

Integration Support

England & Wales · Charity number 1120609

Details

Other names	INTEGRATION SUPPORT SERVICES
Status	Registered
Legal form	Charitable company
Company number	06308078
Registered	2007-08-17
Register	View on the Charity Commission register

Contact

Address	Latton Bush Centre Office 37 Southern Way Harlow Essex
Phone	01279 639442
Email	info@integrationsupport.org.uk
Website	www.integrationsupport.org.uk/

Activities

Objects: 1 TO ADVANCE EDUCATION AND RELIEVE FINANCIAL HARDSHIP AMONGST THOSE SEEKING ASYLUM AND THOSE GRANTED REFUGEE STATUS, OTHER MIGRANTS AND THEIR FAMILIES, PRINCIPALLY THOSE IN ESSEX AND HERTFORDSHIRE PARTICULARLY BY THE PROVISION OF LEGAL AND OTHER ADVICE.2 TO PRESERVE AND PROTECT THE PHYSICAL AND MENTAL HEALTH OF THOSE SEEKING ASYLUM AND THOSE GRANTED REFUGEE STATUS, OTHER MIGRANTS AND THEIR FAMILIES, PRINCIPALLY THOSE RESIDENTS IN ESSEX AND HERTFORDSHIRE.3 TO ADVANCE THE EDUCATION OF THE PUBLIC IN GENERAL ABOUT THE ISSUES RELATING TO REFUGEES, THOSE SEEKING ASYLUM AND MIGRANTS, TO PROMOTE COMMUNITY COHESION, SOCIAL INCLUSION AND A BETTER UNDERSTANDING BETWEEN COMMUNITIES.4 THE PROVISION OF FACILITIES FOR RECREATION OR OTHER LEISURE TIME OCCUPATION FOR THE BENEFIT OF THE COMMUNITY IN ESSEX AND HERTFORDSHIRE TO IMPROVE 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

Activities: - Signposting and providing practical support and advice to migrants, refugees, asylum seekers and ethnically diverse groups in Essex and Hertfordshire- ESOL classes and other learning and training opportunities- Activities for families- Events and activities to promote community cohesion and cultural understanding- Volunteering opportunities.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Accommodation/housing, Arts/culture/heritage/science, Amateur Sport, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups

Geography

- **Area of benefit:** NOT DEFINED. IN PRACTICE, ESSEX
- Essex
- Hertfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£345,150	£295,230	-	-
2024-03-31	£340,749	£261,395	-	-
2023-03-31	£97,992	£126,062	-	-
2022-03-31	£181,656	£163,791	-	-
2021-03-31	£186,698	£167,977	-	-

Trustees

Name	Role	Appointed
Louise Prinjha	Chair	2023-11-10
David Tucker		2025-11-27
Humaira Aftab Qureshi		2024-11-05
Lisa Wagner		2026-03-20
Miglena Trangos		2024-09-20
Rebecca Parish		2024-09-30
Wendy Chung		2026-04-16

Accounts

Company registration number: 06308078

Charity registration number: 1120609

Integration Support Limited

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

Lambert Chapman LLP
3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

Integration Support Limited

Contents

Reference and Administrative Details	1
Trustees' Report	2 to 6
Statement of Trustees' Responsibilities	7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10
Notes to the Financial Statements	11 to 22

Integration Support Limited

Reference and Administrative Details

Trustees	L Prinjha
	D S G Hunter
	M Trangos
	D Lusksa-Soltanovic
	R Parish
	H A Qureshi
	D Tucker
Charity Registration Number	1120609
Company Registration Number	06308078
Registered Office	The charity is incorporated in England.
	Office 37
	Latton Bush Centre
	Harlow
	Essex
Independent Examiner	CM18 7BL
	Mark Pearson FCA
	Lambert Chapman LLP
	3 Warners Mill
	Silks Way
	Braintree
	Essex
	CM7 3GB

Integration Support Limited

Trustees' Report

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

Objectives and activities

Objects and aims

Integration Support is a charity based in Harlow, Essex. Originally founded by a group of migrants and refugees as a community group in 2005, Integration Support attained charity status in May 2007.

Our aim is to support, empower and enable refugees, asylum seekers, migrants, and other ethnically diverse communities on their journey towards successful integration. We are committed to providing a foundation of support that not only meets immediate needs but also empowers individuals to build resilient, self-sufficient lives. Through our programmes and initiatives, we aim to foster a sense of belonging and facilitate the successful integration of diverse communities

To achieve these aims, Integration Support provides various services, including:

- Information, advice and guidance delivered by a team of caseworkers, including weekly out-reach sessions at local asylum seeker hotels and community hubs. This is both group support and one-to-one sessions.
- English for Speakers of Other Languages (ESOL) classes and other learning/training opportunities, including a weekly women's health club. Activities for families, including trips to popular and educational destinations. We also provide a family support worker.
- Community-based and cultural events, often in partnership with other local charities.
- Volunteering opportunities.
- We are a registered hate crime reporting centre.
- We have a diverse team that provide language interpreter support to individuals and other organisations.
- Integration Support works in partnership with a wide range of stakeholders, including local councils, other charities, statutory bodies, education providers and health service providers.

Integration Support Limited

Trustees' Report

Public benefit

The Board of Trustees confirms that it has had regard to the guidance provided by the Charity Commission and that Integration Support's activities benefit its service users and volunteers.

During the reporting year, Integration Support registered 657 new service users from 67 different countries.

Achievements and Performance.

We have supported our beneficiaries in the following ways:

- Supported 1,526 different people.
- 2,231 tailored IAG sessions, covering areas such as housing, employment, and education provision.
- ESOL provision, including an expanded range of free ESOL sessions to meet the needs of our growing number of asylum seekers and refugees. We provided English learning opportunities to 278 learners.
- Opportunities for people to meet and share skills and experiences, such as the Women's Conversation Club. 181 women attended our Women's Health Club and Women's Conversation Club.
- A variety of activities at the Saturday Club, our stay-and-play group at the family hub, monthly softplay session, supporting 392 children and young people.
- Events promoting understanding and cultural celebration, including an Open Mic event for International Women's Day and bring-and-share lunches.
- Increased emphasis on advocacy and intervention for particularly vulnerable clients. Integration Support worked with several homeless beneficiaries who required both practical and emotional support, collaborating with a wide range of statutory bodies to achieve suitable outcomes for individuals with complex needs.
- Outreach sessions, including IAG and ESOL lessons, delivered across four local asylum seeker hotels.

Use of volunteers

Volunteers support the charity through various means, including undertaking administrative duties, volunteering as playworkers and ESOL teachers/teaching assistants, leading discussion groups and providing ad hoc support during events and short-term projects.

Integration Support Limited

Trustees' Report

Ongoing Concerns:

During the reporting period, Integration Support continued to experience increased demand for services, influenced in part by the expanded use of asylum accommodation facilities and a rise in the number of refugees granted status locally. As an organisation working closely with migrant and refugee communities, our service delivery is inevitably shaped by international developments, including ongoing conflicts and geopolitical instability. We also anticipate supporting a growing number of individuals displaced because of climate-related crises.

National factors, such as the prolonged cost-of-living pressures, increasing anti-migrant sentiment, and heightened community tensions, have contributed to greater stigma and additional barriers for migrant communities. These challenges affect both individuals seeking support and our ability to deliver services effectively and safely in the areas of greatest need.

Therefore, there is a likelihood that Integration Support will need to further adapt its services to appropriately meet the complex needs of growing groups of beneficiaries.

Due to the nature of Integration Support's work and beneficiaries, we can be deeply impacted by policies relating to migration, refugees and asylum seekers by both the Government and local councils. For this reason, we seek to educate stakeholders on the benefits of living and working in diverse communities, promoting positive values and sharing cultures.

Integration Support will also be impacted by rising operating costs (e.g. staffing, rent and utility bills). The charity is aware that it needs to remain up to date with the constant changing opportunities in funding sources and make appropriate and timely applications to maximise the income required to fund their services.

The charity has an ambition to diversify its income streams with a good balance of restricted and unrestricted income to ensure long-term financial sustainability.

Financial review

Policy on reserves

The total reserves of the Charity are £260,736 of which £177,504 is restricted. Available free reserves are £83,232.

To summarise our Reserves Policy: holding reserves allows Integration Support to plan for contingencies and ensure the charity's financial longevity. In adherence to the Charity Commission's guidance, Integration Support has a policy to hold six months' worth of operational costs as reserves to ensure continuity of service in the event of a funding shortfall. Currently, our reserves cover three months of operational costs, and we are actively working to increase this to meet our policy goal.

Principal funding sources

This year, Integration Support was primarily funded by:

- The National Lottery Community Fund;
- BBC Children in Need;
- Essex Community Foundation;
- Harlow Council
- Epping District Council
- Uttlesford Council

Integration Support Limited

Trustees' Report

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	S Begum (resigned 31 July 2024)
	D Maroy (resigned 7 July 2024)
	L Prinjha
	D S G Hunter
	M Trangos (appointed 20 September 2024)
	D Lusksa-Soltanovic (appointed 9 September 2024)
	R Parish (appointed 30 September 2024)
	H A Qureshi (appointed 5 November 2024)
	D Tucker (appointed 27 November 2025)

Structure, governance and management

Nature of governing document

The governing document of Integration Support is the Memorandum of Association as revised and agreed with the charity commission on 14 November 2010. The charity is also a company limited by guarantee.

Integration Support is governed by a board of Trustees. All Trustees give their time and expertise freely receiving no remuneration for their work as a Trustee.

The board are a multi-disciplinary group bringing a variety of skills to the charity. The board has appointed a Chief Executive Officer who has executive responsibility for the strategic development and management of the organisation, the preparation and implementation of the strategic plan as developed, and for the growth and expansion of the organisation, under the supervision of and with the support of the Board of Directors.

Reporting to the Chair and the Board of Directors, the Chief Executive Officer has overall responsibility for service delivery, advocacy, contributing to policy development, and conducting research programmes, both in-house and in collaboration with other stakeholders.

Recruitment and appointment of trustees

Trustees are appointed to the Board following the satisfactory completion of the following steps, as set out in the trustee recruitment policy.

- An application form and personal statement
- A formal interview, carried out by 2 trustees.
- Two references
- A DBS check
- An induction
- Completion of a probationary term.

Integration Support Limited

Trustees' Report

Induction and training of trustees

Incoming trustees are inducted by other Board members. Trustees undertake training to further understand their legal and financial responsibilities as well as their strategic and operational considerations in line with the Trustee Recruitment Policy.

All Trustees are required to demonstrate evidence of having completed appropriate Safeguarding training.

Major risks and management of those risks

Consideration of risks by Trustees

Integration Support was impacted by the increased use in number of asylum hotels and newly granted refugees locally. The nature of our work determines that Integration Support will be impacted by international events, such as war. In addition, we anticipate that we will see more beneficiaries who are forced to relocate from their homes due to catastrophic climate changes.

National events like an ongoing cost of living crisis, far right extremism are likely to increase stigma and increase barriers both for communities to seek support and for Integration Support to deliver services where they are needed most.

Therefore, there is a likelihood that Integration Support will need to further adapt its services to appropriately meet the complex needs of growing groups of beneficiaries.

Due to the nature of Integration Support's work and beneficiaries, we can be deeply impacted by policies relating to migration, refugees and asylum seekers by both the Government and local councils. For this reason, we seek to educate stakeholders on the benefits of living and working in diverse communities, promoting positive values and sharing cultures.

Integration Support will also be impacted by rising operating costs (e.g. staffing, rent and utility bills). The charity is aware that it needs to remain up to date with the constant changing opportunities in funding sources and make appropriate and timely applications to maximise the income required to fund their services.

The charity has an ambition to diversify its income streams with a good balance of restricted and unrestricted income to ensure long term financial sustainability.

