES**

BALANCE SHEET  
AS AT 31 MAR 2021

	Notes	2021	2020
		£	£
<b>CURRENT ASSETS</b>			
Balance per Bank statement		101,965	57,285
Cash in hand		-	-
		<u>101,965</u>	<u>57,285</u>
<b>CURRENT LIABILITIES</b>			
Amounts due falling within one year		<u>976</u>	<u>900</u>
<b>NET CURRENT ASSETS</b>			
		<u>100,989</u>	<u>56,385</u>
<b>FUNDS</b>			
Unrestricted		28,854	11,170
Restricted		<u>72,135</u>	<u>45,215</u>
<b>TOTAL FUNDS</b>	6	<u>100,989</u>	<u>56,385</u>

Approved by the board on 14-01-2022  
And signed on its behalf by

Chair .....



Treasurer .....



## COMMUNITY LANGUAGE SUPPORT SERVICES

### NOTES TO THE FINANCIAL STATEMENTS

#### 1. Accounting Policies

1.1 The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

1.2 The accounts have been prepared on the going concern basis.

1.3 Income is recognised in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

1.4 Expenditure is included when incurred and liabilities are established for all services once provided. Expenditure includes amounts of irrecoverable VAT where charged. Expenditure on operational programmes is recognised in the period in which it is incurred.

1.5 No trustee was paid or received any benefit in the current year.  
No transactions occurred with any trustee or connected person/s with material interest in the year.

1.6 Grants received are for restricted purposes and realised in the accounts within the year. The charity does not operate any endowment funds.

1.7 Restricted funds are to be used for restricted purposes as laid down by the donor.  
Expenditure which meets this criteria is identified to the funds.

#### 2. Fixed Assets

The assets with the value over £800 are depreciated over the period of 5 years with no residual value on the straight line basis.

	£	
Cost b/f 1 Apr 20	923	
Additions	-	
Disposal	-	
Depreciation b/f at 1 Apr 20	923	
Charge for the year	-	
Depreciation c/f 31 Mar 21	<u>923</u>	
Net Book Value b/f at 1 Apr 20	<u>-</u>	
Net Book Value c/f at 31 Mar 21	<u>-</u>	

## COMMUNITY LANGUAGE SUPPORT SERVICES

<b>3. Donations and Legacies</b>	<b>Unrestricted Funds</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Donations and Legacies	<u>120</u>	<u>120</u>	<u>3,010</u>

### **4. Income from charitable activities: Grants**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>2021</b>	<b>2020</b>
		<b>£</b>	<b>£</b>	<b>£</b>
National Lottery Community Fund	-	42,153	<b>42,153</b>	47,982
Richard Cloudesley's Charity (Welfare Grant)	-	4,500	<b>4,500</b>	2,481
Trust For London	-	12,200	<b>12,200</b>	6,000
Islington Council's Community Chest	-	5,000	<b>5,000</b>	5,000
Islington Council's Local Initiatives Fund	-	-	-	1,220
Islington Council	-	21,000	<b>21,000</b>	20,000
Healthwatch Islington	17,658	-	<b>17,658</b>	4,060
London Legal Support Trust	-	10,000	<b>10,000</b>	-
HNG (Comic Relief)	-	11,154	<b>11,154</b>	2,175
<b>TOTAL</b>	<b>17,658</b>	<b>106,007</b>	<b>123,665</b>	<b>88,918</b>

