Trustees' Report and Financial Statements

Year Ended 31 March 2022

Registered charity number 1153425



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#### Learn English at Home

LEAH was established in 1982 to advance the education of people from minority ethnic communities who do not speak English as a first language and who are unable to access adult education courses so that they may learn or improve their English.

LEAH operates in Kingston, Richmond and Hounslow. LEAH also operates across other London Boroughs, as people have been moved out of borough during their LEAH support, have experienced domestic abuse or have been trafficked and have been referred from another borough initially. LEAH's vision is for an integrated society where language unlocks people's potential to participate fully in family and community life. LEAH's clients are referred by a strong network of 100+ referral partners including GPs, health visitors, midwives and schools.

To be eligible for LEAH services, potential 'clients' are unable to access other English language provision because of their physical and/or mental ill health, caring responsibilities, illiteracy in their first language or have experienced domestic abuse or have been trafficked.

Having limited English means clients often struggle to access vital services, including housing, education for themselves and their children, health care and to find sustainable employment. LEAH enables clients to gain confidence, develop support networks, access services for themselves and their children and make their first steps towards college, volunteering and employment. LEAH's services changes people's lives; empowering people to discover and take opportunities to actively integrate and participate in their local communities.

### LEAH's year at a glance:

- 302 unique clients supported (44% increase from 21/22 (210))
- 178 1:1 clients supported (25% increase from 21/22 (142))
- 119 clients supported in 6 online community classes (9% increase from 21/22 (109))
- 18 clients in person Hounslow community class (100% increase from 21/22 (0))
- 19 clients on site at Kingston business 'In Work Progression' Project (111% increase from 21/22 (9))
- 66 volunteers recruited (19% decrease from 21/22 (81))
- 225 client referrals received from partner organisations (74% increase from 21/22 (129))

#### Chair's statement

### Introduction from Richard Williams, Chair of Trustees.

I am delighted to be able to report on another promising year for LEAH. This will be my final report as Chair, with Sharon Landa having taken over the role from March 2022 this year. We also have a new Deputy Chair, Harprit Sekhon, taking over from Alison Musgrave. I wish the two new incumbents the best in these important leadership roles.

The gradual opening up of society following the pandemic gained momentum only towards the end of the reporting year. For much of the year, therefore, our work with clients was almost entirely remote. But we began to re-open face-to-face community classes in February 2022, and we are discussing how and when to reintroduce face-to-face contact for one-to-one teaching in clients' homes, seeking views from our excellent team of volunteers, although this support remains on-line for the present.

In these difficult circumstances, it is pleasing to be able to report that LEAH supported more clients this year than in 2020/21, with 302 clients in all, of whom 137 were in community classes, and 19 in our innovative In-Work Progression programme. It is particularly encouraging that we were able to provide one-to-one support to 178 clients, a 25% increase over the previous year and the highest ever number supported by LEAH in a single year: a considerable achievement in the circumstances of the time.

We continue to recruit and train volunteers, with our training programme adapted to cover the innovative teaching methods we have introduced during the pandemic. As reported in last year's accounts, the experience we have gained in these new ways of working will enable us to design new and innovative programmes for the future, and the lessons we have learned during this period will serve us well as we continue to develop and expand our services.

A wide range of partner organisations refer clients to us: we have an active dialogue with them to help us understand what they require from LEAH. They tell us that they value the service LEAH provides in helping clients gain the language skills to function more effectively in society, and that our smooth processes for engaging clients on referral, and the quality of our service are also highly regarded. Clients themselves continue to report increased confidence in managing their lives, thanks to the language skills and local service knowledge our volunteers support them to build.

While the funding environment for charities is increasingly competitive, LEAH has secured grants to support all its currently planned services, and our budgetary position remains strong. Continued hard work will be needed to sustain this stability for the future and meet the growing demand for our services since the pandemic and in light of the Afghanistan and Ukrainian crises. We have obtained funding to help us streamline and improve the resilience of our organisation, with the Charities Action Fund supporting the recruitment of a Digital Inclusion Coordinator this year to help us meet the Digital Transformation aim in our 3 year strategic plan.

As society reopens, we shall be looking hard at ways of improving our services, including innovative partnerships and ways of reaching potential clients beyond our traditional geographical area. Last autumn, we agreed a strategic plan for the three years starting 1 April 2022 setting out the steps we need to take to achieve these aims. Having met the challenges of the last two years, LEAH is very much looking forward to the future.

Richard Williams, Chair of Trustees.

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### **Trustees' report 2021 - 2022**

The Trustees present below their report and the examined financial statements for the year ending 31st March 2022. The financial statements of the charity, 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 and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

### **Public benefit**

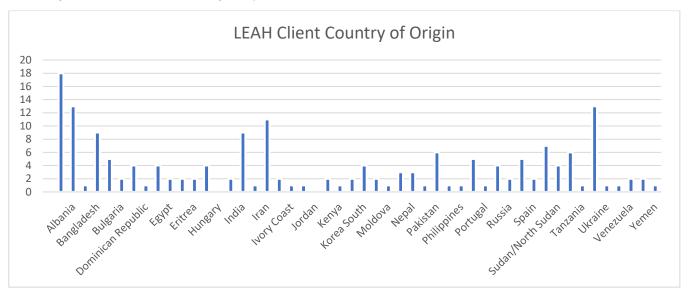
In making decisions about the way in which LEAH achieves its charitable objectives, the Trustees have regard to the Charity Commission's guidance on public benefit. LEAH's work is beneficial in that it offers clients a means to overcome isolation and improve their chances in life through improved English language skills, increased confidence and self-belief, and greater knowledge of and access to local support services. LEAH's work changes people's lives. Through language LEAH empowers people to become active members of their local communities, contributing to an integrated society where language unlocks people's potential to participate fully in family and community life.

