

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 2025
for
Multilingual Wellbeing Services

Multilingual Wellbeing Services

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for the Year Ended 31 March 2025

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Multilingual Wellbeing Services

Report of the Trustees
for the Year Ended 31 March 2025

The Trustees present their annual report and accounts for the year ended 31 March 2025. The board of trustees are satisfied with the performance of the charity during the year and the position as at 31 March 2025 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

Liondaris & Co
Certified Public Accountants
1st Floor Woodgate Studios
2-8 Games Road
Cockfosters
EN4 9HN

Legal Advisers:

Russell-Cooke LLP
8 Bedford Row
London
WC1R 4BX

Bankers:

Unity Trust Bank PLC
Nine Brindley Place
Birmingham B1 2HB

Multilingual Wellbeing Services

Report of the Trustees for the Year Ended 31 March 2025

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

During the year under review, the Multilingual Wellbeing Service (MWS) continued to operate in an increasingly challenging environment. While the immediate impacts of the Covid-19 pandemic have eased, its longer-term consequences have been compounded by a sustained cost-of-living crisis and widening socio-economic inequalities. These pressures have been further intensified by a significant increase in the number of migrants and refugees settling in Barnet in recent years, including individuals and families from Syria, Afghanistan and the Hong Kong BN(O) community. Many of these communities face complex barriers to accessing mental health support, including language difficulties, cultural stigma, trauma, financial insecurity and social isolation.

Against this backdrop, MWS has experienced a substantial and sustained rise in demand for counselling, talking therapies and psycho-educational support. The charity has continued to respond effectively to this increased need, adapting its service delivery models to ensure accessibility, cultural sensitivity and timely support for those most at risk of poor mental health outcomes.

Throughout the year, MWS worked closely alongside NHS partners to deliver high-quality, evidence-based psychological therapies, particularly for individuals requiring language-specific and culturally appropriate interventions. We are proud of the role we have played in supporting NHS colleagues to meet rising demand, ensuring that people who might otherwise struggle to access statutory services are able to receive appropriate and effective mental health care. Our services have remained focused on early intervention and prevention, helping to reduce the risk of deterioration, crisis presentation and longer-term dependency on more intensive services.

Multilingual Wellbeing Services

Report of the Trustees for the Year Ended 31 March 2025

In line with contractual requirements, MWS successfully delivered weekly psycho-education workshops throughout the year via a programme of webinars, ensuring consistent access for service users. The charity also fulfilled performance requirements across all commissioned services, achieving delivery targets of 63% for triage, 92.9% for workshops, 57.5% for Step 2 guided self-help, and 197.3% for Step 3 counselling and cognitive behavioural therapy (CBT). Service outcomes remained strong, with a recovery rate of 53.28%, exceeding contractual expectations. These outcomes reflect both the level of need within the community and the organisation's strong operational performance.

The charity's ability to engage with hard-to-reach communities has remained a core strength. Through trusted relationships, multilingual staff and culturally competent practice, MWS has continued to improve access, engagement and outcomes for people from Black and Minority Ethnic (BME) and migrant communities. Research consistently shows that voluntary and community sector (VCS) organisations are particularly well placed to support these populations, delivering services that are both more accessible and more cost-effective than statutory provision alone.

However, the operating context for the coming years is increasingly concerning. The NHS is under immense financial pressure and is now being required to reduce expenditure, including a scaling back of commitments and contractual arrangements with VCS partners. This mirrors similar reductions already being implemented by local authorities and poses a significant risk to the sustainability of specialist BME and multilingual mental health services.

Statutory services alone do not have the capacity, reach or cultural competence to meet the current level of mental health need within diverse communities. A reduction in funding to charities such as MWS will have a disproportionate impact on individuals and families who are already vulnerable, increasing the risk of unmet need, worsening mental health, poverty-related stressors and wider social exclusion. The trustees are deeply concerned that without continued investment in community-based provision, inequalities in mental health outcomes will widen further.

Despite these challenges, MWS remains committed to its charitable objectives and to advocating for the vital role of the voluntary sector in the mental health system. The achievements of the year reflect the dedication, skill and resilience of staff and volunteers, and the importance of sustained partnership working in addressing the complex and evolving mental health needs of Barnet's diverse communities.

