

REGISTERED COMPANY NUMBER: 07292188 (England and Wales)
REGISTERED CHARITY NUMBER: 1149869

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2024
for
Multilingual Wellbeing Services

Faiz & Co. Limited
Chartered Accountants
8B Accommodation Road
London
NW11 8ED

Multilingual Wellbeing Services

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Multilingual Wellbeing Services

Report of the Trustees for the Year Ended 31 March 2024

The Trustees present their annual report and accounts for the year ended 31 March 2024. The board of trustees are satisfied with the performance of the charity during the year and the position at 31 March 2024 and consider that the charity is in a strong position to continue its activities during the coming year and that the charity's assets are adequate to fulfil its obligations.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07292188 (England and Wales)

Registered Charity number
1149869

Registered office
Information and Advice
Centre Edgware
Community Hospital Burnt
Oak Broadway Middlesex
London HA8 0AD

Trustees (each representing one of the two partner organisations of MWS)
L C - L Lee – Meridian Wellbeing (formerly Chinese Mental Health Association)
F Radfar - Farsophone Association in Britain

All Trustees are also directors of the Company.

Independent examiner
Faiz & Co. Limited
Chartered Accountants
8B Accommodation
Road London
NW11 8ED

Legal Advisers:
Russell-Cooke LLP
8 Bedford Row
London
WC1R 4BX

Bankers:
Unity Trust Bank PLC
Nine Brindley Place
Birmingham B1 2HB

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Multilingual Wellbeing Service is a company limited by guarantee governed by its Memorandum and Articles of Association dated 22 June 2010. It is registered as a charity with the Charity Commission. Anyone over the age of 16 can become a member of the company and there are currently 2 each of whom agrees to contribute £1.00 in the event of the charity winding up.

Appointment of trustees

The board of Trustees (also known as the Management Committee) is elected annually at the AGM. The Company may appoint by ordinary resolution a member who is willing to act to be a director. Any member seeking election as a director must give the Company a notice not less than 14 not more than 35 clear days before the meeting. In accordance with the Articles of Association, all members of the Management Committee for the time being shall retire from office at the AGM, but are eligible to stand for re-election.

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.

Indemnity insurance

The charity has insured against loss arising from the neglect or default of any of the Management Committee Members. Insurance, against the possibility of claims, arising during the course of assistance provided by its workers, is already in place and is also continuing.

OBJECTIVES AND ACTIVITIES

Objectives and Aims

MWS was established in June 2010 and its main objective for remains to improve and maintain the emotional wellbeing of BAMER (Black and Asian Minority Ethnic and Refugee) Communities in and around Barnet as well as enabling communities to explore, use and share existing cultural techniques to deal with mental health issues. This has been achieved through workshops, training, networking events and through mother tongue counselling as well as our extensive service through the IAPT project (see below) in this reporting period.

Achievements and Performance

This year has seen all MWS's services returning to their pre-pandemic times. The demand for talking therapies and mental health services have grown significantly due in part to the cost-of-living crisis and the extended waiting times for NHS services. Having established a multifaceted approach to service delivery over the pandemic years, we have been able to respond to the challenges with greater confidence, with a wider range of availability, access options and minimal waiting times. Coupled with this is our integrated model which is designed to increase efficiency, improve quality and service outcomes across all our services.

All these have enabled us to work smarter and be more productive and efficient as a partnership.

Thanks to a team of highly experienced and diligent workforce, we have delivered a strong performance across the various modalities with 50% of our clients achieving recovery notwithstanding the challenges and financial pressures we experienced during the course of this year.

We have consistently met the monthly target for the psychoeducation workshops, successfully reaching an average of 120 individuals each month, totalling 1445 for the year. This is against the targets of 120 and 1440 respectively. Our performance on Step 2 guided self-help missed the mark with a total throughput rate of 182 over the annual target of 240. This was solely attributed to the lack of referrals received from the Central Team, who in turn was experiencing the same challenges in not receiving sufficient new referrals from the usual mental health agencies. To mitigate against this unexpected turn of events, we acted proactively by generating as many new referrals as we could through our own sources and diverting the spare capacity to

Multilingual Wellbeing Services

Report of the Trustees for the Year Ended 31 March 2024 increase our Step 3 work.

Our Step 3 performance on Counselling and CBT (Cognitive Behavioural Therapy) has been the highlight of the year. Having produced a solid performance in the first half of the year, the second half continued in the same vein ending the year with 20 additional cases above the contract target. This represents around 16% of over delivery for Step 3, which is a key area where the Central Team have needed support to help tackle their waiting lists.

These figures have been achieved by the improved stability in the therapist workforce. We are pleased that the efforts around recruitment and retention have been successful, and we have sufficient capacity across all modalities to deliver on our contractual outputs.

Throughout the course of the year, we have continued to work closely with the new management team at the Barnet Talking Therapies of the Barnet, Enfield and Haringey (BEH) Mental Health NHS Trust to ensure that our service remains complementary and responsive to any changes and that it continues to run seamlessly as one service.