The annual report was approved by the trustees of the charity on 17th of December 2025..... and signed on its behalf by:


.....
D S G Hunter
Trustee

Integration Support Limited

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Integration Support Limited for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 17th of December 2025..... and signed on its behalf by:


.....
D S G Hunter
Trustee

Integration Support Limited

Independent Examiner's Report to the trustees of Integration Support Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of , which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Integration Support Limited as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Mark Pearson FCA
3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

Date: 22nd December 2025

Integration Support Limited

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income and Endowments from:					
Donations and legacies	3	10,500	-	10,500	10,000
Charitable activities	4	21,260	313,390	334,650	330,749
Total income		31,760	313,390	345,150	340,749
Expenditure on:					
Charitable activities	5	(12,314)	(282,916)	(295,230)	(261,395)
Total expenditure		(12,314)	(282,916)	(295,230)	(261,395)
Net income		19,446	30,474	49,920	79,354
Net movement in funds		19,446	30,474	49,920	79,354
Reconciliation of funds					
Total funds brought forward		63,786	147,030	210,816	131,462
Total funds carried forward	15	83,232	177,504	260,736	210,816

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2024 is shown in note 15.

The notes on pages 11 to 22 form an integral part of these financial statements.

Integration Support Limited
(Registration number: 06308078)
Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Current assets			
Debtors	12	2,394	4,009
Cash at bank and in hand	13	<u>266,411</u>	<u>215,126</u>
		268,805	219,135
Creditors: Amounts falling due within one year	14	<u>(8,069)</u>	<u>(8,319)</u>
Net assets		<u>260,736</u>	<u>210,816</u>
Funds of the charity:			
Restricted income funds			
Restricted funds	15	177,504	147,030
Unrestricted income funds			
Unrestricted funds		<u>83,232</u>	<u>63,786</u>
Total funds	15	<u>260,736</u>	<u>210,816</u>

For the financial year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements on pages 9 to 22 were approved by the trustees, and authorised for issue on
17th of December 2025
..... and signed on their behalf by:



D S G Hunter
Trustee

The notes on pages 11 to 22 form an integral part of these financial statements.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Charity status

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Office 37
Latton Bush Centre
Harlow
Essex
CM18 7BL

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Integration Support Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Exemption from preparing a cash flow statement

The charity has not included a cash flow statement in these financial statements as the turnover is below the threshold.

Judgements

Apart from those judgements involving estimations, the management team have not made any judgements in the process of applying the entity's accounting policies that have a significant effect on the amounts recognised in the accounts.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

Key sources of estimation uncertainty

There are no key assumptions concerning the future or other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting.

Income and endowments

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Donated services and facilities

Donated goods and services are included in the Statement of Financial Activities as both income and expenditure, The Tree House Children Centre has offered ISS free access to their premises and other play and learn equipment, coffee area, meeting rooms and garden area.

Other trading activities

Other trading activities usually consist of fundraising income from events. This income is recognised upon receipt when it can be measured reliably.

Charitable activities

Income from charitable activities comprise amounts due to the charity for the delivery of its activities and services, including income received from performance-related grants which have conditions that specify the provision of particular goods and services to be provided by the charity.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

Taxation

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

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and cash in bank.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Donations and legacies;				
Donations from individuals	500	-	500	-
Donated services and facilities	10,000	-	10,000	10,000
	<u>10,500</u>	<u>-</u>	<u>10,500</u>	<u>10,000</u>

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Grants	21,240	202,830	224,070	166,075
UK Government grants	-	110,560	110,560	162,600
Charitable activity income	20	-	20	2,074
	<u>21,260</u>	<u>313,390</u>	<u>334,650</u>	<u>330,749</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

5 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Freelance teachers		-	6,961	6,961	23,056
Premises expenses		10,000	16,471	26,471	26,772
Events and activities		960	16,495	17,455	13,102
Books		-	395	395	3,985
Volunteer expenses		-	2,715	2,715	1,102
Sundry expenses		240	2,399	2,639	2,483
Office expenses		14	4,286	4,300	6,575
Travel and subsistence		-	4,033	4,033	3,026
Legal and professional fees		-	1,244	1,244	1,951
Trade subscriptions		-	305	305	930
Recruitment and training		-	1,305	1,305	1,112
Telephone		-	2,212	2,212	2,138
Direct costs		-	4,852	4,852	5,959
ESOL exam fees		-	350	350	398
Insurance		-	6,495	6,495	5,178
Advertising		-	121	121	181
Other interest payable		-	-	-	399
Staff welfare		1,100	-	1,100	-
Staff costs	9	-	207,978	207,978	158,093
Governance costs	6	-	4,299	4,299	4,955
		<u>12,314</u>	<u>282,916</u>	<u>295,230</u>	<u>261,395</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

6 Analysis of governance and support costs

Governance costs

	Restricted funds £	Total 2025 £	Total 2024 £
Independent examiner fees			
Examination of the financial statements	2,310	2,310	2,508
Accountancy fees	1,989	1,989	2,301
Trustees remuneration and expenses	-	-	146
	<u>4,299</u>	<u>4,299</u>	<u>4,955</u>

7 Net incoming/outgoing resources

Net incoming resources for the year include:

	2025 £	2024 £
Independent examination fee	<u>2,310</u>	<u>2,508</u>

8 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

S Begum (Former Trustee)

£Nil (2024: £126) of expenses were reimbursed to S Begum during the year.

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

9 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	195,655	149,152
Social security costs	10,302	7,182
Pension costs	2,021	1,759
	<u>207,978</u>	<u>158,093</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2025 No	2024 No
Average employees	<u>10</u>	<u>7</u>

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £81,366 (2024 - £75,284).

10 Independent examiner's remuneration

	2025 £	2024 £
Examination of the financial statements	<u>2,310</u>	<u>2,508</u>
Other accountancy fees		
All other services	<u>1,989</u>	<u>2,301</u>

11 Taxation

The charity is a registered charity and is therefore potentially exempt from taxation.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

12 Debtors

	2025 £	2024 £
Prepayments	2,394	2,785
Accrued income	-	1,201
Other debtors	-	23
	<u>2,394</u>	<u>4,009</u>

13 Cash and cash equivalents

	2025 £	2024 £
Cash on hand	-	30
Cash at bank	266,411	215,096
	<u>266,411</u>	<u>215,126</u>

14 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	946	247
Other taxation and social security	3,761	5,365
Other creditors	545	433
Accruals	2,817	2,274
	<u>8,069</u>	<u>8,319</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

15 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
<i>General</i>					
General	63,786	31,760	(12,314)	-	83,232
Restricted funds					
National Lottery Community Fund	31,110	99,900	(96,384)	-	34,626
BBC Children in Need	15,164	38,000	(37,601)	-	15,563
EALC - Food and Winter warmer essentials	-	3,000	(3,000)	-	-
ECF- ESOL Classes	1,693	-	(1,693)	-	-
Epping Forest Council	2,723	49,000	(42,559)	-	9,164
Harlow Council	83,530	39,500	(51,571)	(45)	71,414
PHAB - Women's Health Club	12,810	-	(12,327)	-	483
Touchpoint	-	2,530	(2,443)	-	87
Active Essex Winter Experience	-	2,500	(2,500)	-	-
Active Essex Sports England - WHC	-	7,500	(4,026)	-	3,474
Cranfield Trust	-	1,000	(50)	-	950
ECC - Love Essex	-	500	-	-	500
ECF-Ukrainian Support 2024-2026	-	43,400	(10,433)	-	32,967
Harlow Council - Public Health Grant	-	3,000	(3,045)	45	-
Hertfordshire County Council	-	4,760	(1,604)	-	3,156
Herts Communities Grants	-	5,000	(4,890)	-	110
Uttlesford Council - DG	-	13,800	(8,790)	-	5,010
Total restricted funds	<u>147,030</u>	<u>313,390</u>	<u>(282,916)</u>	<u>-</u>	<u>177,504</u>
Total funds	<u>210,816</u>	<u>345,150</u>	<u>(295,230)</u>	<u>-</u>	<u>260,736</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
General	75,380	12,074	(23,467)	(201)	63,786
Restricted					
National Lottery Community Fund	52,065	82,674	(103,629)	-	31,110
BBC Children in Need	-	49,751	(34,587)	-	15,164
Essex Cultural Diversity	103	-	(103)	-	-
Essex Community Foundation (Bright HR)	2,490	-	(2,645)	155	-
Rainbow Services	1,424	-	(1,424)	-	-
EALC - Food and Winter warmer essentials	-	5,000	(5,000)	-	-
ECF- ESOL Classes	-	10,000	(8,307)	-	1,693
Epping Forest Council	-	30,300	(27,577)	-	2,723
Harlow Council	-	130,750	(47,220)	-	83,530
Harlow Council- Public Health Community Grant	-	1,300	(1,343)	43	-
Harlow Council- Civic Pride Community Fund	-	250	(253)	3	-
PHAB - Women's Health Club	-	15,000	(2,190)	-	12,810
Touchpoint	-	3,650	(3,650)	-	-
Total restricted funds	<u>56,082</u>	<u>328,675</u>	<u>(237,928)</u>	<u>201</u>	<u>147,030</u>
Total funds	<u><u>131,462</u></u>	<u><u>340,749</u></u>	<u><u>(261,395)</u></u>	<u><u>-</u></u>	<u><u>210,816</u></u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

The specific purposes for which the funds are to be applied are as follows:

The unrestricted fund relates to general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted Funds:

National Lottery Community Fund - This grant supports vulnerable individuals and families living in West Essex and surrounding areas by: increasing their knowledge of, and ability to, access services; improving employment opportunities through volunteering programmes; breaking down barriers to integration through ESOL classes and improving participation in social and cultural events.

BBC Children in need - This project provides a family support club for children and families from the migrant and refugee community in West Essex. Through weekly activity sessions, it seeks to improve physical health, reduce isolation and improve self-confidence.

ar.

EALC- Food and Winter warmer essentials - This grant of £3,000 was received to support families and individuals who are struggling in the winter with the cost of living increases with winter warmth essentials and food.

ECF- ESOL classes - Last year a grant was received to help cover the cost of delivering ESOL classes for adult learners including refugees, asylum seekers and migrants in and around West Essex for the 2023-24 academic year.

Epping Forest Council - This grant is to support the asylum seekers and refugees residing in Epping Forest District with I.A.G sessions, ESOL classes, Social Events, and supported volunteering to integrate into the community.

Harlow Council - This grant is to support the asylum seekers and newly granted refugees residing in Harlow with I.A.G sessions, ESOL classes, Social Events, and supported volunteering to integrate into the community from 2023-2025.

PHAB- Womens health Club - The grant of £15,000 was received last year to provide a club for women who are refugees, asylum seekers and migrants with an opportunity to try different types of physical activities and improve their wellbeing.

Touchpoint - A grant to provide ESOL classes for asylum seekers living in Uttlesford District for 36 weeks within the 2024-25 academic year.

Active Essex Winter Experience - A grant of £2,500 was received to provide winter family experience for families with children.

Active Essex Sport England - WHC - A grant of £7,500 was received to continue providing a club for women who are refugees, asylum seekers and migrants with an opportunity to try different types of physical activities and improve their wellbeing.

Cranfield Trust - £1,000 was granted to provide trustees training and team building activities.

ECC - Love Essex - This grant of £500 was received to raise awareness of new arrivals in UK about recycling.

ECF - Ukranian Support 2024- 2026 - The grant is to support Ukrainian refugees residing in and around West Essex with I.A.G sessions, ESOL classes, Social Events, and supported volunteering to integrate into the community from 2024-2026.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2025

Harlow Council- Public Health Community Grant - The grant of £3,000 was received to raise awareness and increase knowledge about oral health and healthy eating in Harlow.

Hertfordshire County Council - This grant was received to continue supporting the asylum seekers and newly granted refugees residing in Broxbourne area with I.A.G sessions to support successful move on and integration into the community.