LEAH's work is beneficial to a specific section of the public, to minority ethnic adults with very limited levels of English. LEAH's work is focused on this group because of their vulnerability and isolation, and their exclusion from other language support. In particular, LEAH supports clients who are unable to access adult education provision because of, for example, their child-care responsibilities, physical and/or mental ill health, illiteracy in their first language or have experienced domestic violence or have been trafficked. LEAH works to ensure that all those who are eligible for LEAH's services can benefit, for example through developing strong referral networks with statutory and voluntary partners and offering LEAH's services at no cost to the clients.

LEAH's Trustees work to manage risks of harm to the charity's beneficiaries and the public in general, for example through LEAH's safeguarding and health and safety policies and processes.

#### **LEAH's Services**

Across the year 88% of LEAH clients were women, 12% male; clients originated from 48 countries and spoke 41 languages with the highest represented countries of origin being Afghanistan, Albania, Turkey, Iran, India and Bangladesh. 38% had no recourse to public funds, 12% were refugee or former refugees, 15% EU citizens with 13% having indefinite leave to remain status. 89% were unemployed, 24% unable to seek employment, 4% employed and 1% retired. 39% had pre-school aged children, 18% had children aged 5 years +, 23% have pre-school aged children and children aged 5 years+.



#### Volunteers at LEAH

LEAH actively seeks to recruit people from diverse backgrounds and with a range of experience e.g. 25% of current volunteers have English as a second language.

The benefits of the change to remote delivery has meant LEAH has been able to recruit and engage a far wider pool of volunteers. LEAH has been able to recruit volunteers who work full time or who live outside Kingston, Richmond and Hounslow boroughs. To maximise this, LEAH piloted an evening training course which was very successful – working volunteers have appreciated the flexibility.

"I have to say how impressed I am with LEAH. I think it is really interesting to see how each teacher is supported to customize their teaching to the needs and interests of the individual clients. We find in our small group that what we are teaching, and how, is heading off in completely different but interesting directions, and I feel all the students are blossoming! Really inspiring." (LEAH Volunteer)

"Thank you so much for the lovely LEAH thank you card. That was so nice to receive in the post this morning. I really enjoy the volunteering and it has been a lifesaver (whilst I have been looking for work) to keep me busy. I really love helping my client and a bonus is the friendship from fellow volunteers." (LEAH Volunteer)

### **Ongoing Training**

New online bespoke adult safeguarding training was rolled out at the beginning of 2021 to all volunteers. Three months later mandatory Diversity and Inclusion training was also introduced to all volunteers. The online mandatory Diversity and Inclusion training module:

- Defines diversity and inclusion and the benefits they can bring to the workplace and society
- Describes what unconscious bias is, different types of unconscious bias and how you can combat them
- Outlines different qualities and characteristics that makeup diversity, such as personality traits, culture, neurodiversity, LGBTQ+ and mental health

• Explains how you can foster inclusion and respect in the workplace

An optional Mental Health Awareness module was also included and take up has been excellent with over 60% of volunteers choosing to complete this course. Standalone online training modules were also offered to existing volunteers to cover teaching literacy and maximising resources online.

LEAH's approach ensures equality, diversity and inclusion is at the heart of the organisation leading to a diverse community of trustees, staff and volunteers to enable us to achieve our mission of supporting ethnic minority adults, including refugees and migrants, to learn English, enabling them to gain confidence, access services and make informed choices for their families. Volunteering with LEAH opens up opportunities for greater social and community integration and appreciation of different experiences, challenges, perspectives of people from different cultures and backgrounds. In LEAH's last volunteer survey for example understanding the challenges faced by different groups within the community was most commonly cited benefit of volunteering for LEAH.

'I feel really proud. It's such a development. She's made friends and signed up for an assessment at college for ESOL classes. She would never have had the confidence to do that before.' (LEAH Volunteer)

'It's been very rewarding. It's been brilliant. I think it's great what you do as a charity.' (LEAH Volunteer)

"I wanted to say thank you to you, the coordinators and the training team at LEAH for inspiring me to take my CELTA. I have just finished it and the reason I chose to go forwards with EFL teaching as a career path is because of the training course in September/ October and of course the volunteering role itself. I have also got an EFL teaching job, which I'll start in a couple of months. Becoming involved with LEAH really has changed a lot for me - in a good way!" (LEAH Volunteer)

## **Partnership Working**

LEAH continues to strengthen partnerships to reach the 'hardest to reach' through LEAH's strong network of referral partners and received referrals into the project from the following organisations; Achieving for Children, Balance Support, Birth & Beyond Community Support, Primary Schools, Care4Calais, CAB, the Department for Work and Pensions, Hestia Modern Slavery Response Team, Hestia (Housing Support), Home Start – Richmond, Kingston, Hounslow, Hounslow & Richmond Community Healthcare, Hounslow & Richmond NHS Trust, Hounslow Children Services, Hounslow Early Help/Support, Job Centre Plus, Kingston Churches Action on Homelessness, Migrants Organise, Mind, St Johns Hospitaller – Modern Day Slavery, NHS Hounslow, Hounslow Clinical Commissioning Group, NHS Kingston, NHS Richmond, Refuge, Ruils Disibility Action & Advice Centre, St Edmunds Church, Surrey Police and Your Healthcare.