### **5. Expenditure on Charitable Activities**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Salaries and Wages	-	63,041	<b>63,041</b>	47,783
Rents, Rates & Service Charges	-	4,800	<b>4,800</b>	3,400
Individual Grants	-	2,430	<b>2,430</b>	1,690
Hall Hire	-	-	-	473
Stationary	-	143	<b>143</b>	253
Volunteer Expenses	-	731	<b>731</b>	1,195
Photocopy/Postage	-	347	<b>347</b>	373
Telephone	-	983	<b>983</b>	837
Refreshments	-	145	<b>145</b>	492
Membership fees	144	14	<b>158</b>	-
Exercise Trainers for Women	250	1,225	<b>1,475</b>	770
IT and Consultancy	-	920	<b>920</b>	429
ICO	-	40	<b>40</b>	40
Training	-	1,085	<b>1,085</b>	170
Cleaning Product	-	85	<b>85</b>	87
Equipment	-	1,887	<b>1,887</b>	-
Insurance	-	410	<b>410</b>	381
Accountancy & Audit	-	350	<b>350</b>	610
DBS checks	-	151	<b>151</b>	150
<b>Total Expenditure</b>	<b>394</b>	<b>78,787</b>	<b>79,181</b>	<b>58,983</b>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

**6. Analysis of Net Assets Between Funds**

	Unrestricted Funds £	Restricted Funds £	2021 £	2020 £
Tangible fixed assets	-	-	-	-
Current assets	28,854	73,111	<b>101,965</b>	57,285
Current liabilities	-	(976)	<b>(976)</b>	(900)
Net assets	<u>28,854</u>	<u>72,135</u>	<u><b>100,989</b></u>	<u>56,385</u>

**COMMUNITY LANGUAGE SUPPORT SERVICES**

INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2021

Incoming resources	Unrestricted Funds £	Restricted Funds £	2021 £	2020 £
<b>Grants</b>				
National Lottery Community Fund	-	42,153	<b>42,153</b>	47,982
Richard Cloudesley's Charity (Welfare Grant)	-	4,500	<b>4,500</b>	2,481
Trust For London	-	12,200	<b>12,200</b>	6,000
Islington Council's Community Chest	-	5,000	<b>5,000</b>	5,000
Islington Council's Local Initiatives Fund	-	-	-	1,220
Islington Council	-	21,000	<b>21,000</b>	20,000
Healthwatch Islington	17,658	-	<b>17,658</b>	4,060
London Legal Support Trust	-	10,000	<b>10,000</b>	-
HNG (Comic Relief)	-	11,154	<b>11,154</b>	2,175
Local Giving.com (Donation and Gifts)	120	-	<b>120</b>	3,010
<b>Total Incoming Resources</b>	<b>17,778</b>	<b>106,007</b>	<b>123,785</b>	<b>91,928</b>
<b>Resources Expended</b>				
Salaries and Wages	-	63,041	<b>63,041</b>	47,783
Rents, Rates & Service Charges	-	4,800	<b>4,800</b>	3,400
Individual Grants	-	2,430	<b>2,430</b>	1,690
Hall Hire	-	-	-	473
Stationary	-	143	<b>143</b>	253
Volunteer Expenses	-	731	<b>731</b>	1,195
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Exercise Trainers for Women	250	1,225	<b>1,475</b>	770
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Training	-	1,085	<b>1,085</b>	170
Cleaning Product	-	85	<b>85</b>	87
Equipment	-	1,887	<b>1,887</b>	-
Insurance	-	410	<b>410</b>	381
Accountancy & Audit	-	350	<b>350</b>	610
DBS checks	-	151	<b>151</b>	150
<b>Total Expenditure</b>	<b>394</b>	<b>78,787</b>	<b>79,181</b>	<b>58,983</b>
<b>Net Incoming Resources (Outgoing)</b>	<b>17,384</b>	<b>27,220</b>	<b>44,604</b>	<b>32,945</b>
<b>Transfers between funds</b>	<b>300</b>	<b>(300)</b>	<b>-</b>	
<b>Net Surplus / (Deficit)</b>	<b>17,684</b>	<b>26,920</b>	<b>44,604</b>	
<b>Balance B/fwd</b>	<b>11,170</b>	<b>45,215</b>	<b>56,385</b>	<b>23,440</b>
<b>Balance C/fwd (01/04/21)</b>	<b>28,854</b>	<b>72,135</b>	<b>100,989</b>	<b>56,385</b>