Herts Communities Grants - This grant was received to continue supporting the asylum seekers and newly granted refugees residing in Broxbourne area with I.A.G sessions to support successful move on and integration into the community.

Uttlesford Council - DG - This grant is to support the asylum seekers and newly granted refugees residing in Uttlesford with I.A.G sessions to support their successful integration and moving on.

16 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2025 £
Current assets	83,281	185,524	268,805
Current liabilities	(49)	(8,020)	(8,069)
Total net assets	<u>83,232</u>	<u>177,504</u>	<u>260,736</u>
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Current assets	72,105	147,030	219,135
Current liabilities	(8,319)	-	(8,319)
Total net assets	<u>63,786</u>	<u>147,030</u>	<u>210,816</u>

17 Related party transactions

There were no related party transactions in the year.

Accounts

Company registration number: 06308078

Charity registration number: 1120609

Integration Support Limited

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Lambert Chapman LLP
3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

Integration Support Limited

Contents

Reference and Administrative Details	1
Trustees' Report	2 to 6
Statement of Trustees' Responsibilities	7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10
Notes to the Financial Statements	11 to 21

Integration Support Limited

Reference and Administrative Details

Trustees	L Prinjha
	D S G Hunter
	M Trangos
	D Lusksa-Soltanovic
	R Parish
	H A Qureshi
Charity Registration Number	1120609
Company Registration Number	06308078
Registered Office	The charity is incorporated in England.
	Office 37
	Latton Bush Centre
	Harlow
	Essex
	CM18 7BL
Independent Examiner	Lisa Greenwood FCCA
	Lambert Chapman LLP
	3 Warners Mill
	Silks Way
	Braintree
	Essex
	CM7 3GB

Integration Support Limited

Trustees' Report

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

Objectives and activities

Objects and aims

Integration Support is a charity based in Harlow, Essex. Originally founded by a group of migrants and refugees as a community group in 2005, Integration Support attained charity status in May 2007.

Our aim is to support, empower and enable refugees, asylum seekers, migrants, and other ethnically diverse communities on their journey towards successful integration. We are committed to providing a foundation of support that not only meets immediate needs but also empowers individuals to build resilient, self-sufficient lives. Through our programmes and initiatives, we aim to foster a sense of belonging and facilitate the successful integration of diverse communities

To achieve these aims, Integration Support provides various services, including:

- Information, advice and guidance delivered by a team of caseworkers, including weekly out-reach sessions at local asylum seeker hotels and community hubs. This is both group support and one-to-one sessions.
- English for Speakers of Other Languages (ESOL) classes and other learning/training opportunities, including a weekly women's conversation club.
- Activities for families, including trips to popular and educational destinations. We also provide a family support worker.
- Community-based and cultural events, often in partnership with other local charities. Volunteering opportunities.
- We are a registered hate crime reporting centre
- We have a diverse team that provide language interpreter support to individuals and other organisations.
- Integration Support works in partnership with a wide range of stakeholders, including local councils, other charities, statutory bodies, education providers and health service providers.

Integration Support Limited

Trustees' Report

Public benefit

We have supported our beneficiaries in the following ways

- 1289 Tailored IAG sessions covering areas such as housing, employment and education provision.
- ESOL sessions, including a greater range of free ESOL sessions, thereby meeting the needs of our growing numbers of asylum seekers and refugees. We provided English learning opportunities to 224 learners.
- Opportunities for people to meet and share their skills and experiences such as the Women's Conversation Club. 106 ladies attended our Women's Health club.
- A range of activities at the Saturday Club, our stay-and-play group at the family hub. We supported 298 children and young people.
- A range of events which promoted and celebrated understanding and different cultures, including an Open Mic event for International Women's Day and bring and share lunches.
- We also placed greater emphasis on advocacy and intervention for particularly vulnerable clients. Integration Support was approached by several homeless beneficiaries; they required practical, as well as emotional, provision. We worked in partnership with a wide range of statutory bodies to achieve suitable outcomes for beneficiaries with complex needs.
- We provided out-reach sessions, including IAG and ESOL lessons, to three local asylum seeker hotels.

The Board of Trustees confirms that it has had regard to the guidance provided by the Charity Commission and that Integration Support's activities benefit its service users and volunteers.

During the reporting year, Integration Support registered 657 new service users from 67 different countries.

Use of volunteers

Volunteers support the charity through various means, including: undertaking administrative duties; volunteering as playworkers and ESOL teachers/teaching assistants; leading discussion groups and providing ad hoc support during events and short-term projects.

Name Change from Integration Support Services to Integration Support:

The Board of Trustees/Directors of Integration Support Services determined that it was in the best interest of the organisation to change its name to Integration Support.

The decision to rebrand as Integration Support reflected the charity's commitment to making our services easier to access for those we support. The shorter and simpler name aligns with our goal of inclusivity and ensuring our identity resonates more clearly with clients, partners, and stakeholders.

The proposed name change reflects charity's efforts in rebranding and expanding its mission to better serve ethnically diverse communities and align with its future goals and objectives.

This resolution was presented, discussed, and unanimously approved by the trustees of Integration Support at the Annual General Meeting held on 26 January 2024.

The charity is now registered with Charity Commission as Integration Support.

Integration Support Limited

Trustees' Report

Financial review

The charity's financial status is healthy, though more funding is required to support Integration Support's long-term stability and expansion. Integration Support continues to respond to the changing and complex needs of its beneficiaries, including an increase in the number of asylum seekers housed locally in hotels.

Due to our expertise in successfully responding to the needs of migrants, refugees, asylum seekers and ethnically diverse communities, there is a need for the charity to increase its reach, potentially working beyond the areas of West Essex and Hertfordshire. For this to occur, we will continue to review and build our capacity accordingly. We are exploring ways that we can diversify our funding streams.

As at the Balance Sheet date, the Charity's total reserves totalled £210,816. This figure includes restricted funds of £147,030 (such as grants from the National Lottery Community Fund, BBC Children in Need, Harlow Council, Epping District Council, Essex Community Foundation and Essex County Council), leaving available unrestricted funds of £63,786.

Policy on reserves

To summarise our Reserves Policy: holding reserves allows Integration Support to plan for contingencies and ensure the charity's financial longevity. In adherence to the Charity Commission's guidance, Integration Support has a policy to hold six months' worth of operational costs as reserves to ensure continuity of service in the event of a funding shortfall. Currently, our reserves cover three months of operational costs, and we are actively working to increase this to meet our policy goal.

Principal funding sources

This year, Integration Support was primarily funded by:

- The National Lottery Community Fund;
- BBC Children in Need;
- Essex Community Foundation;
- Harlow Council
- Epping District Council
- Essex County Council

We also generated unrestricted income through the provision of affordable ESOL courses.

Integration Support Limited

Trustees' Report

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	S Begum (resigned 31 July 2024)
	J Haque (resigned 9 October 2023)
	D Maroy (resigned 7 July 2024)
	A I Adewole (resigned 21 March 2024)
	L Prinjha (appointed 10 November 2023)
	D S G Hunter (appointed 21 January 2024)
	M Trangos (appointed 20 September 2024)
	D Lusksa-Soltanovic (appointed 9 September 2024)
	R Parish (appointed 30 September 2024)
	H A Qureshi (appointed 5 November 2024)

Structure, governance and management

Nature of governing document

The governing document of Integration Support is the Memorandum of Association as revised and agreed with the charity commission on 14th November 2010. The charity is also a company limited by guarantee.

Integration Support is governed by a board of Trustees. All Trustees give their time and expertise freely receiving no remuneration for their work as a Trustee.

The board are a multi-disciplinary group bringing a variety of skills to the charity. The board has appointed a Chief Executive Officer who has executive responsibility for the strategic development and management of the organisation, the preparation and implementation of the strategic plan as developed, and for the growth and expansion of the organisation, under the supervision of and with the support of the Board of Directors.

Reporting to the Chair and the Board of Directors, the Chief Executive Officer has overall responsibility for service delivery, advocacy, policy development and research programmes.

Recruitment and appointment of trustees

Trustees are appointed to the Board following the satisfactory completion of the following steps, as set out in the trustee recruitment policy.

- An application form and personal statement
- A formal interview, carried out by 2 trustees.
- Two references
- A DBS check
- An induction
- Completion of a probationary term.

Induction and training of trustees

Incoming trustees are inducted by other Board members. Trustees undertake training to further understand their legal and financial responsibilities as well as their strategic and operational considerations in line with the Trustee Recruitment Policy.

All Trustees are required to demonstrate evidence of having completed appropriate Safeguarding training.

Integration Support Limited

Trustees' Report

Major risks and management of those risks

Consideration of risks by Trustees

Integration Support was impacted by the increased use in number of asylum hotels and newly granted refugees locally. The nature of our work determines that Integration Support will be impacted by international events, such as war. In addition, we anticipate that we will see more beneficiaries who are forced to relocate from their homes due to catastrophic climate changes.

National events like an ongoing cost of living crisis, far right extremism are likely to increase stigma and increase barriers both for communities to seek support and for Integration Support to deliver services where they are needed most.

Therefore, there is a likelihood that Integration Support will need to further adapt its services to appropriately meet the complex needs of growing groups of beneficiaries.

Due to the nature of Integration Support's work and beneficiaries, we can be deeply impacted by policies relating to migration, refugees and asylum seekers by both the Government and local councils. For this reason, we seek to educate stakeholders on the benefits of living and working in diverse communities, promoting positive values and sharing cultures.

Integration Support will also be impacted by rising operating costs (e.g. staffing, rent and utility bills). The charity is aware that it needs to remain up to date with the constant changing opportunities in funding sources and make appropriate and timely applications to maximise the income required to fund their services.

The charity has an ambition to diversify its income streams with a good balance of restricted and unrestricted income to ensure long term financial sustainability.

The annual report was approved by the trustees of the charity on 02/12/2024..... and signed on its behalf by:



D S G Hunter
Trustee

Integration Support Limited

Independent Examiner's Report to the trustees of Integration Support Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

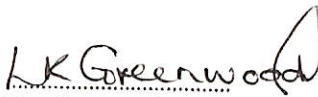
Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Integration Support Limited as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.


Lisa Greenwood FCCA

3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

Date: 19/12/2024

Integration Support Limited

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Integration Support Limited for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 02/12/2024 and signed on its behalf by:



.....
D S G Hunter
Trustee

Integration Support Limited

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Donations and legacies	3	10,000	-	10,000	10,002
Charitable activities	4	2,074	328,675	330,749	87,990
Total income		12,074	328,675	340,749	97,992
Expenditure on:					
Charitable activities	5	(23,467)	(237,928)	(261,395)	(126,062)
Total expenditure		(23,467)	(237,928)	(261,395)	(126,062)
Net (expenditure)/income		(11,393)	90,747	79,354	(28,070)
Transfers between funds		(201)	201	-	-
Net movement in funds		(11,594)	90,948	79,354	(28,070)
Reconciliation of funds					
Total funds brought forward		75,380	56,082	131,462	159,532
Total funds carried forward	15	63,786	147,030	210,816	131,462

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 15.

Integration Support Limited
(Registration number: 06308078)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Current assets			
Debtors	12	4,009	2,167
Cash at bank and in hand	13	<u>215,126</u>	<u>137,889</u>
		219,135	140,056
Creditors: Amounts falling due within one year	14	<u>(8,319)</u>	<u>(8,594)</u>
Net assets		<u>210,816</u>	<u>131,462</u>
Funds of the charity:			
Restricted income funds			
Restricted funds	15	147,030	56,082
Unrestricted income funds			
Unrestricted funds		<u>63,786</u>	<u>75,380</u>
Total funds	15	<u>210,816</u>	<u>131,462</u>

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements on pages 9 to 21 were approved by the trustees, and authorised for issue on

02/12/2024 and signed on their behalf by:


D S G Hunter
Trustee

The notes on pages 11 to 21 form an integral part of these financial statements.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Office 37
Latton Bush Centre
Harlow
Essex
CM18 7BL

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Integration Support Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Exemption from preparing a cash flow statement

The charity has not included a cash flow statement in these financial statements as the turnover is below the threshold.