LEAH built very strong relationships with a number of organisations like Hestia Modern Day Slavery team. They are supporting an increasing number of newly arrived asylum seekers who have very low levels of English language and who are suffering with a range of emotional and psychological support needs including anxiety and depression. This is requiring a higher level of support from LEAH's Coordinators to establish volunteer / client relationships particularly as clients are often living in hostel or budget hotel accommodation with poor internet access. LEAH also saw an increase in the number of male clients being referred through these routes.

LEAH are pleased to be one the of small number of voluntary sector providers involved in a partnership project with the new and emerging Mental Health Integrated Network Team in Hounslow. This is a new model of community based mental health care which is being developed in West London by the NHS as one of 12 pilot sites across the country. Being involved in this pilot has enabled LEAH to strengthen referral networks and partnerships with mental health support locally. LEAH also developed an enhanced mental health and wellbeing offer to clients including a simple resource booklet and bespoke materials for delivery within lessons. LEAH have continued to ensure that 1:1 clients are kept up to date with the changing Government guidelines in respect of COVID-19, developed materials to explain the different types of test and have promoted the availability of walk in test sites and vaccination clinics. Through LEAH's work with Hounslow Council and the NHS to improve knowledge of common mental health challenges, LEAH staff coordinators worked to signpost 1:1 clients into appropriate support services and as part of the evaluation of 1:1 clients who progressed into LEAH's classes 83% of participants said they knew more about identifying and managing anxiety with 55% reporting they would use the stress bucket technique and 93% saying they would use the breathing exercises explained and demonstrated as part of the sessions.

"It was good because even though his son was there (Easter holidays) my client didn't use him to act as interpreter, only for technical support!" (LEAH Volunteer)

"I am really impressed with the communication from LEAH with regards to my referral - the way I have been kept up to date is very impressive" (LEAH Referrer)

LEAH referrers told LEAH what they thought was important for a client they referred to LEAH:

- 80% to offer a personalised service that meets individual needs
- 90% to engage with language programmes that support people to engage with support services
- 100% to take part in language learning that addresses wider issues including health & wellbeing, education and work
- 80% to meet others and increase social networks
- 90% to find out more about community activities people could join
- 80% to be able to continue after their time with LEAH in community education, formal education or into volunteering and employment

They also told us what was important to them as a referrer to LEAH:

- 90% a quick turnaround on enabling support
- 90% a high quality service
- 70% that LEAH offers holistic support by linking with other support organisations locally
- 90% that LEAH addresses wider systemic areas of inequality for people with limited English through themed provision in health & wellbeing, education and in work support
- 70% that LEAH engages with professionals to provide factual information on key areas to people with limited English e.g. public health, support for children, local services
- 80% that LEAH encourages people with limited English to feedback on issues that are important to them e.g. feeding into local surveys, service design, giving opinions to local councillors
- 90% that LEAH works with ethnically diverse adults who are unable to access formal education due to caring responsibilities, physical or mental ill health, people who have experienced violence and/or trafficking or have very limited English
- 50% timely correspondence with partners

"Thanks for the update. I'm sure she will get lots from your group, her English gets better each time I speak to her. More than happy to send my clients your way if needed, as the feedback from others you have helped is always positive." (Home-Start Richmond, Kingston & Hounslow, Coordinator)

"Thank you in advance, I believe your work with these mothers makes such a difference" (Richmond Health Visitor.)

"LEAH is providing an amazing service to our residents. With young babies, it makes it very difficult for our service users to engage with opportunities outside of the house. LEAH creates a safe, relational and friendly context for our residents to begin learning and the 1-1 format enables them to get tailored tutoring." (Hestia - Modern Day Slavery Team Referrer.)

"Many thanks for all your support, it has been a wonderful service to partner with." (Hestia - Modern Slavery Response Team.)

### LEAH continued to offer:

- Phone based confidential ESOL conversation service (the online portal masks the number of the client and the volunteer) and a trained ESOL volunteer called the client weekly to work through bespoke learning plans
- Remote video workshops in which trained ESOL volunteers taught individual clients embedding health messaging and language learning to support practical challenges

**LEAH's 1:1 service** offers a person centred programme to meet individual goals to include:

- Language which supports people to tackle practical challenges they currently face, e.g. making appointments, communicating with their GP, speaking to a neighbour or support workers, reading letters about housing benefit, their child's school, preparing a CV.
- Support to access local services e.g. children's centre, library, local activities and specialist support services such as those provided via partners. In addition, to learning about these online, and understanding how to access them independently.
- **Transition objectives and support to progress** to LEAH and other online/community group ESOL learning provision, local colleges, volunteering or employment.

For 1:1 clients LEAH had been supporting for at least six months by the end of March 22:

- 91% made a significant improvement in their spoken English
- 93% were more self-confident
- 83% know about health services available to them locally
- 81% know how and when to access health services
- 69% felt less isolated
- 83% felt they improved their digital skills

**LEAH classes** support the development of English as well as digital literacy skills through themed support:

- Communicating with Schools Schools' classes focus on language skills within the specific context of the child's school and embed learning to support their child's learning and development with the wider impact of increasing their independence and increasing social networks. People are supported to fill in forms for their children to access school trips, engage in wider school volunteering opportunities with other parents, read letters and reports and help their children with written work as well as engage in social trips.
- **Health & Wellbeing** Classes focus on skills required for accessing health care and wellbeing services e.g. reading GP surgery timetables, completing simple forms, information about local health care and wellbeing services (e.g. when to use GPs, walk-in clinics, local talking therapies and A&E) and relevant vocabulary to access public health messages (e.g. healthy eating, dental hygiene, keeping active). A new approach from April 2021 in response to the pandemic has built on LEAH's support to make referrals into health and wellbeing services based on individual needs.
- **In Work Progression** In partnership with business focuses on English for the workplace for migrant workers and supports progression in the workplace.