Barnet Talking Therapies

The Barnet Talking Therapies service provides short term psychological therapies to provide help and support for people in Barnet who are suffering with stress, low mood, anxiety and other mild to moderate psychological ill- health. Many of the treatments are based on talking therapies that help people regain their wellbeing in ways that work best for them.

MWS continue to work in close partnership with the core Talking Therapies service (Core Team) in Barnet and BEH Mental Health NHS Trust to improve access to mental health services for the BAMER communities in Barnet.

The work of MWS has undoubtedly improved the overall health and wellbeing of people from the BAMER population and raised their awareness of NHS and statutory services more than they would have otherwise considered or had the ability to access.

FINANCIAL REVIEW

Reserves policy

It is the policy of MWS to aim for reserves covering at least 3 months' expenditure of the charity excluding the expenditure relating to the Talking Therapies (previously called "IAPT") contract which is covered by, and coterminous with, the Talking Therapies contract income. This expenditure takes the form of two monthly bills from two partner organisations which provide the service. If and when the Talking Therapies contract ends, these bills will cease too. So any associated risk is taken by the partner organisations. Our non-Talking Therapies expenditure is not expected to exceed £20,000 in the foreseeable future. Therefore, unrestricted reserves equivalent to three months expenditure (£5,000) shall be aimed for.

Financial Position

The Statement of Financial Activities show net Incoming Resources for the year of £2,297 (2023: £3081) giving an accumulated net fund of £19,420 (2023: £17,123) which includes unrestricted funds of £18,900 (2023: £16,429) and endowment funds of £520 (2023: £694). The performance by the charity during the year is considered to have been satisfactory.

FUTURE DEVELOPMENTS

Plans for future periods

The charity plans to continue the objectives outlined above in the forthcoming years subject to satisfactory funding arrangements.

We would like to end the report by giving a big thank you to both our partner organisations, their trustees, staff, associates and volunteers for their unwavering support and true spirit of partnership, and for their tireless efforts which made last year a success.

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

Approved by order of the board of trustees on 8 November 2024 and signed on its behalf by:



F Radfar – Trustee

Independent Examiner's Report to the Trustees of
Multilingual Wellbeing Services

Independent examiner's report to the trustees of Multilingual Wellbeing Services ('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 your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 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.



Behzad Faiz Mahdavi

Faiz & Co. Limited
Chartered Accountants
8B Accommodation Road
London
NW11 8ED

Date: 8 November 2024

Multilingual Wellbeing Services

Statement of Financial Activities for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted fund £	Endowment fund £	31/3/24 Total funds £	31/3/23 Total funds £
INCOME AND ENDOWMENTS FROM Charitable activities	2					
		-	-	-	-	
Barnet Talking Therapies Service		276,920	-	-	276,920	276,920
Barnet Health Watch		-	-	-	-	800
Other income		14,030	-	-	14,030	14,263
Total		290,950	-	-	290,950	291,983
EXPENDITURE ON Charitable activities	3					
Barnet Talking Therapies Service		271,250	-	-	271,250	271,250
Other resources expended		17,229	-		17,229	17,421
Other		-	-	174	174	231
Total		288,479	-	174	288,653	288,902
NET INCOME/(EXPENDITURE)		2,471	-	(174)	2,297	3,081
RECONCILIATION OF FUNDS						
Total funds brought forward		16,429	-	694	17,123	14,042
TOTAL FUNDS CARRIED FORWARD		18,900	-	520	19,420	17,123

The notes form part of these financial statements

Multilingual Wellbeing Services

Balance Sheet 31 March 2024

	Notes	Unrestricted funds £	Restricted fund £	Endowment fund £	31/3/24 Total funds £	31/3/23 Total funds £
FIXED ASSETS						
Tangible assets	9	-	-	520	520	694
CURRENT ASSETS						
Debtors	10	24,246	-	-	24,246	5,477
Cash at bank		19,133	-	-	19,133	35,426
		<u>43,379</u>	<u>-</u>	<u>-</u>	<u>43,379</u>	<u>40,903</u>
CREDITORS						
Amounts falling due within one year	11	(24,479)	-	-	(24,479)	(24,474)
NET CURRENT ASSETS		<u>18,900</u>	<u>-</u>	<u>-</u>	<u>18,900</u>	<u>16,429</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		18,900	-	520	19,420	17,123
NET ASSETS		<u>18,900</u>	<u>-</u>	<u>520</u>	<u>19,420</u>	<u>17,123</u>
FUNDS	12					
Unrestricted funds					18,900	16,429
Endowment funds					520	694
TOTAL FUNDS					<u>19,420</u>	<u>17,123</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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.

The notes form part of these financial statements

Multilingual Wellbeing Services

Balance Sheet - continued
31 March 2024

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 8 November 2024 and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'F Radfar', written over a dotted line.