Judgements

Apart from those judgements involving estimations, the management team have not made any judgements in the process of applying the entity's accounting policies that have a significant effect on the amounts recognised in the accounts.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

Key sources of estimation uncertainty

There are no key assumptions concerning the future or other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Income and endowments

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Donated services and facilities

Donated goods and services are included in the Statement of Financial Activities as both income and expenditure, The Tree House Children Centre has offered ISS free access to their premises and other play and learn equipment, coffee area, meeting rooms and garden area.

Other trading activities

Other trading activities usually consist of fundraising income from events. This income is recognised upon receipt when it can be measured reliably.

Charitable activities

Income from charitable activities comprise amounts due to the charity for the delivery of its activities and services, including income received from performance-related grants which have conditions that specify the provision of particular goods and services to be provided by the charity.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements

Taxation

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

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and cash in bank.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Donations and legacies;				
Donations from individuals	-	-	-	2
Donated services and facilities	10,000	-	10,000	10,000
	<u>10,000</u>	<u>-</u>	<u>10,000</u>	<u>10,002</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Grants	-	166,075	166,075	82,774
UK Government grants	-	162,600	162,600	-
Charitable activity income	2,074	-	2,074	5,216
	<u>2,074</u>	<u>328,675</u>	<u>330,749</u>	<u>87,990</u>

5 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Freelance teachers		5,288	17,768	23,056	21,543
Premises expenses		12,363	14,409	26,772	21,969
Events and activities		300	12,802	13,102	3,420
Books		1,289	2,696	3,985	1,704
Volunteer expenses		-	1,102	1,102	62
Sundry expenses		1,442	1,041	2,483	436
Office expenses		-	6,575	6,575	1,943
Travel and subsistence		-	3,026	3,026	110
Legal and professional fees		-	1,951	1,951	1,813
Trade subscriptions		-	930	930	436
Recruitment and training		-	1,112	1,112	707
Telephone		-	2,138	2,138	1,900
Direct costs		488	5,471	5,959	112
ESOL exam fees		397	-	397	170
Motor repairs and renewals		-	-	-	(18)
Advertising		-	181	181	-
Bank charges		-	-	-	21
Other interest payable		400	-	400	-
Insurance		-	5,178	5,178	4,247
Staff costs	9	1,500	156,593	158,093	62,188
Governance costs	6	-	4,955	4,955	3,299
		<u>23,467</u>	<u>237,928</u>	<u>261,395</u>	<u>126,062</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

6 Analysis of governance and support costs

Governance costs

	Restricted funds £	Total 2024 £	Total 2023 £
Independent examiner fees			
Examination of the financial statements	2,508	2,508	2,094
Accountancy fees	2,301	2,301	1,205
Trustees remuneration and expenses	146	146	-
	<u>4,955</u>	<u>4,955</u>	<u>3,299</u>

7 Net incoming/outgoing resources

Net incoming/(outgoing) resources for the year include:

	2024 £	2023 £
Independent examination fee	<u>2,508</u>	<u>2,094</u>

8 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

S Begum

£126 (2023: £Nil) of expenses were reimbursed to S Begum during the year.

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

9 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	149,152	57,434
Social security costs	7,182	3,974
Pension costs	1,759	780
	<u>158,093</u>	<u>62,188</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2024 No	2023 No
Average employees	<u>7</u>	<u>4</u>

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £75,284 (2023 - £25,546).

10 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	<u>2,508</u>	<u>2,094</u>
Other accountancy fees		
All other services	<u>2,301</u>	<u>1,205</u>

11 Taxation

The charity is a registered charity and is therefore potentially exempt from taxation.

12 Debtors

	2024 £	2023 £
Prepayments	2,785	2,167
Accrued income	1,201	-
Other debtors	23	-
	<u>4,009</u>	<u>2,167</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

13 Cash and cash equivalents

	2024	2023
	£	£
Cash on hand	30	30
Cash at bank	215,096	137,859
	<u>215,126</u>	<u>137,889</u>

14 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	247	4,999
Other taxation and social security	5,365	366
Other creditors	433	955
Accruals	2,274	2,274
	<u>8,319</u>	<u>8,594</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

15 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
General	75,380	12,074	(23,467)	(201)	63,786
Restricted funds					
National Lottery Community Fund	52,065	82,674	(103,629)	-	31,110
BBC Children in Need	-	49,751	(34,587)	-	15,164
Essex Cultural Diversity	103	-	(103)	-	-
Essex Community Foundation (Bright HR)	2,490	-	(2,645)	155	-
Rainbow Services	1,424	-	(1,424)	-	-
EALC - Food and Winter warmer essentials	-	5,000	(5,000)	-	-
ECF- ESOL Classes	-	10,000	(8,307)	-	1,693
Epping Forest Council	-	30,300	(27,577)	-	2,723
Harlow Council	-	130,750	(47,220)	-	83,530
Harlow Council- Public Health Community Grant	-	1,300	(1,343)	43	-
Harlow Council- Civic Pride Community Fund	-	250	(253)	3	-
PHAB - Women's Health Club	-	15,000	(2,190)	-	12,810
Touchpoint	-	3,650	(3,650)	-	-
Total restricted funds	<u>56,082</u>	<u>328,675</u>	<u>(237,928)</u>	<u>201</u>	<u>147,030</u>
Total funds	<u>131,462</u>	<u>340,749</u>	<u>(261,395)</u>	<u>-</u>	<u>210,816</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
General	101,938	15,718	(39,325)	(2,951)	75,380
Restricted					
National Lottery Community Fund	35,686	76,674	(60,295)	-	52,065
BBC Children in Need	12,051	-	(14,130)	2,079	-
Essex Community Foundation (COVID response)	9,720	-	(10,592)	872	-
Essex Cultural Diversity	137	-	(34)	-	103
Essex Community Foundation (Bright HR)	-	3,700	(1,210)	-	2,490
Rainbow Services	-	1,900	(476)	-	1,424
Total restricted funds	<u>57,594</u>	<u>82,274</u>	<u>(86,737)</u>	<u>2,951</u>	<u>56,082</u>
Total funds	<u>159,532</u>	<u>97,992</u>	<u>(126,062)</u>	<u>-</u>	<u>131,462</u>

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

The specific purposes for which the funds are to be applied are as follows:

The unrestricted fund relates to general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted Funds:

National Lottery Community Fund - This grant supports vulnerable individuals and families living in West Essex and surrounding areas by: increasing their knowledge of, and ability to, access services; improving employment opportunities through volunteering programmes; breaking down barriers to integration through ESOL classes and improving participation in social and cultural events.

BBC Children in need - This project provides a family support club for children and families from the migrant and refugee community in West Essex. Through weekly activity sessions, it seeks to improve physical health, reduce isolation and improve self-confidence.

Essex Community Foundation (COVID Response) - The grant of £20,000 was awarded last year to help cover the cost of delivering ESOL classes for adult learners including migrants, refugees and asylum seekers in West Essex.

Essex Cultural Diversity - A grant of £5,500 was received last year to support families with children and individuals who are struggling financially for food, fuel or associated costs due to the COVID situation in Essex. This was all spent during the year.

Essex Community Foundation (Bright HR) - £3,700 has been awarded to help develop a website and to access an online HR platform to help support people from ethnic minority communities. This was all spent during the year.

Rainbow Services - £1,900 was granted in the year to provide a member of staff to attend pop up hubs, arranged by Rainbow Services, to give advice and assistance to individuals and families in need of their specialist support.

EALC- Food and Winter warmer essentials - This grant of £5,000 was received to support families and individuals who are struggling in the winter with the cost of living increases with winter warmth essentials and food.

ECF- ESOL classes - £10,000 was received to help cover the cost of delivering ESOL classes for adult learners including refugees, asylum seekers and migrants in and around West Essex for the 2023-24 academic year.

Epping Forest Council - This grant is to support the asylum seekers and refugees residing in Epping Forest District with I.A.G sessions, ESOL classes, Social Events, and supported volunteering to integrate into the community.

Harlow Council - This grant is to support the asylum seekers and refugees residing in Harlow with I.A.G sessions, ESOL classes, Social Events, and supported volunteering to integrate into the community from 2023-2025.

Harlow Council- Public Health Community Grant - The grant of £1,300 was to raise awareness and increase knowledge on how to access health services, mental health support, sexual health, health checks, children's health services and emergency services etc available in Harlow.

Harlow Council- Civic Pride Community Fund - A £250 grant to provide two celebration sessions for the coronation of King Charles III and opportunity for refugees, asylum seekers and migrants to learn more about the history and significance of the Royal Family.

PHAB- Womens health Club - The grant of £15,000 was received to provide a club for women who are refugees, asylum seekers and migrants with an opportunity to try different types of physical activities and improve their wellbeing.

Integration Support Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

Touchpoint - A grant to provide ESOL classes for asylum seekers living in Uttlesford District for 24 weeks within the 2023-24 academic year.

16 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Current assets	72,105	147,030	219,135
Current liabilities	(8,319)	-	(8,319)
Total net assets	<u>63,786</u>	<u>147,030</u>	<u>210,816</u>
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Current assets	83,974	56,082	140,056
Current liabilities	(8,594)	-	(8,594)
Total net assets	<u>75,380</u>	<u>56,082</u>	<u>131,462</u>

17 Related party transactions

There were no related party transactions in the year.

Accounts

Company registration number: 06308078

Charity registration number: 1120609

Integration Support Services

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Lambert Chapman LLP
3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

Integration Support Services

Contents

Reference and Administrative Details	1
Trustees' Report	2 to 5
Statement of Trustees' Responsibilities	6
Independent Examiner's Report	7
Statement of Financial Activities	8
Balance Sheet	9
Notes to the Financial Statements	10 to 20

Integration Support Services

Reference and Administrative Details

Trustees	S Begum
	D Maroy
	A I Adewole
	L Prinjha
Charity Registration Number	1120609
Company Registration Number	06308078
Registered Office	The charity is incorporated in England.
	Office 37
	Latton Bush Centre
	Harlow
	Essex
Independent Examiner	CM18 7BL
	Lisa Greenwood FCCA
	Lambert Chapman LLP
	3 Warners Mill
	Silks Way
	Braintree
	Essex
	CM7 3GB

Integration Support Services

Trustees' Report

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

Objectives and activities

Objects and aims

Integration Support Services (ISS) is a charity that supports the successful integration of migrants, refugees, asylum seekers and ethnically diverse communities across Essex and Hertfordshire.

To achieve these aims, ISS provides various services, including:

- Practical support and signposting;
- English for Speakers of Other Languages (ESOL) classes and other learning/training opportunities;
- Activities for families, including excursions to popular and educational destinations;
- Community-based and cultural events;
- Volunteering opportunities.

Objectives, strategies and activities

Integration Support works in partnership with a wide range of stakeholders, including: councils, other charities, statutory bodies and education providers.

Public benefit

During the reporting year, Integration Support assisted beneficiaries through:

- Tailored IAG sessions covering areas such as housing, employment and education provision;
- ESOL sessions, including a greater range of free ESOL sessions, thereby meeting the needs of our growing numbers of asylum seekers and refugees;
- Opportunities for people to meet and share their skills and experiences, such as the Ukrainian Get Together and the Women's Conversation Club;
- A range of activities at the Saturday Club, our stay-and-play group at a children's centre;
- A range of events which promoted and celebrated understanding and different cultures, including an Open Mic event for International Women's Day.