LEAH delivered a series of 6 group classes across the year meeting on a weekly basis on Zoom and reached 119 women as part of the project, supported by 18 volunteers. 33 clients were from Hounslow, 58 from Kingston, 22 from Richmond and 6 from other London boroughs as clients were moved from their original addresses during that time.

LEAH included a session on outside spaces and healthy living, which helped promote awareness of the outside spaces in the local area, healthy walking programmes and the links between outside activity, exercise and physical and mental well-being.

For class clients LEAH had been supporting for at least six months by the end of March 22:

- 85% made a significant improvement in their spoken English
- 85% were more self-confident
- 85% know about health services available to them locally
- 79% know how and when to access health services
- 84% felt less isolated

• 93% felt they improved their digital skills

MIND delivered tailored, accessible sessions on managing anxiety across all of LEAH community classes. LEAH conducted polls at the end of the classes and as a result of attending the sessions:

- 83% of participants said they knew more about identifying and managing anxiety
- 55% reporting they would use the stress bucket technique
- 93% saying they would use the breathing exercises explained and demonstrated as part of the sessions

LEAH ran a series of information sessions on COVID- 19, test and trace and the vaccination programme had an opportunity for informal questions and answers with 3 Kingston based GPs. These sessions enabled people who were reluctant or anxious about being vaccinated to ask questions in a safe environment and were organised with the support of South West London Clinical Commissioning Group.

LEAH also had representation from Healthwatch Richmond. Who provided additional information on accessing health services and linked clients in with Healthwatch Kingston.

LEAH ran sessions on diabetes in partnership with Kingston Healthy and Safe Communities directorate. These sessions provided an introductory session to diabetes and were followed up with a session on healthy eating. As a result of attending these sessions:

- 94% of participants reported knowing more about diabetes
- 79% knew the symptoms of diabetes
- 70% knew how to manage or treat diabetes

LEAH re-launched community based classes in February 2022. 18 clients recruited and attending face to face sessions at Heston Community Centre with crèche and re-launched its onsite In Work ESOL Programme in partnership with Chessington based business New Seafood International (NESI) and Kingston Council Public Heath Team. LEAH's volunteers supported 19 workers with pre-entry level English to improve their English, better communicate in the workplace and support them to progress in their roles. LEAH worked closely with NESI to embed health and safety messaging and the Public Heath team to embed key public health messaging. This is a key area of progression for LEAH and a 'hidden' client group who face significant barriers to workplace progression due to their limited English.

### **Future Opportunities**

LEAH secured £70k from the Charities Aid Foundation, to support them to build their resilience and become 'future fit' as they move forward. In addition, the funding allows LEAH to recruit a Digital Inclusion Coordinator. The post would help deliver new hybrid ways of working, support LEAH clients to access equipment and LEAH services remotely, increase LEAH's online presence and train the team to build their digital capabilities. As part of the funding, LEAH was also awarded a resilience grant to work with experts across finance, digital and diversity and inclusion to ensure they can meet the complex needs of a growing client base in the coming years and future proof back office systems that help us deliver their work efficiently and effectively.

LEAH also secured 5 year's funding through the National Lottery Community Fund towards their 'person centred' 1:1 programme. LEAH volunteers will empower 450 clients to learn English, improve their wellbeing, digital skills, access vital support services independently and continue their individual learning and development journeys after their time with the programme.

LEAH secured their first Housing Association fund and will be supporting Afghan refugees as part of the ARAP and ACRS Kingston schemes across the coming years and were cited as a case study by the GLA. LEAH and will be delivering specific training for volunteers in this area in the coming months to prepare them for this intensive support.

### **Organisational and Service Development**

LEAH have worked to meet its 3-year strategic plan objectives by:

- 1. Continuing to diversify income
- 2. Further strengthened and increased the diversity of the Board
- 3. Continued the consolidation of the LEAH service in Hounslow and explored service possibilities in other London boroughs
- 4. Increased the number of referrals via the new Social Prescribing routes and specialist referring agencies
- 5. Increased the number of clients supported through the 1:1 programme who have experienced violence or who have been trafficked
- 6. Continued to develop the holistic support offered to clients and improve progression rates
- 7. Further developed their volunteer support programme and expand the volunteer recruitment programme
- 8. Continue to build on the In-Work progression programme via a new funding relationship with Trust for London, securing a new delivery partnership in Hounslow
- 9. Strengthened LEAH's brand and external communications
- 10. Undertaken the next strategic planning process, engaging clients, volunteers, staff, trustees, funders, partners and wider stakeholders

#### The Years Ahead

LEAH's 3 Year Strategic Goals (2022 – 2025) are:

### **Goal 1 – Sustainability**

To become a sustainable organisation for the future LEAH will maximise income generation opportunities, maximise commissioned opportunities, keep abreast of national initiatives to secure funding for development and growth.

#### Goal 2 - Collaboration

LEAH will continue to work brilliantly together as a LEAH team, work with other agencies, authorities, organisations and commissioners in the interests of "inclusion through language" and work with clients to continue to understand, adapt to and meet their changing needs.

### **Goal 3 – Digital Transformation**

To be a leader in LEAH's field LEAH will utilise technology that meets the needs of the diverse population LEAH helps. LEAH will increase accessibility, co-design services with clients that help to ensure their needs are met, invest in technology infrastructure for clients, volunteers and staff and consult with sector leaders around digital options. LEAH will keep ahead of national trends and look for opportunities to capitalise on innovative digital services that enhance what LEAH provides or how efficiently they can provide it.

