

Community Language Support Services

Annual Report 1st April 2021- 31 March 2022

Registered Charity Number: 1115756

COMMUNITY LANGUAGE SUPPORT SERVICES

<u>CONTENTS</u>	<u>PAGE</u>
REFERENCE AND ADMINISTRATIVE DETAILS	2
TRUSTEES' REPORT	3
STRUCTURE, GOVERNANCE AND MANAGEMENT	8
INDEPENDENT EXAMINER'S REPORT	9
STATEMENT OF FINANCIAL ACTIVITIES	10
BALANCE SHEET	11
NOTES TO THE FINANCIAL STATEMENTS	12
INCOME AND EXPENDITURE ACCOUNT	15
(This report does not form part of the Financial Statements)	

COMMUNITY LANGUAGE SUPPORT SERVICES

REFERENCE AND ADMINISTRATIVE DETAILS

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

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.

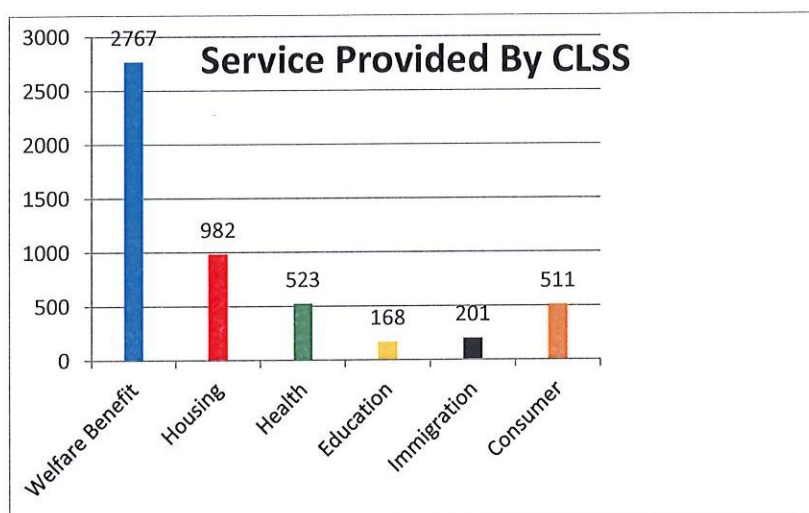


Fig 1. Types of Service Provided by CLSS this year

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

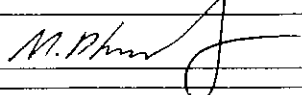
My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures 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
		£	£	£	£
INCOME AND ENDOWMENTS					
Donations and Legacies	3	1,587	-	1,587	120
Income From Charitable Activities:					
Grants	4	974	86,684	87,658	123,665
Total Income		2,561	86,684	89,245	123,785
 EXPENDITURE					
Expenditure on Charitable activities	5	539	84,893	85,432	79,181
Total Expenditure		539	84,893	85,432	79,181
 Net Movement of Funds in Year		2,022	1,791	3,813	44,604
Transfer between funds		296	(296)	-	-
 Surplus/(Deficit) for the year		2,318	1,495	3,813	44,604
 Total funds brought forward		28,854	72,135	100,989	56,385
Total funds carried forward		31,172	73,630	104,802	100,989

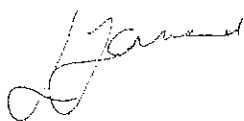
COMMUNITY LANGUAGE SUPPORT SERVICES

**BALANCE SHEET
AS AT 31 MAR 2022**

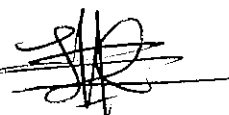
	Notes	2022	2021
		£	£
CURRENT ASSETS			
Balance per Bank statement		105,725	101,965
Cash in hand		-	-
		<u>105,725</u>	<u>101,965</u>
CURRENT LIABILITIES			
Amounts due falling within one year		<u>923</u>	<u>976</u>
NET CURRENT ASSETS		<u>104,802</u>	<u>100,989</u>
FUNDS			
Unrestricted		31,172	28,854
Restricted		<u>73,630</u>	<u>72,135</u>
TOTAL FUNDS	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	923
Net Book Value b/f at 1 Apr 21	-
Net Book Value c/f at 31 Mar 22	-

COMMUNITY LANGUAGE SUPPORT SERVICES

3. Donations and Legacies	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	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
TOTAL	974	86,684	87,658	123,665

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	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
Total Expenditure	539	84,893	85,432	79,181

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	105,725	101,965
Current liabilities	-	(923)	(923)	(976)
Net assets	31,172	73,630	104,802	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 £
Grants				
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
Total Incoming Resources	2,561	86,684	89,245	123,785
Resources Expended				
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
Total Expenditure	539	84,893	85,432	79,181
Net Incoming Resources (Outgoing)	2,022	1,791	3,813	44,604
Transfers between funds	296	(296)	-	-
Net Surplus / (Deficit)	2,318	1,495	3,813	44,604
Balance B/fwd	28,854	72,135	100,989	56,385
Balance C/fwd (01/04/22)	31,172	73,630	104,802	100,989