We also placed greater emphasis on advocacy and intervention for particularly vulnerable clients. Integration Support was approached by several homeless beneficiaries; they required practical, as well as emotional, provision. We worked in partnership with a wide range of statutory bodies to achieve suitable outcomes for beneficiaries with complex needs.

The Board of Trustees confirms that it has had regard to the guidance provided by the Charity Commission and that Integration Support's activities benefit its service users and volunteers.

Use of volunteers

Volunteers support the charity through various means, including: undertaking administrative duties; volunteering as playworkers and ESOL teachers/teaching assistants; leading discussion groups and providing ad hoc support during events and short-term projects.

Integration Support Services

Trustees' Report

Achievements and performance

In the reporting year, Integration Support assisted more than 300 beneficiaries through a combination of IAG services, ESOL classes, excursions intended to reduce social isolation and volunteering opportunities.

Initiatives that were led by the new Chief Exec, such as the Ukrainian Get Together, allowed more beneficiaries to meet, celebrate their culture and share their experiences. Furthermore, in the reporting year, Integration Support offered more ESOL classes for free, with teachers travelling to hotels and providing remote sessions to asylum seekers.

These interventions served to improve our beneficiaries' confidence, providing them with more tools to support themselves and their friends/family and ultimately reducing our beneficiaries' dependency on external services, such as statutory bodies.

Integration Support's achievements in 22/23 were in line with the charity's objectives – a diverse range of beneficiaries were provided with practical, wide-ranging support.

For the reporting year, Integration Support achieved an income of £97,992.

Financial review

The charity's financial status is healthy, though more funding is required to support Integration Support's long-term stability and expansion. Integration Support continues to respond to the changing and complex needs of its beneficiaries, many of whom have been displaced by war.

Due to our expertise in successfully responding to the needs of migrants, refugees, asylum seekers and ethnically diverse communities, there is a need for the charity to increase its reach, potentially working beyond the areas of Essex and Hertfordshire. For this to occur, we will continue to review and build our capacity accordingly.

As at the Balance Sheet date, the Charity's total reserves totalled £131,462. This figure includes restricted funds (such as grants from the National Lottery Community Fund and BBC Children in Need) of £56,082, leaving unrestricted funds of £75,380.

The available reserves of the Charity (unrestricted less fixed assets) are £75,380.

Policy on reserves

To summarise our Reserves Policy: holding reserves allows Integration Support to plan for contingencies and ensure the charity's financial longevity. In adherence to the Charity Commission's guidance, Integration Support holds six months' worth of operational costs as its reserves, allowing us to continue serving our communities in the event that we do not receive funding.

Principal funding sources

This year, Integration Support was primarily funded by:

- The National Lottery Community Fund;
- BBC Children in Need;
- Essex Community Foundation;
- Harlow Council.

We also generated unrestricted income through the provision of affordable ESOL courses and immigration advice/services.

Integration Support Services

Trustees' Report

Going concern

Like most other charities and organisations, Integration Support was deeply impacted by the effects of Brexit and COVID-19. There are also several localised challenges, such as the UK's housing crisis, which affect our beneficiaries and increases the number of people who require our support.

The nature of our work determines that Integration Support will be impacted by international events, such as war. In addition, we anticipate that we will see more beneficiaries who are forced to relocate from their homes due to catastrophic climate changes.

Therefore, there is a likelihood that ISS will need to further adapt its services to appropriately meet the complex needs of growing groups of beneficiaries.

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	S Begum
	J Haque (resigned 9 October 2023)
	D Maroy (appointed 15 June 2022)
	A I Adewole
	L Prinjha (appointed 10 October 2023)

Secretary:	S Mittra (resigned 31 July 2022)
------------	----------------------------------

Structure, governance and management

Nature of governing document

The governing document of ISS is the Memorandum of Association as revised and agreed with the charity commission on 14th November 2010. The charity is also a company limited by guarantee.

Integration Support Services is governed by a board of Trustees who have the power to appoint, and remove, any member as and when necessary. All Trustees give their time and expertise freely receiving no remuneration for their work as a Trustee.

The board are a multi-disciplinary group bringing a variety of skills to the charity. The board has appointed a Chief Executive Officer who has executive responsibility for the strategic development and management of the organisation, the preparation and implementation of the strategic plan as developed, and for the growth and expansion of the organisation, under the supervision of and with the support of, the Board of Directors.

Reporting to the Chair and the Board of Directors, the Chief Executive Officer has overall responsibility for service delivery, advocacy, policy development and research programmes.

Integration Support Services

Trustees' Report

Recruitment and appointment of trustees

Trustees are appointed to the Board following the satisfactory completion of the following steps:

- Application form;
- Formal interview;
- References;
- DBS check;
- Induction;
- Completion of probationary term.

Trustees' offices are confirmed at the Annual General Meeting.

Induction and training of trustees

Incoming trustees are inducted by other Board members. Trustees undertake training to further understand their legal and financial responsibilities as well as their strategic and operational considerations.

All Trustees are required to demonstrate evidence of having completed appropriate Safeguarding training.

Major risks and management of those risks

Consideration of risks by Trustees

Due to the nature of Integration Support's work and beneficiaries, we can be deeply impacted by policies relating to migration, refugees and asylum seekers by both the Government and local councils. For this reason, we seek to educate stakeholders on the benefits of living and working in diverse communities, promoting positive values and sharing cultures.

Integration Support will also be impacted by rising operating costs (e.g. rent and utility bills).

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 19 December 2023 and signed on its behalf by:

.....
S Begum
Trustee

Integration Support Services

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Integration Support Services for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 19 December 2023 and signed on its behalf by:

.....
S Begum
Trustee

Integration Support Services

Independent Examiner's Report to the trustees of Integration Support Services ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Integration Support Services as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....
Lisa Greenwood FCCA

3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

19 December 2023

Integration Support Services

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Income and Endowments from:					
Donations and legacies	3	10,002	-	10,002	20,115
Charitable activities	4	5,716	82,274	87,990	161,452
Other trading activities	5	-	-	-	89
Total income		<u>15,718</u>	<u>82,274</u>	<u>97,992</u>	<u>181,656</u>
Expenditure on:					
Charitable activities	6	<u>(39,325)</u>	<u>(86,737)</u>	<u>(126,062)</u>	<u>(163,791)</u>
Total expenditure		<u>(39,325)</u>	<u>(86,737)</u>	<u>(126,062)</u>	<u>(163,791)</u>
Net (expenditure)/income		(23,607)	(4,463)	(28,070)	17,865
Transfers between funds		<u>(2,951)</u>	<u>2,951</u>	<u>-</u>	<u>-</u>
Net movement in funds		(26,558)	(1,512)	(28,070)	17,865
Reconciliation of funds					
Total funds brought forward		<u>101,938</u>	<u>57,594</u>	<u>159,532</u>	<u>141,667</u>
Total funds carried forward	16	<u><u>75,380</u></u>	<u><u>56,082</u></u>	<u><u>131,462</u></u>	<u><u>159,532</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2022 is shown in note 16.

The notes on pages 10 to 20 form an integral part of these financial statements.

Integration Support Services

(Registration number: 06308078)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Current assets			
Debtors	13	2,167	-
Cash at bank and in hand	14	<u>137,889</u>	<u>165,623</u>
		140,056	165,623
Creditors: Amounts falling due within one year	15	<u>(8,594)</u>	<u>(6,091)</u>
Net assets		<u>131,462</u>	<u>159,532</u>
Funds of the charity:			
Restricted income funds			
Restricted funds	16	56,082	57,594
Unrestricted income funds			
Unrestricted funds		<u>75,380</u>	<u>101,938</u>
Total funds	16	<u>131,462</u>	<u>159,532</u>

For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 8 to 20 were approved by the trustees, and authorised for issue on

19 December 2023 and signed on their behalf by:

.....
S Begum
Trustee

The notes on pages 10 to 20 form an integral part of these financial statements.

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Office 37
Latton Bush Centre
Harlow
Essex
CM18 7BL

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Integration Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Judgements

Apart from those judgements involving estimations, the management team have not made any judgements in the process of applying the entity's accounting policies that have a significant effect on the amounts recognised in the accounts.

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

Key sources of estimation uncertainty

There are no key assumptions concerning the future or other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Income and endowments

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Donated services and facilities

Donated goods and services are included in the Statement of Financial Activities as both income and expenditure, The Tree House Children Centre has offered ISS free access to their premises and other play and learn equipment, coffee area, meeting rooms and garden area.

Other trading activities

Other trading activities usually consist of fundraising income from events. This income is recognised upon receipt when it can be measured reliably.

Charitable activities

Income from charitable activities comprise amounts due to the charity for the delivery of its activities and services, including income received from performance-related grants which have conditions that specify the provision of particular goods and services to be provided by the charity.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

Taxation

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

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and cash in bank.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Donations and legacies;				
Donations from individuals	2	-	2	115
Grants, including capital grants;				
Government grants	-	-	-	10,000
Donated services and facilities	10,000	-	10,000	10,000
	<u>10,002</u>	<u>-</u>	<u>10,002</u>	<u>20,115</u>

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Grants	500	82,274	82,774	139,325
Charitable activity income	5,216	-	5,216	22,127
	<u>5,716</u>	<u>82,274</u>	<u>87,990</u>	<u>161,452</u>

5 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Events income;				
Other events income	-	-	-	89
	<u>-</u>	<u>-</u>	<u>-</u>	<u>89</u>

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

6 Expenditure on charitable activities

		Unrestricted funds General	Restricted funds	Total 2023	Total 2022
	Note	£	£	£	£
Freelance teachers		7,232	14,311	21,543	8,883
Premises expenses		10,448	11,521	21,969	26,017
Events and activities		330	3,090	3,420	2,633
Books		1,704	-	1,704	2,795
Volunteer expenses		16	46	62	112
Sundry expenses		405	31	436	263
Office expenses		17	1,926	1,943	3,723
Travel and subsistence		110	-	110	504
Legal and professional fees		590	1,223	1,813	4,088
Trade subscriptions		272	164	436	1,165
Recruitment and training		320	387	707	2,023
Direct costs		-	112	112	6,316
ESOL exam fees		170	-	170	-
Motor repairs and renewals		(18)	-	(18)	-
Bank charges		21	-	21	135
Insurance		-	4,247	4,247	514
Telephone and fax		-	1,900	1,900	2,159
Staff costs	10	17,708	44,480	62,188	101,273
Governance costs	7	-	3,299	3,299	1,188
		<u>39,325</u>	<u>86,737</u>	<u>126,062</u>	<u>163,791</u>

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

7 Analysis of governance and support costs

Governance costs

	Restricted funds £	Total 2023 £	Total 2022 £
Independent examiner fees			
Examination of the financial statements	2,094	2,094	498
Accountancy fees	1,205	1,205	690
	<u>3,299</u>	<u>3,299</u>	<u>1,188</u>

8 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2023 £	2022 £
Independent examination fee	<u>2,094</u>	<u>498</u>

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

10 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	57,434	92,664
Social security costs	3,974	6,767
Pension costs	780	1,842
	<u>62,188</u>	<u>101,273</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2023 No	2022 No
Average employees	<u>4</u>	<u>6</u>

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £25,546 (2022 - £33,883).

11 Independent examiner's remuneration

	2023 £	2022 £
Examination of the financial statements	<u>2,094</u>	<u>498</u>
Other accountancy fees		
All other services	<u>1,205</u>	<u>690</u>

12 Taxation

The charity is a registered charity and is therefore potentially exempt from taxation.