### Goal 4 – Development

To enable LEAH to adapt to meet demand for services LEAH will scale up high value services and adapt services to meet the needs of people who fall into "gaps" in service provision. To achieve this LEAH will expand volunteer roles, invest in staff and volunteers' development and build the LEAH profile.

### Goal 5 – Equality & Inclusion

LEAH will become a champion for equality, diversity and inclusion, accessible to all, culturally appropriate and led by the needs of their clients, staff and volunteers.

### **Reference and Administrative Details**

# **Registered Charity Number**

1153425

# **Principal address**

Siddeley House 50 Canbury Park Road Kingston Upon Thames Surrey KT2 6LX

### **Trustees**

R Williams (Chair)	
E Sweeney	
I McGrath	Resigned 24 May 2022
A Musgrave	Resigned 14 March 2022
F Kitson	Resigned 12 October 2022
L Devi	
C Warren	
A Françon	
S Landa	Appointed 12 July 2021
H Sekhon	Appointed 12 July 2021
S Amir	Appointed 12 July 2021. Resigned 12 October 2022

# **Key management personnel**

J Irish Director (to 26<sup>th</sup> July 2022)

A Price Director from 17th October 2022

D Crone Operations Manager to December 2021

Z Chadwick Services Manager from 1st February 2022

# **Independent Examiner**

Rajesh Amin FCA BDA Associates Limited Chartered Accountants Global House 1 Ashley Avenue Epsom KT18 5AD

### **Bankers**

Metro Bank 1 Southampton Row London WC1B 5HA

# Structure, governance and management Governing document

The charity was registered with the Charity Commission as a Charitable Incorporated Organisation (CIO) on 15<sup>th</sup> August 2013.

The CIO was established under a Constitution which sets out its objects and powers. In the event of the CIO being wound up, the trustees have no liability to contribute to its assets and no responsibility for settling its debts and liabilities.

### Recruitment and appointment of new trustees

New trustees are appointed, for a term of three years, by a resolution passed at a convened meeting of the charity trustees. Trustees may serve for a total of two terms. LEAH seek trustees with the skills and experience to complement LEAH's existing Board and support the organisation as it grows and develops. LEAH advertise widely for new trustees, using national websites, social media, posters in local community settings, and trustee and staff networks. LEAH appointed three new trustees this year.

### **Organisational structure**

The trustees are responsible for the overall management and strategic direction of LEAH. The Director is appointed by the trustees to manage the day to day operations of the charity. The Director has delegated authority from the trustees for operational matters including finance, employment and representing the charity. Trustees work to support and supervise the Director and to set strategy, manage risks and maintain financial oversight.

### **Induction and training of new trustees**

On appointment, trustees are given an induction including a policy pack, Constitution, key strategic documents and opportunities to meet staff and visit LEAH services. Ongoing training is made available.

### Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees use an annually-reviewed organisational risk framework to assess the major risks to which the charity is exposed, in particular those risks related to the operations and finances of the organisation, and are satisfied that systems are in place to mitigate the charity's exposure to these risks.

#### Financial review

The financial results are set out on page 17 in the Statement of Financial Activities and the financial position on page 18.

LEAH continues to be principally funded through grant sources, and are grateful to the range of funders who have made LEAH's work possible, including:

LEAH continues to be principally funded through grant sources, and are grateful to the range of funders who have made LEAH's work possible, including:

AB Charitable Trust, Alpkit Foundation, Arnold Clarke, CAF Resilience Fund, Cheshire Community Foundation, Coronavirus Job Retention Scheme, Garfield Weston Foundation, Healthwatch Richmond, Heathrow Community Trust, Hounslow Thriving Communities: Hounslow Response Fund, Hounslow Thriving Communities: Mental Health Fund, KVA (Funding from the National Lottery Community fund, distributed by Kingston Voluntary Action CIO), London Catalyst, Network Homes Charitable Fund, Persula Foundation, Postcode Society Trust, Richmond Parish Lands Charity, Royal Borough of Kingston upon Thames - (Controlling Migration Fund MHCLG), Royal Borough of Kingston upon Thames - Winter Pressures, Royal Borough of Kingston upon Thames Active Commissioning, Simmons and Simmons Charitable Foundation, Swire Charitable Trust, The 29th May 1961

Charitable Trust, The Bromley Trust, The Hampton Fund, The Henry Smith Charity, The National Lottery Community Fund, The Rayne Foundation, Truemark Trust and Trust for London.

LEAH would also like to thank all the individuals who have donated across the year and to everyone who has undertaken a challenge or a fundraising event on LEAH's behalf.

During the year LEAH's charitable income increased to £426,691 from £335,102 in 2020/2021. Expenditure has increased to £308,647 in 2021/22, from £280,889 in 2020/21. The increased funding has resulted in a surplus being made for 2021/22 of £118,044 (£54,213, 2020/21). Of this surplus, £22,542 is unrestricted funds (£24,960, 20/21) and £95,502 (£29,253, 2020/21) is restricted, and represents funding secured for delivery in 2022/23. LEAH has invested in staffing resource across the senior team and administration to ensure LEAH has the resources to expand services and diversify the income base in line with the 3-year strategy.

## **Reserves policy**

LEAH's policy is to hold five months running costs as unrestricted reserves, to enable business continuity in the event of unanticipated changes in the funding environment.