F Radfar - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

Expenditure

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

Tangible fixed assets

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

Plant and Machinery 25% reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

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

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

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company makes contributions to staff's individual pension policies. Contributions payable are charged to the Statement of Financial Activities in the period to which they relate.

Multilingual Wellbeing Services

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

2. INCOME FROM CHARITABLE ACTIVITIES

		31/3/24	31/3/23
	Activity	£	£
Grants	Barnet Healthwatch	-	800
Contracts	Barnet Talking Therapies Service	276,920	276,920
		<u>276,920</u>	<u>277,720</u>

3. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 4)	Totals
	£	£	£
Barnet Talking Therapies Service	271,250	-	271,250
Other resources expended	14,829	2,400	17,229
Other	-	174	174
	<u>286,079</u>	<u>2,574</u>	<u>288,653</u>

4. SUPPORT COSTS

	Management	Finance	Other	Totals
	£	£	£	£
Depreciation	-	-	174	174
Other resources expended	515	85	1,800	2,400
	<u>515</u>	<u>85</u>	<u>1,974</u>	<u>2,574</u>

5. NET INCOME/(EXPENDITURE)

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

	31/3/24	31/3/23
	£	£
Depreciation - owned assets	<u>174</u>	<u>231</u>

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

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

During the year there was no expense paid to the trustees (2023: £NIL).

7. STAFF COSTS

	31/3/24	31/3/23
	£	£
Wages and salaries	13,803	14,051
Pensions	227	234
	14,030	14,285

The average monthly number of employees during the year was as follows: 31/3/24 31/3/23
1 1

No employees received emoluments exceeding £60,000.

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Endowment fund £	Total funds £
INCOME AND ENDOWMENTS FROM				
Charitable activities				
Barnet Talking Therapies Service	276,920	-	-	276,920
Barnet Healthwatch	-	800	-	800
Other income	14,263	-	-	14,263
Total	291,183	800	-	291,983
EXPENDITURE ON				
Charitable activities				
Barnet Talking Therapies Service	271,250	-	-	271,250
Other resources expended	16,621	800	-	17,421
Other	-	-	231	231
Total	287,871	800	231	288,902
NET INCOME/(EXPENDITURE)	3,312	-	(231)	3,081
RECONCILIATION OF FUNDS				
Total funds brought forward	13,117	-	925	14,042

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

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued				
	Unrestricted funds £	Restricted fund £	Endowment fund £	Total funds £
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	<u>16,429</u>	<u>-</u>	<u>694</u>	<u>17,123</u>
9. TANGIBLE FIXED ASSETS				Computer equipment £
COST				
At 1 April 2023 and 31 March 2024				<u>7,216</u>
DEPRECIATION				
At 1 April 2023				6,522
Charge for year				<u>174</u>
At 31 March 2024				<u>6,696</u>
NET BOOK VALUE				
At 31 March 2024				<u>520</u>
At 31 March 2023				<u>694</u>
10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR				
			31/3/24	31/3/23
			£	£
Other debtors			<u>24,246</u>	<u>5,477</u>

Multilingual Wellbeing Services

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

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/3/24	31/3/23
	£	£
Trade creditors	22,604	22,604
Social security and other taxes	31	-
Pension	44	70
Accrued expenses	1,800	1,800
	<u>24,479</u>	<u>24,474</u>

12. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
Unrestricted funds			
General fund	16,429	2,471	18,900
Endowment funds			
Grant for IT Equipment - CW Foundation	694	(174)	520
TOTAL FUNDS	<u>17,123</u>	<u>2,297</u>	<u>19,420</u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	290,950	(288,479)	2,471
Endowment funds			
Grant for IT Equipment - CW Foundation	-	(174)	(174)
TOTAL FUNDS	<u>290,950</u>	<u>(288,653)</u>	<u>2,297</u>

Multilingual Wellbeing Services

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

12. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	13,117	3,312	16,429
Endowment funds			
Grant for IT Equipment - CW Foundation	925	(231)	694
TOTAL FUNDS	<u>14,042</u>	<u>3,081</u>	<u>17,123</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	291,183	(287,871)	3,312
Restricted funds			
Restricted	800	(800)	-
Endowment funds			
Grant for IT Equipment - CW Foundation	-	(231)	(231)
TOTAL FUNDS	<u>291,983</u>	<u>(288,902)</u>	<u>3,081</u>

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

12. MOVEMENT IN FUNDS - continued

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

	At 1.4.22 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	13,117	5,783	18,900
Endowment funds			
Grant for IT Equipment - CW Foundation	925	(405)	520
TOTAL FUNDS	<u>14,042</u>	<u>5,378</u>	<u>19,420</u>

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	582,133	(576,350)	5,783
Restricted funds			
Restricted	800	(800)	-
Endowment funds			
Grant for IT Equipment - CW Foundation	-	(405)	(405)
TOTAL FUNDS	<u>582,933</u>	<u>(577,555)</u>	<u>5,378</u>

13. RELATED PARTY DISCLOSURES

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