13 Debtors

	2023 £	2022 £
Prepayments	<u>2,167</u>	<u>-</u>

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

14 Cash and cash equivalents

	2023 £	2022 £
Cash on hand	30	1,187
Cash at bank	137,859	164,436
	<u>137,889</u>	<u>165,623</u>

15 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	4,999	75
Other taxation and social security	366	3,128
Other creditors	955	434
Accruals	2,274	2,454
	<u>8,594</u>	<u>6,091</u>

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

16 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
General	101,938	15,718	(39,325)	(2,951)	75,380
Restricted funds					
National Lottery Community Fund	35,686	76,674	(60,295)	-	52,065
BBC Children in Need	12,051	-	(14,130)	2,079	-
Essex Community Foundation (COVID response)	9,720	-	(10,592)	872	-
Essex Cultural Diversity	137	-	(34)	-	103
Essex Community Foundation (Bright HR)	-	3,700	(1,210)	-	2,490
Rainbow Services	-	1,900	(476)	-	1,424
Total restricted funds	<u>57,594</u>	<u>82,274</u>	<u>(86,737)</u>	<u>2,951</u>	<u>56,082</u>
Total funds	<u>159,532</u>	<u>97,992</u>	<u>(126,062)</u>	<u>-</u>	<u>131,462</u>
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
<i>General</i>					
General	78,630	42,331	(18,430)	(593)	101,938
Restricted					
National Lottery Community Fund	63,037	82,674	(110,025)	-	35,686
BBC Children in Need	-	27,751	(15,700)	-	12,051
Essex Community Foundation (UM Project)	-	3,400	(3,993)	593	-
Essex Community Foundation (COVID response)	-	20,000	(10,280)	-	9,720
Essex Cultural Diversity	-	5,500	(5,363)	-	137
Total restricted funds	<u>63,037</u>	<u>139,325</u>	<u>(145,361)</u>	<u>593</u>	<u>57,594</u>
Total funds	<u>141,667</u>	<u>181,656</u>	<u>(163,791)</u>	<u>-</u>	<u>159,532</u>

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

The specific purposes for which the funds are to be applied are as follows:

The unrestricted fund relates to general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted Funds:

National Lottery Community Fund - This grant supports vulnerable individuals and families living in Harlow and surrounding areas by: increasing their knowledge of, and ability to, access services; improving employment opportunities through volunteering programmes; breaking down barriers to integration through ESOL classes and improving participation in social and cultural events.

BBC Children in need - This project provides a family support club for children and families from the migrant and refugee community in Harlow. Through weekly activity sessions, it seeks to improve physical health, reduce isolation and improve self-confidence.

Essex Community Foundation (COVID Response) - The grant of £20,000 was awarded last year to help cover the cost of delivering ESOL classes for adult learners including migrants, refugees and asylum seekers in West Essex. £9,720 remained at the beginning of this year and all was spent in the period.

Essex Cultural Diversity - A grant of £5,500 was received last year to support families with children and individuals who are struggling financially for food, fuel or associated costs due to the COVID situation in Essex. £103 remains at the year end to be spent in the following year.

Essex Community Foundation (Bright HR) - £3,700 has been awarded to help develop a website and to access an online HR platform to help support people from ethnic minority communities. £1,210 was spent in the year with the remainder being spent in the following year.

Rainbow Services - £1,900 was granted in the year to provide a member of staff to attend pop up hubs, arranged by Rainbow Services, to give advice and assistance to individuals and families in need of their specialist support.

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2023

17 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Current assets	83,974	56,082	140,056
Current liabilities	(8,594)	-	(8,594)
Total net assets	<u>75,380</u>	<u>56,082</u>	<u>131,462</u>
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2022 £
Current assets	108,029	57,594	165,623
Current liabilities	(6,091)	-	(6,091)
Total net assets	<u>101,938</u>	<u>57,594</u>	<u>159,532</u>

18 Related party transactions

There were no related party transactions in the year.

Accounts

Company registration number: 06308078

Charity registration number: 1120609

Integration Support Services

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

Lambert Chapman LLP
3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

Integration Support Services

Contents

Reference and Administrative Details	1
Trustees' Report	2 to 5
Statement of Trustees' Responsibilities	6
Independent Examiner's Report	7
Statement of Financial Activities	8
Balance Sheet	9
Notes to the Financial Statements	10 to 17

Integration Support Services

Reference and Administrative Details

Trustees	S Begum
	J Haque
	D Maroy
	A I Adewole
Charity Registration Number	1120609
Company Registration Number	06308078
Registered Office	The charity is incorporated in England.
	Office 37
	Latton Bush Centre
	Harlow
	Essex
Independent Examiner	CM18 7BL
	Lisa Greenwood FCCA
	Lambert Chapman LLP
	3 Warners Mill
	Silks Way
	Braintree
	Essex
	CM7 3GB

Integration Support Services

Trustees' Report

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

Objectives and activities

Objects and aims

Integration Support Services (ISS) is a charity that supports the successful integration of migrants, refugees, asylum seekers and ethnically diverse communities across Essex and Hertfordshire.

To achieve these aims, ISS provides various services, including:

- Practical support and signposting
- English for Speakers of Other Languages (ESOL) classes and other learning/training opportunities
- Activities for families
- Community-based and cultural events
- Volunteering opportunities

Public benefit

During the reporting year, ISS supported beneficiaries through:

- Tailored Information Advice & Guidance (IAG) sessions covering areas such as housing, employment and education provision as well as immigration advice
- Providing hate crime victims, survivors of domestic violence and honour-based abuse with practical and emotional support
- Affordable ESOL sessions, including a free summer school for unaccompanied minors
- A range of activities at the Saturday Club, ISS' stay-and-play group
- A range of events intended to promote and celebrate understanding and different cultures

The Board of Trustees confirms that it has had regard to the guidance provided by the Charity Commission and that ISS' activities benefit its service users and volunteers.

Use of volunteers

Volunteers support ISS through various means, including: undertaking administrative duties, volunteering as playworkers and ESOL teaching assistants, leading discussion groups and providing ad hoc support during events and short-term projects.

ISS works in partnership with a wide range of stakeholders, including: councils, charities, statutory bodies and education providers.

Integration Support Services

Trustees' Report

Achievements and performance

In the reporting year, ISS supported over 350 beneficiaries through a combination of IAG services, ESOL classes, excursions intended to reduce social isolation and volunteering opportunities. New initiatives, such as a free summer school for unaccompanied minors, allowed ISS to further support vulnerable members of society. In addition, ISS increased its advocacy remit, liaising with partner organisations and statutory bodies in order to improve conditions for target beneficiaries.

In response to the invasion of Ukraine, ISS began offering free ESOL classes to Ukrainian refugees. ISS also supported asylum seekers in satellite locations by delivering engaging sessions at hotels.

These interventions, particularly in the case of ESOL sessions, helped to empower ISS' target beneficiaries, thereby reducing their dependency on external services.

ISS' work with unaccompanied minors and honour-based abuse survivors was recognised externally; this led to a royal visit in March 2022, when Their Royal Highnesses, the Earl and Countess of Wessex, visited the charity's premises and spoke with ISS' staff, volunteers, beneficiaries and partners.

ISS' internal funding streams include: charging affordable fees for ESOL sessions and immigration advice/services; interpreting services; revenue raised at events and voluntary donations.

Financial review

The charity's financial status is healthy, though more funding is required to support ISS' long-term stability and expansion. As has been the trend since ISS began operating, the need for the charity's services continues to grow.

Policy on reserves

As well as supporting the charity's financial longevity and ensuring that ISS is able to continue running for the foreseeable future, reserves enable ISS to rapidly respond to changing developments (e.g. international socio-political emergencies that can lead to refugee crises) while securing additional funding. Furthermore, reserves enable ISS to support beneficiaries who may not normally receive financial help e.g. people with no recourse to public funds.

ISS' reserves for the reporting year amount to £101,938. This figure does not include restricted funds (such as grants from the National Lottery Community Fund and BBC Children in Need).

Principal funding sources

This year, ISS was principally funded by:

- The National Lottery Community Fund
- BBC Children in Need
- Essex Community Foundation
- Harlow Council

We also generated unrestricted income through the provision of affordable ESOL courses and immigration advice/services.

Going concern

Like most other charities and organisations, ISS has been deeply impacted by the effects of Brexit and COVID-19. In response to the latter, ISS adopted its models to support beneficiaries in new ways; however, as the UK slowly emerges from lockdown, ISS anticipates that the nature of its services will primarily be focused on relieving poverty due to economic uncertainty across the nation.

Therefore, there is a likelihood that ISS will need to further adapt its services to appropriately meet the complex needs of growing groups of beneficiaries.

Integration Support Services

Trustees' Report

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	S Begum
	J Haque (appointed 11 November 2021)
	D Maroy (appointed 15 June 2022)
	A I Adewole (appointed 20 May 2021)
	V Ellice (resigned 15 July 2021)
	A Kurhanska (resigned 15 June 2021)

Structure, governance and management

Nature of governing document

The governing document of ISS is the Memorandum of Association as revised and agreed with the charity commission on 14th November 2010. The charity is also a company limited by guarantee.

Integration Support Services is governed by a board of Trustees who have the power to appoint, and remove, any member as and when necessary. All Trustees give their time and expertise freely receiving no remuneration for their work as a Trustee.

The board are a multi-disciplinary group bringing a variety of skills to the charity. The board has appointed a Chief Executive Officer who has executive responsibility for the strategic development and management of the organisation, the preparation and implementation of the strategic plan as developed, and for the growth and expansion of the organisation, under the supervision of and with the support of, the Board of Directors.

Reporting to the Chair and the Board of Directors, the Chief Executive Officer has overall responsibility for service delivery, advocacy, policy development and research programmes.

Recruitment and appointment of trustees

Trustees are appointed to the Board following the satisfactory completion of the following steps:

- Application form
- Formal interview
- References
- DBS checks
- Completion of probationary term.

Trustees' positions are confirmed at the Annual General Meeting.

Induction and training of trustees

Incoming trustees are inducted by other Board members. Trustees undertake training to further understand their legal and financial responsibilities as well as their strategic and operational considerations.

All Trustees are required to demonstrate evidence of having completed appropriate Safeguarding training.

Organisational structure

The day-to-day running of ISS is overseen by the Chief Executive Officer. The CEO reports to the Board of Trustees (principally the Chair of the Board).

Integration Support Services

Trustees' Report

Major risks and management of those risks

Risks

Due to the nature of ISS' work and beneficiaries, ISS is a charity that can be deeply impacted by policies relating to migration and responses to refugees and asylum seekers. For this reason, ISS seeks to educate stakeholders on the benefits of living and working in diverse communities, promoting positive values and sharing cultures.

ISS will also be impacted with rising operating costs (e.g. rent and utility bills). The trustees are aware of this and are mindful of the need to increase level of reserves to mitigate the rising living costs.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 29 March 2023 and signed on its behalf by:

.....
S Begum
Trustee

Integration Support Services

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Integration Support Services for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 29 March 2023 and signed on its behalf by:

.....
S Begum
Trustee

Integration Support Services

Independent Examiner's Report to the trustees of Integration Support Services ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Integration Support Services as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....
Lisa Greenwood FCCA

3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

30 March 2023

Integration Support Services

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Income and Endowments from:					
Donations and legacies	3	20,115	-	20,115	10,780
Charitable activities	4	22,127	139,325	161,452	175,918
Other trading activities	5	89	-	89	-
Total income		<u>42,331</u>	<u>139,325</u>	<u>181,656</u>	<u>186,698</u>
Expenditure on:					
Charitable activities	6	<u>(18,430)</u>	<u>(145,361)</u>	<u>(163,791)</u>	<u>(167,977)</u>
Total expenditure		<u>(18,430)</u>	<u>(145,361)</u>	<u>(163,791)</u>	<u>(167,977)</u>
Net income/(expenditure)		23,901	(6,036)	17,865	18,721
Transfers between funds		<u>(593)</u>	<u>593</u>	<u>-</u>	<u>-</u>
Net movement in funds		23,308	(5,443)	17,865	18,721
Reconciliation of funds					
Total funds brought forward		<u>78,630</u>	<u>63,037</u>	<u>141,667</u>	<u>122,946</u>
Total funds carried forward	15	<u><u>101,938</u></u>	<u><u>57,594</u></u>	<u><u>159,532</u></u>	<u><u>141,667</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2021 is shown in note 15.