The reserves held by the charity at 31st March 2022 were £388,151 (£270,107, 2021) of this £168,611 (£146,069, 2021) was unrestricted. £219,540 (£124,038, 2021) was restricted, secured from grant funders and committed to specific project work in the financial year ahead. Of LEAH's unrestricted funds, £8,200 (£9,074, 2021) is designated by the trustees as the Freda Lambert Memorial Fund, for volunteer recruitment, training, retention and development. LEAH have been able to increase unrestricted reserves by £22,542 across the year, meeting the 5 month target.

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

R Williams (Chair) - Trustees

Date: 12<sup>th</sup> October 2022

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# Independent examiner's report to the trustees of Learn English at Home

I report on the accounts for the year ended 31 March 2022 set out below.

# Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

## It is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

### Basis of the independent examiner's report

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

### **Independent examiner's statement**

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

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements
- to keep accounting records in accordance with Section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Rajesh Amin FCA

BDA Associates Limited Chartered Accountants

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Global House

1 Ashley Avenue

Epsom

KT18 5AD

Date: 8th November 2022

# **Statement of financial activities**

# for the year ended 31 March 2022

	Notes	Unrestricted funds	Restricted funds	31.3.22 Total funds	31.3.21 Total funds
<b>Income and endowments from</b>					
Donations and legacies		8,364	1,000	9,364	5,135
Charitable activities					
Providing 1:1 English tuition and community class support		15,000	402,268	417,268	329,847
Investment income	2	59	-	59	120
Other Income		-	-	-	-
Total income	-	23,423	403,268	426,691	335,102
<b>Expenditure on</b>					
Charitable activities					
Providing 1:1 English tuition					• • • • • • • • • • • • • • • • • • • •
and community class support	-	881	307,766	308,647	280,889
Net income		22,542	95,502	118,044	54,213
Transfer between funds		-	-	-	-
Total funds brought forward	-	146,069	124,038	270,107	215,894
Total funds carried forward	=	168,611	219,540	388,151	270,107
	-				

# Continuing operations

All income and expenditure have arisen from continuing activities.

# **Balance sheet**

# as at 31 March 2022

		31.3.22	31.3.21
	Notes	£	£
Fixed assets			
Tangible assets	6	-	-
Current assets	_		
Debtors	7	532	2,286
Cash at bank and in hand		391,510	306,750
		392,042	309,036
Creditors			
Amounts falling due within one year	8	(3,891)	(29.020)
			(38,929)
Net current assets		388,151	270,107
Tet current assets		300,131	270,107
Total assets less current liabilities		388,151	270,107
Total assets less current nationales		300,131	270,107
Net assets		388,151	270,107
Tier assess			
Funds	11		
Unrestricted funds		160,411	136,995
Designated funds		8,200	9,074
Restricted funds		219,540	124,038
Total funds		388,151	270,107

The financial statements were approved by the Board of Trustees and were signed on its behalf by:

C Warren, Treasurer

Date: 12th October 2022

### 1 Accounting policies

### Basis of preparing the financial statements

The financial statements of the charity, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

### Going concern without material uncertainties

Management has considered the consequences of COVID-19 and other events and conditions, and it has determined that they do not create a material uncertainty that casts significant doubt upon the entity's ability to continue as a going concern.

### Financial reporting standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

#### **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.

### Charitable activities

The income for charitable activities which provides 1:1 English tuition and community support is provided in the form of grants from Trusts and Foundations.

#### Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake the charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between the restricted funds in expenditure on charitable activities.

### Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings- 20% on cost

Computer equipment- 33% on cost

### **Taxation**

The charity is exempt from tax on its charitable activities.

#### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds are set aside by the trustees out of unrestricted general funds for specific future purposes or project. The aim and use of each designated fund is set out by the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

## Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

### Pension costs and other post-retirement benefits

LEAH staff with qualifying earnings are entered into a salary sacrifice workplace pension scheme with contributions matched by LEAH up to 6 % of salary.

### **Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, and conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be reliably measured. In accordance with the Charities SORP (FRS 102) general volunteer time is not recognised and refer to the Trustees' Annual Report for more information about their contribution.

### 2 Investment income

31.3.22	31.3.21
£	£
Deposit account interest 59	120

### 3 Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

### Trustees' expenses

One of the trustees has claimed expenses for £88 in the year 31 March 2022 (£0, 2021).

### 4 Staff costs

	31.3.22	31.3.21
	£	£
Wages and salaries	222,331	202,776
Social security costs	14,152	12,224
Other pension costs	10,616	9,672
	247,099	224,672

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

	31.3.22	31.3.21
Total number on payroll	20	15
Full time staff equivalent (FTE)	7	7

Total staff numbers include all active members of our bank of creche workers in the period and our part time staff. The FTE figure therefore gives the more accurate picture of our staff resource (and includes one full-time employee).

No employees received emoluments in excess of £60,000. (none, 2021)

# $5\ Comparatives\ for\ the\ statement\ of\ financial\ activities\ (from\ the\ 20/21\ financial\ year)$

	Unrestricted funds £	Restricted funds £	31.3.21 Total funds	31.3.20 Total funds
Income and endowments from				
Donations and legacies	5,135	-	5,135	13,652
Charitable activities				
Providing 1:1 English tuition and community class support	20,000	309,847	329,847	373,467
Investment income	120	-	120	387
Other Income	-	-	-	8,998
Total income	25,255	309,847	335,102	396,504
Expenditure on Charitable activities Providing 1:1 English tuition and community class support	295_	280,594	280,889	321,044
Net income	24,960	29,253	54,213	75,460
Transfer between funds	16,562	(16,562)	-	-
Total funds brought forward	104,547	111,347	215,894	140,434
Total funds carried forward	146,069	124,038	270,107	215,894

# 6 Tangible fixed assets

	Fixtures and fittings	Computer equipment	Totals
	£	${f \pounds}$	£
Cost or valuation			
At beginning of the year	6,317	1,477	7,794
Disposals	(6,317)		(6,317)
At end of the year	_	1,477	1,477
Depreciation and impairments			
At beginning of the year	6,317	1,447	7,764
Disposals	(6,317)		(6,317)
At end of year	-	1,447	1,447
Charge for year	-	-	-
Net book value			
Net book value at beginning of the year	-		
Net book value at end of the year			
7 Debtors: amounts falling due within one year			
		31.3.22	31.3.21
		£	£
Trade Debtors		-	_
Prepayments and Accrue income		532	2,286
		532	2,286
8 Creditors: amounts falling due within one year			
		31.3.22	31.3.21
		£	£
Trade creditors		860	3,205
Accrual and Deferred Income		3,031	35,724
		3,891	38,929

# 9 Commitments under operating leases

# At 31 March 2022, the charity had annual commitments under non-cancellable operating leases as set out below.

	Equipment £	Total 2022 £	Total 2021 £
Operating leases which expire:			
Not later than one year	-	-	209
Later than one year and not later than five years	-	-	-
later than five years		-	
		_	209

# 10 Analysis of net assets between funds

				31.3.22	31.3.21
	Unrestricted funds	Designated funds	Restricted funds	Total funds	Total funds
	£	£	£	£	£
Fixed assets	-	-	-	-	-
Current assets	160,411	8,200	223,431	392,042	309,036
Current liabilities			(3,891)	(3,891)	(38,929)
	160,411	8,200	219,540	388,151	270,107

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	23,423	(7)	23,416
Total unrestricted fund	23,423	(7)	23,416
Designated fund			
Freda Lambert Memorial Fund	-	(874)	(874)

# 10 MOVEMENT IN FUNDS – continued

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Restricted funds			-
Royal Borough of Kingston upon Thames - (Controlling Migration Fund MHCLG)	1,692	(6,200)	(4,508)
Alpkit Foundation	300	(300)	-
CAF Resilience Fund	55,000	(9,153)	45,847
Persula Foundation	2,000	(2,000)	-
Garfield Weston Foundation	20,000	(20,000)	-
The Hampton Fund	23,100	(17,380)	5,720
Heathrow Community Fund	2,750	(4,742)	(1,992)
Kingston Voluntary Action CIO	6,400	(6,400)	-
The Henry Smith Charity	50,000	(51,596)	(1,596)
HM Revenue and Customs- Coronavirus Job Retention Scheme	1,325	(1,325)	-
Hounslow Thriving Communities: Mental Health Fund	10,000	(10,000)	-
Hounslow Thriving Communities: Hounslow Response Fund	5,000	-	5,000
London Catalyst	2,000	(2,000)	-
Network Homes Charitable Fund	7,074	-	7,074
The Rayne Foundation	18,000	(19,572)	(1,572)
Richmond Parish Lands Charity	25,000	(25,897)	(897)
Royal Borough of Kingston upon Thames - Winter Pressures	4,000	(4,000)	-
Royal Borough of Kingston upon Thames Active Commissioning	18,000	(18,000)	-
Swire Charitable Trust	6,638	(613)	6,025
Arnold Clarke	1,000	-	1,000
The 29th May 1961 Charitable Trust	4,000	-	4,000
Healthwatch Richmond	1,000	(1,000)	-
Cheshire Community Foundation	4,000	-	4,000
Postcode Society Trust	12,534	(1,529)	11,005
The Bromley grant	10,000	-	10,000
The National Lottery Community Fund	99,455	(102,374)	(2,919)
Truemark Trust	3,000	(3,000)	-
Trust for London	10,000	(685)	9,315
	403,268	(307,766)	95,502
Total funds	426,691	(308,647)	118,044

# 10 Analysis of net assets between funds (previous year comparison)

	Unrestricted funds	Designated funds	Restricted funds	31.3.21 Total funds	31.3.20 Total funds
	£	£	£	£	£
Fixed assets	-	-	-		
Current assets	136,995	9,074	162,967	309,036	229,022
Current liabilities			(38,929)	(38,929)	(13,128)
	136,995	9,074	124,038	270,107	215,894

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

	Incoming resources	Resources expended	Transfer	Movement in funds
	£	£		£
Unrestricted funds				
General fund	25,255	-	16,562	41,817
Total unrestricted fund	25,255	-	16,562	41,817
Designated fund				
Freda Lambert Memorial Fund	-	(295)		(295)