Integration Support Services
(Registration number: 06308078)
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Current assets			
Cash at bank and in hand	13	165,623	147,242
Creditors: Amounts falling due within one year	14	<u>(6,091)</u>	<u>(5,575)</u>
Net assets		<u>159,532</u>	<u>141,667</u>
Funds of the charity:			
Restricted income funds			
Restricted funds	15	57,594	63,037
Unrestricted income funds			
Unrestricted funds		<u>101,938</u>	<u>78,630</u>
Total funds	15	<u>159,532</u>	<u>141,667</u>

For the financial year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 8 to 17 were approved by the trustees, and authorised for issue on 29 March 2023 and signed on their behalf by:

.....
S Begum
Trustee

The notes on pages 10 to 17 form an integral part of these financial statements.

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2022

1 Charity status

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Office 37
Latton Bush Centre
Harlow
Essex
CM18 7BL

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Integration Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Reclassification of comparative amounts

Some items of income within the Statement of Financial Activities have been reclassified to ensure that they more accurately report the Charity's operations. There has been no change to the surplus reported in the 2022 accounts as a result of these reallocations.

Judgements

Apart from those judgements involving estimations, the management team have not made any judgements in the process of applying the entity's accounting policies that have a significant effect on the amounts recognised in the accounts.

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2022

Key sources of estimation uncertainty

There are no key assumptions concerning the future or other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting.

Income and endowments

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Donated services and facilities

Donated goods and services are included in the Statement of Financial Activities as both income and expenditure, The Tree House Children Centre has offered ISS free access to their premises and other play and learn equipment, coffee area, meeting rooms and garden area.

Other trading activities

Other trading activities usually consist of fundraising income from events. This income is recognised upon receipt when it can be measured reliably.

Charitable activities

Income from charitable activities comprise amounts due to the charity for the delivery of its activities and services, including income received from performance-related grants which have conditions that specify the provision of particular goods and services to be provided by the charity.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2022

Taxation

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

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and cash in bank.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Donations and legacies;				
Donations from individuals	115	-	115	780
Grants, including capital grants;				
Government grants	10,000	-	10,000	10,000
Donated services and facilities	10,000	-	10,000	-
	<u>20,115</u>	<u>-</u>	<u>20,115</u>	<u>10,780</u>

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Grants	-	139,325	139,325	161,231
Charitable activity income	<u>22,127</u>	<u>-</u>	<u>22,127</u>	<u>14,687</u>
	<u>22,127</u>	<u>139,325</u>	<u>161,452</u>	<u>175,918</u>

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2022

5 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total funds £	Total 2021 £
Events income;				
Other events income	89	-	89	-
	<u>89</u>	<u>-</u>	<u>89</u>	<u>-</u>

6 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Note				
Freelance teachers	3,019	5,864	8,883	5,440
Premises expenses	10,000	16,017	26,017	15,878
Events & activities	-	2,633	2,633	4,594
Other fundraising costs	-	-	-	5,033
Direct costs	-	6,316	6,316	-
Books	-	2,795	2,795	-
Volunteer expenses	-	112	112	129
Sundry expenses	-	263	263	210
Advertising	-	-	-	76
Bank charges	135	-	135	-
Recruitment and training	-	2,023	2,023	1,158
Insurance	-	514	514	3,471
Telephone and fax	-	2,159	2,159	1,759
Office expenses	-	3,723	3,723	4,954
Trade subscriptions	-	1,165	1,165	587
Travel and subsistence	-	504	504	155
Legal and professional fees	4,088	-	4,088	18,177
Staff costs	10	101,273	101,273	101,469
Governance costs	7	-	1,188	4,887
	<u>18,430</u>	<u>145,361</u>	<u>163,791</u>	<u>167,977</u>

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2022

7 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Independent examiner fees			
Examination of the financial statements	498	498	1,956
Accountancy fees	690	690	821
Trustees remuneration and expenses	-	-	2,110
	<u>1,188</u>	<u>1,188</u>	<u>4,887</u>

8 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022 £	2021 £
Independent examination fee	<u>498</u>	<u>1,956</u>

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.
No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	92,664	91,958
Social security costs	6,767	3,258
Pension costs	<u>1,842</u>	<u>6,253</u>
	<u>101,273</u>	<u>101,469</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2022 No	2021 No
Average employees	<u>6</u>	<u>4</u>

No employee received emoluments of more than £60,000 during the year.

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2022

The total employee benefits of the key management personnel of the charity were £33,883 (2021 - £10,946).

11 Independent examiner's remuneration

	2022 £	2021 £
Examination of the financial statements	498	1,956
Other accountancy fees		
All other services	690	821

12 Taxation

The charity is a registered charity and is therefore potentially exempt from taxation.

13 Cash and cash equivalents

	2022 £	2021 £
Cash on hand	1,187	10
Cash at bank	164,436	147,232
	165,623	147,242

14 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	75	3,620
Other taxation and social security	3,128	-
Other creditors	434	-
Accruals	2,454	1,955
	6,091	5,575

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2022

15 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
<i>General</i>					
General	78,630	42,331	(18,430)	(593)	101,938
Restricted funds					
National Lottery Community Fund	63,037	82,674	(110,025)	-	35,686
BBC Children in Need	-	27,751	(15,700)	-	12,051
Essex Community Foundation (UM Project)	-	3,400	(3,993)	593	-
Essex Community Foundation (COVID response)	-	20,000	(10,280)	-	9,720
Essex Cultural Diversity	-	5,500	(5,363)	-	137
Total restricted funds	<u>63,037</u>	<u>139,325</u>	<u>(145,361)</u>	<u>593</u>	<u>57,594</u>
Total funds	<u>141,667</u>	<u>181,656</u>	<u>(163,791)</u>	<u>-</u>	<u>159,532</u>
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £		Balance at 31 March 2021 £
Unrestricted funds					
<i>General</i>					
General	73,886	25,465	(20,721)		78,630
Restricted					
Ministry of Housing, Communities & Local Government	4,849	37,001	(41,850)		-
National Lottery Community Fund	42,911	76,675	(56,549)		63,037
BBC Children in Need	-	32,557	(32,557)		-
Youth Volunteering	1,300	-	(1,300)		-
Essex Community Foundation (Key Fund)	-	15,000	(15,000)		-
Total restricted funds	<u>49,060</u>	<u>161,233</u>	<u>(147,256)</u>		<u>63,037</u>
Total funds	<u>122,946</u>	<u>186,698</u>	<u>(167,977)</u>		<u>141,667</u>

Integration Support Services

Notes to the Financial Statements for the Year Ended 31 March 2022

The specific purposes for which the funds are to be applied are as follows:

The unrestricted fund relates to general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted Funds:

National Lottery Community Fund - This grant supports vulnerable individuals and families living in Harlow and surrounding areas by: increasing their knowledge of, and ability to, access services; improving employment opportunities through volunteering programmes; breaking down barriers to integration through ESOL classes and improving participation in social and cultural events.

BBC Children in need - This project provides a family support club for children and families from the migrant and refugee community in Harlow. Through weekly activity sessions, it seeks to improve physical health, reduce isolation and improve self-confidence.

Essex Community Foundation (UM project) - This grant of £3,400 has been awarded to provide English Language classes to unaccompanied minors for 9 weeks before they start school in September.

Essex Community Foundation (COVID Response) - The grant of £20,000 has been awarded to help cover the cost of delivering ESOL classes for adult learners including migrants, refugees and asylum seekers in West Essex.

Essex Cultural Diversity - A grant of £5,500 to support families with children and individuals who are struggling financially for food, fuel or associated costs due to the COVID situation in Essex.

16 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2022 £
Current assets	108,029	57,594	165,623
Current liabilities	(6,091)	-	(6,091)
Total net assets	<u>101,938</u>	<u>57,594</u>	<u>159,532</u>
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2021 £
Current assets	84,205	63,037	147,242
Current liabilities	(5,575)	-	(5,575)
Total net assets	<u>78,630</u>	<u>63,037</u>	<u>141,667</u>

17 Related party transactions

There were no related party transactions in the year.

Accounts

REGISTERED COMPANY NUMBER: 06308078 (England and Wales)
REGISTERED CHARITY NUMBER: 1120609

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021
FOR
INTEGRATION SUPPORT SERVICES

Brindley Millen Ltd
167 Turners Hill
Cheshunt
Hertfordshire
EN8 9BH

INTEGRATION SUPPORT SERVICES

CONTENTS OF THE FINANCIAL STATEMENTS **for the Year Ended 31 March 2021**

	Page
Chair's Report	1
Report of the Trustees	2 to 3
Independent Examiner's Report	4
Statement of Financial Activities	5
Balance Sheet	6
Notes to the Financial Statements	7 to 12
Detailed Statement of Financial Activities	13

INTEGRATION SUPPORT SERVICES

CHAIR'S REPORT

for the Year Ended 31 March 2021

I would like to begin by wishing everyone the best of health. The period of April 2020 to March 2021 has been incredibly challenging and has shown, poignantly, the importance of compassion and collaboration.

Like other charities and organisations across the globe, Integration Support Services has been deeply affected by the COVID-19 pandemic. We saw a great shift in the needs of our service users and adapted our delivery methods accordingly, for instance, moving to online ESOL classes, IAG sessions and conversation groups. In addition, we delivered a greater number of food parcels than in previous years, responding to the community's pressing needs.

We are incredibly grateful for the continued support of our funders, including the National Lottery Community Fund, BBC Children in Need, Essex Community Foundation and Harlow Council. Our funders help to facilitate the vital work that ISS undertakes. We are also privileged to work with several partner organisations across Essex and Hertfordshire, all of whom help us to make a lasting impact on people's lives.

I would also like to thank our talented team of staff and volunteers for their bravery and determination. Due to their strength, ISS is able to help families and individuals spanning diverse communities.

As a charity, we will do our best to navigate these difficult times.

Sumana Begum, Chair

INTEGRATION SUPPORT SERVICES

REPORT OF THE TRUSTEES **for the Year Ended 31 March 2021**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Aims, Objects and Activities

The objects and activities of the charitable company are for the benefit of the public in Essex and Hertfordshire, and specifically in West Essex and East Herts area.

Constitutional Aims

- To advance education and relieve financial hardship amongst those seeking asylum and those granted refugee status, other migrants and their families, principally those in Essex and Hertfordshire particularly by the provision of legal and other advice.
- To preserve and protect the physical and mental health of those seeking asylum and those granted refugee status, other migrants and their families, principally those residents in Essex and Hertfordshire.
- To advance the education of the public in general about the issues relating to refugees, those seeking asylum and migrants, to promote community cohesion, social inclusion and a better understanding between communities.
- The provision of facilities for recreation or other leisure time occupation for the benefit of the community in Essex and Hertfordshire to improve 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.

Mission Statement

Supporting the successful integration of migrants, refugees, BME community members and groups in Essex and Hertfordshire.

FINANCIAL REVIEW

Treasurer's Report (2020/21)

We are delighted to report another successful year. Looking back, it's been a year of embracing changes: we have welcomed some new members of staff, volunteers and trustees and we have said goodbye to some long-standing members of Integration Support Service (ISS).

This year, we were deeply affected by the pandemic. The pandemic meant that demand for our services grew and we had to adapt as an organisation. I am extremely proud of the fantastic efforts made by our team of staff and volunteers to realign the services to meet the challenges of the pandemic.

I want to thank our partners and funders, some of whom are: The National Lottery Community Fund, BBC Children in Need, Essex Community Foundation and Harlow Council, who have all worked closely with us during this difficult period. Their support has been invaluable.

Finally, I would like to thank all our staff, volunteers and trustees. Thank you for everything; we couldn't have done it without you.