# 10 MOVEMENT IN FUNDS – continued

	Incoming resources	Resources expended	Transfer	Movement in funds
	£	£		£
Restricted funds				-
Controlling Migration Fund NESC	1,692	_	_	1,692
Tesco Bags of Help COVID-19	1,002			1,0,2
Communities Fund	500	(500)	-	-
The Hampton Fund	22,500	(17,000)	_	5,500
Heathrow Community Fund	1,000	(3,661)	_	(2,661)
The Henry Smith Charity	60,000	(53,212)	_	6,788
HM Revenue and Customs	345	(345)	_	-
HM Revenue and Customs- Job	313	(3.13)		
Retention Grant	3,932	(3,932)	_	-
London Borough of Hounslow -	,	,		
Community Grant	7,500	(13,081)	-	(5,581)
London Community Foundation	10,017	(10,017)	-	-
People's Postcode Trust	-	(1,397)	(12,096)	(13,493)
Pilgrim Trust	-	(2,007)	_	(2,007)
Porta Pia 2012 Foundation	_	(4,797)	_	(4,797)
Rayne Foundation	18,000	(130)	_	17,870
Richmond Parish Lands Charity	25,000	(9,966)	_	15,034
Richmond Parish Lands Charity	25,000	(5,500)		13,034
Emergency Support - COVID 19	1,789	(1,789)	_	-
Royal Borough of Kingston upon	,	,		
Thames - Winter Pressures	5,000	(5,000)	-	-
Royal Borough of Kingston upon				
Thames Active Commissioning	18,450	(18,450)	-	-
Simmons and Simmons Charitable		(514)		(51.4)
Foundation	-	(514)	-	(514)
London Community Foundation - Tampon Tax		(13,077)		(13,077)
Team London	2 000		_	
The National Lottery Community	2,000	(7,809)	-	(5,809)
Fund	102,465	(83,921)	_	18,544
The National Lottery Community	102,103	(03,721)		10,511
Fund - Coronavirus Community				
Support Fund	29,657	(29,657)	-	-
The Persula Foundation	-	(332)	(4,466)	(4,798)
	309,847	(280,594)	(16,562)	12,691
Total funds	335,102	(280,889)	-	54,213

# 11 Movement in funds

	At	Net movement	At
	31.3.21 £	in funds £	31.3.22 £
Unrestricted funds	£	ı.	æ
General fund	136,995	23,416	160,411
Designated funds			
Freda Lambert Memorial Fund	9,074	(874)	8,200
Restricted funds			
CAF Resilience Fund	-	45,847	45,847
Network Homes Charitable Fund	-	7,074	7,074
Swire Charitable Trust	-	6,025	6,025
Arnold Clarke	-	1,000	1,000
The 29th May 1961 Charitable Trust	-	4,000	4,000
Cheshire Community Foundation	-	4,000	4,000
Postcode Society Trust	-	11,005	11,005
The Bromley grant	-	10,000	10,000
Trust for London	-	9,315	9,315
Royal Borough of Kingston upon Thames - (Controlling Migration Fund MHCLG)	4,508	(4,508)	-
Heathrow Community Fund	1,992	(1,992)	-
The Hampton Fund	16,681	5,720	22,401
The Henry Smith Charity	6,788	(1,596)	5,192
Hounslow Thriving Communities: Hounslow Response Fund	-	5,000	5,000
The Rayne Foundation	17,870	(1,572)	16,298
Richmond Parish Lands Charity	23,515	(897)	22,618
The National Lottery Community Fund	52,684	(2,919)	49,765
Total restricted funds	124,038	95,502	219,540
Total funds	270,107	118,044	388,151

# 11 Movement in funds (previous year comparison)

	At 31.3.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds	~	<b></b>	~
General fund	95,178	41,817	136,995
Total unrestricted funds	95,178	41,817	136,995
Designated funds			
Freda Lambert Memorial Fund	9,369	(295)	9,074
Restricted funds			
Royal Borough of Kingston upon Thames			
Controlling Migration Fund NESC	2,816	1,692	4,508
Heathrow Community Fund	4,653	(2,661)	1,992
The Hampton Fund	11,181	5,500	16,681
The Henry Smith Charity		6,788	6,788
London Borough of Hounslow - Community	~ ~0.4	( <b>7. 7</b> 04)	
Grant  Provided Provided Toront	5,581	(5,581)	-
People's Postcode Trust	13,493	(13,493)	-
Pilgrim Trust	2,007	(2,007)	-
Porta Pia 2012 Foundation	4,797	(4,797)	-
Rayne Foundation	-	17,870	17,870
Richmond Parish Lands Charity	8,481	15,034	23,515
Simmons and Simmons Charitable Foundation	514	(514)	-
London Community Foundation - Tampon Tax	13,077	(13,077)	-
Team London	5,809	(5,809)	-
The National Lottery Community Fund	34,140	18,544	52,684
The Persula Foundation	4,798	(4,798)	
Total restricted funds	111,347	12,691	124,038
<b>Total funds</b>	215,894	54,213	270,107

# 12 Related party disclosures

There were no related party transactions for the year ended 31 March 2022.

# Detailed Statement of Financial Activities for the year ended 31 March 2022

	31.3.22	31.3.21
Turonno and and arran anta	£	£
Income and endowments Donations and legacies	9,364	5 125
Investment income	9,304	5,135
Deposit account interest	59	120
Charitable activities	39	120
Grants	417,268	329,847
Total incoming resources	426,691	335,102
Expenditure	420,091	333,102
Charitable activities		
Salary and wages	222,331	202,776
Social security	14,152	12,224
Pensions	10,616	9,672
Books and teaching aid	148	),072 -
Commission Fees	8	2
Consulting and outsourcing	19,127	18,091
Consumables	499	-
Insurance	1,520	1,431
External evaluation costs	1,680	3,360
IT and office equipment expense	7,460	7,244
Lighting and heating	7,100	714
Miscellaneous	243	506
Petrol and fares	352	165
Photocopying and stationery	1,142	1,506
Postage	1,089	564
Rent	13,968	13,968
Room hire	814	-
Staff recruitment	3,007	(519)
Staff training	1,375	260
Subscriptions	543	245
Telephone	2,468	3,082
Volunteer training	2,743	3,946
Water rates	129	92
	306,917	279,329
Support costs		
Finance		
Bank Charges	410	360
Governance costs		
Governance	120	-
Accountancy and legal fees		
Independent Examination fees	1,200	1,200
Total resources expended	308,647	280,889
Net income	118,044	54,213

LEARN ENGLISH Registered charity number 1153425	AT HOMI	E	
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