Addie Adewole
Treasurer

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Integration Support Services is governed by a board of Trustees who have the power to appoint, and remove, any member as and when necessary. All Trustees give their time and expertise freely receiving no remuneration for their work as a Trustee.

The board are a multi-disciplinary group bringing a variety of skills to the charity. The board has appointed a Chief Executive Officer who has executive responsibility for the strategic development and management of the organisation, the preparation and implementation of the strategic plan as developed, and for the growth and expansion of the organisation, under the supervision of and with the support of, the Board of Directors.

Reporting to the Chair and the Board of Directors, the Chief Executive Officer has overall responsibility for service delivery, advocacy, policy development and research programmes.

The governing document of ISS is the Memorandum of Association as revised and agreed with the charity commission on 14th November 2010. The charity is also a company limited by guarantee.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06308078 (England and Wales)

INTEGRATION SUPPORT SERVICES

REPORT OF THE TRUSTEES **for the Year Ended 31 March 2021**

Registered Charity number
1120609

Registered office
Office 37, Latton Bush Centre
Southern Way
Harlow
Essex
CM18 7BL

Trustees
Doreen Sangster (resigned 23.7.20)
Alla Kurhanska (resigned 15.7.21)
Timothy Tabaaro Tumwesigire (resigned 16.6.20)
Valentina Ellice (resigned 15.6.21)
Sarvamangala Jayashetty (resigned 10.2.21)
Pooja Jain (appointed 2.10.20) (resigned 12.2.21)
Sayali Nikhil Shah (appointed 2.10.20) (resigned 12.2.21)
Adeola Ikeoluwa Adewole (appointed 20.5.21)
Sumana Begum (appointed 21.1.21)
Jabeen Haque (appointed 11.11.21)

Company Secretary
Sangita Mittra

Independent Examiner
Brindley Millen Ltd
167 Turners Hill
Cheshunt
Hertfordshire
EN8 9BH

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Mar 31, 2022

Approved by order of the board of trustees on and signed on its behalf by:


Sumana Begum (Mar 31, 2022 15:36 GMT+1)
Sumana Begum - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
INTEGRATION SUPPORT SERVICES**

Independent examiner's report to the trustees of Integration Support Services ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.


[mwbrindley \(Mar 31, 2022 15:47 GMT+1\)](#)

Maurice Brindley BSc FCA
Brindley Millen Ltd
167 Turners Hill
Cheshunt
Hertfordshire
EN8 9BH

Date: **Mar 31, 2022**
Date:

INTEGRATION SUPPORT SERVICES**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
for the Year Ended 31 March 2021**

	Notes	Unrestricted fund £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	778	2	780	1,245
Charitable activities	3				
Integration Support Services		24,687	161,231	185,918	196,527
Total		25,465	161,233	186,698	197,772
EXPENDITURE ON					
Charitable activities	4				
Integration Support Services		20,721	147,256	167,977	156,054
NET INCOME		4,744	13,977	18,721	41,718
RECONCILIATION OF FUNDS					
Total funds brought forward		73,886	49,060	122,946	81,228
TOTAL FUNDS CARRIED FORWARD		78,630	63,037	141,667	122,946

BALANCE SHEET

31 March 2021

	Notes	Unrestricted fund £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
CURRENT ASSETS					
Cash at bank and in hand		84,205	63,037	147,242	124,962
CREDITORS					
Amounts falling due within one year	10	(5,575)	-	(5,575)	(2,016)
NET CURRENT ASSETS		<u>78,630</u>	<u>63,037</u>	<u>141,667</u>	<u>122,946</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		78,630	63,037	141,667	122,946
NET ASSETS		<u><u>78,630</u></u>	<u><u>63,037</u></u>	<u><u>141,667</u></u>	<u><u>122,946</u></u>
FUNDS	11				
Unrestricted funds				78,630	73,886
Restricted funds				<u>63,037</u>	<u>49,060</u>
TOTAL FUNDS				<u><u>141,667</u></u>	<u><u>122,946</u></u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on **Mar 31, 2022** and were signed on its behalf by:


Adeola Adewole (Mar 31, 2022 15:39 GMT+1)
Adeola Ikeoluwa Adewole - Trustee

INTEGRATION SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS

for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements and assessment of going concern

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

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

The financial statements are presented in sterling (£).

Critical accounting judgements and key sources of estimation uncertainty

No significant judgements have been made during the course of preparing these financial statements. There are no sources of estimation uncertainty.

Income

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

Expenditure

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

Taxation

The company, being a charity, is not liable for income tax or corporation tax. Value Added Tax is not recoverable and is included in the relevant charges for expenses.

Debtors

Trade and other debtors are recognised at the settlement amount, Prepayments are valued at the amount prepaid.

Cash at bank and in hand

Cash at bank and in hand includes cash and current bank accounts.

Creditors

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

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund.

Pension costs and other post-retirement benefits

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

Donated goods and services

Donated goods and services are included in the Statement of Financial Activities as both income and expenditure, items are included at market value.

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the potential liability in respect of the guarantee is limited to £10 per member of the charity.

Financial instruments

INTEGRATION SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES - continued

Company status

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

2. DONATIONS AND LEGACIES

	31.3.21	31.3.20
	£	£
Gifts	780	1,245

3. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.21	31.3.20
		£	£
Grants	Integration Support Services	171,231	181,834
Sales & Other Income	Integration Support Services	14,687	14,693
		<u>185,918</u>	<u>196,527</u>

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

	31.3.21	31.3.20
	£	£
BBC Children in Need	32,557	21,360
National Lottery Community Fund	76,674	76,674
Essex Community Foundation (Chiron Fund)	-	10,000
Essex Community Foundation (Key Fund)	15,000	-
Essex County Council - Youth Volunteering grant	-	1,300
Harlow District Council	10,000	10,000
Ministry of Housing, Communities & Local Government	37,000	62,500
	<u>171,231</u>	<u>181,834</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 5)	Totals
	£	£	£
Integration Support Services	163,091	4,886	167,977

5. SUPPORT COSTS

	Governance costs
	£
Integration Support Services	4,886

INTEGRATION SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 31 March 2021

6. NET INCOME/(EXPENDITURE)

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

	31.3.21	31.3.20
	£	£
Independent examination fee	1,956	1,956

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

	31.3.21	31.3.20
	£	£
Trustees' expenses	2,110	360

Trustees expenses represent room hire, refreshments and travel costs incurred by trustees for meetings.

8. STAFF COSTS

	31.3.21	31.3.20
	£	£
Wages and salaries	91,958	94,939
Social security costs	3,258	4,310
Other pension costs	6,253	2,646
	101,469	101,895

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

	31.3.21	31.3.20
Full-time equivalent	4	4

No employees received emoluments in excess of £60,000.

The key management personnel of the charity, comprise the trustees and the CEO. The total remuneration of the key management of the charity were £10,946 (2020: £28,813)

9. 2019/20 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	1,245	-	1,245
Charitable activities			
Integration Support Services	24,693	171,834	196,527
Total	25,938	171,834	197,772
EXPENDITURE ON			
Charitable activities			
Integration Support Services	12,030	144,024	156,054
NET INCOME	13,908	27,810	41,718

INTEGRATION SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS - continued **for the Year Ended 31 March 2021**

9. 2019/20 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	59,978	21,250	81,228
TOTAL FUNDS CARRIED FORWARD	<u>73,886</u>	<u>49,060</u>	<u>122,946</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Trade creditors	3,619	60
Accrued expenses	<u>1,956</u>	<u>1,956</u>
	<u>5,575</u>	<u>2,016</u>

11. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	73,886	4,744	78,630
Restricted funds			
National Lottery Community Fund	42,911	20,126	63,037
Ministry of Housing, Communities and Local Government	4,849	(4,849)	-
Youth Volunteering	<u>1,300</u>	<u>(1,300)</u>	<u>-</u>
	<u>49,060</u>	<u>13,977</u>	<u>63,037</u>
TOTAL FUNDS	<u>122,946</u>	<u>18,721</u>	<u>141,667</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	25,465	(20,721)	4,744
Restricted funds			
BBC Children in Need	32,557	(32,557)	-
National Lottery Community Fund	76,675	(56,549)	20,126
Ministry of Housing, Communities and Local Government	37,001	(41,850)	(4,849)
Youth Volunteering	-	(1,300)	(1,300)
Essex Community Foundation (Key Fund)	<u>15,000</u>	<u>(15,000)</u>	<u>-</u>
	<u>161,233</u>	<u>(147,256)</u>	<u>13,977</u>
TOTAL FUNDS	<u>186,698</u>	<u>(167,977)</u>	<u>18,721</u>

INTEGRATION SUPPORT SERVICES**NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 March 2021****11. MOVEMENT IN FUNDS - continued****Comparatives for movement in funds**

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	59,978	13,908	73,886
Restricted funds			
National Lottery Community Fund	-	42,911	42,911
Ministry of Housing, Communities and Local Government	21,250	(16,401)	4,849
Youth Volunteering	-	1,300	1,300
	<u>21,250</u>	<u>27,810</u>	<u>49,060</u>
TOTAL FUNDS	<u>81,228</u>	<u>41,718</u>	<u>122,946</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	25,938	(12,030)	13,908
Restricted funds			
BBC Children in Need	21,360	(21,360)	-
National Lottery Community Fund	76,674	(33,763)	42,911
Essex Community Foundation (Chiron Fund)	10,000	(10,000)	-
Ministry of Housing, Communities and Local Government	62,500	(78,901)	(16,401)
Youth Volunteering	1,300	-	1,300
	<u>171,834</u>	<u>(144,024)</u>	<u>27,810</u>
TOTAL FUNDS	<u>197,772</u>	<u>(156,054)</u>	<u>41,718</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	59,978	18,652	78,630
Restricted funds			
National Lottery Community Fund	-	63,037	63,037
Ministry of Housing, Communities and Local Government	21,250	(21,250)	-
	<u>21,250</u>	<u>41,787</u>	<u>63,037</u>
TOTAL FUNDS	<u>81,228</u>	<u>60,439</u>	<u>141,667</u>

INTEGRATION SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 31 March 2021

11. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	51,403	(32,751)	18,652
Restricted funds			
BBC Children in Need	53,917	(53,917)	-
National Lottery Community Fund	153,349	(90,312)	63,037
Essex Community Foundation (Chiron Fund)	10,000	(10,000)	-
Ministry of Housing, Communities and Local Government	99,501	(120,751)	(21,250)
Youth Volunteering	1,300	(1,300)	-
Essex Community Foundation (Key Fund)	15,000	(15,000)	-
	<u>333,067</u>	<u>(291,280)</u>	<u>41,787</u>
TOTAL FUNDS	<u>384,470</u>	<u>(324,031)</u>	<u>60,439</u>

National Lottery Community Fund: to support vulnerable families in Harlow to have better knowledge and understanding to access services, Improve Employment Opportunities through Volunteering, Increase language skills through ESOL Classes, Raise awareness on Hate Crime and increase participation in social and other activities.

Essex Community Foundation (Youth Action Fund): towards the development of a Young mentors project, providing volunteering and other social interaction activities for vulnerable young people in Harlow such as Asylum Seekers, Migrants and other isolated Ethnic groups, was spent in the year.

Ministry of Housing, Communities and Local Government fund: awarded to support English provision through formal and informal learning in Harlow with aims to reduce barriers to integration and improve life opportunities for migrants, refugees and other ethnic groups in our area.

BBC Children in Need - This project provides a family support club for children and families from the migrant and refugee community in Harlow. Through weekly activity sessions, it seeks to improve physical health, reduce isolation and improve self-confidence.

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

13. DONATED GOODS AND SERVICES

The Tree House Children Centre has offered ISS free access to their premises and other play and learn equipment's, coffee area, meeting rooms and garden area. The estimated value of this in kind contribution if we had to rent privately will be around £10,000/ year.