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 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.

Multilingual Wellbeing Services

Report of the Trustees
for the Year Ended 31 March 2025

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 £3,388 (2024: £2,297) giving an accumulated net fund of £22,808 (2024: £19,420) which includes unrestricted funds of £22,418 (2024: £18,900) and endowment funds of £390 (2024: £520). 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 16 December 2025 and signed on its behalf by:

Signed by:
Faramarz Radfar
.....
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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 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 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 Association of Accounting Technicians, 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.

DocuSigned by:
Christos Liondaris
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Christos Liondaris

Liondaris & Co
Certified Public Accountants
1st Floor Woodgate Studios
2-8 Games Road
Cockfosters
EN4 9HN

Date: 16 December 2025

Multi-Lingual Wellbeing Services
Statement of financial activities
For the year ended 31 March 2025

	<u>Notes</u>	<u>Unrestricted</u> <u>Funds</u> £	<u>Endowment</u> <u>Funds</u> £	<u>Total</u> <u>2024/25</u> £	<u>Total</u> <u>2023/24</u> £
INCOME AND ENDOWMENTS FROM					
Charitable activities					
Barnet Talking Therapies Service	2	279,996		279,996	276,920
Other income	2	15,461		15,461	14,030
Total		295,457	-	295,457	290,950
EXPENDITURE ON					
Charitable activities					
Barnet Talking Therapies Service	3	274,320		274,320	271,250
Depreciation	4		130	130	174
Other resources expended	4	17,619		17,619	17,229
Total		291,939	130	292,069	288,653
NET INCOME/(EXPENDITURE)	5	3,518	(130)	3,388	2,297
RECONCILIATION OF FUNDS					
Total funds brought forward	12	18,900	520	19,420	17,123
TOTAL FUNDS CARRIED FORWARD		22,418	390	22,808	19,420

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

Multi-Lingual Wellbeing Services
BALANCE SHEET
AS AT 31 MARCH 2025

	<u>Notes</u>	Unrestricted funds £	Endowment funds £	<u>2024/25</u> Total funds £	<u>2023/24</u> Total funds £
Fixed Assets					
Tangible fixed assets	9		390	390	520
Total fixed assets			390	390	520
Current Assets					
Debtors	10	24,621		24,621	24,246
Cash at bank and in hand		21,280		21,280	19,133
Total current assets		45,901		45,901	43,379
Creditors: amounts falling due within one year	11	(23,483)		(23,483)	(24,479)
Net current assets		22,418		22,418	18,900
NET ASSETS		22,418	390	22,808	19,420
The funds of the Charity:					
Unrestricted income funds:	12			22,418	18,900
Endowment Funds	12			390	520
TOTAL CHARITY FUNDS				22,808	19,420

The notes at pages 8 to 12 form part of these accounts

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 16 December 2025 and were signed on its behalf by:

Signed by:
Faramarz Radfar
E504BB8EDDB9445.....
 F Radfar - Trustee

Multi-Lingual Wellbeing Services**Notes to the financial statements****For the year ended 31 March 2025**

2 INCOME FROM CHARITABLE ACTIVITIES		2024/25	2023/24
	Activity		
Contracts		£	£
	Barnet Talking Therapies	279,996	276,920
	Farsophone Association re salary costs	15,461	14,030
		<u>295,457</u>	<u>290,950</u>

3 CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 4)	total
	£	£	£
Barnet Talking Therapies Service	274,320		274,320
Depreciation		130	130
Other resources expended	16,341	1,278	17,619
	<u>290,661</u>	<u>1,408</u>	<u>292,069</u>

4 SUPPORT COSTS

	Management	Finance	Other	Total
	£	£	£	£
Depreciation			130	130
Other resources expended	564	114	600	1,278
	<u>564</u>	<u>114</u>	<u>730</u>	<u>1,408</u>

5 NET INCOME/(EXPENDITURE)

	2024/25	2023/24
	£	£
Net income/(expenditure) is stated after charging/(crediting):		
Depreciation - owned assets	<u>130</u>	<u>174</u>

6 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

During the year there was no expense paid to the trustees (2024: £NIL).

7 STAFF COSTS

	2024/25	2023/24
	£	£
Wages and salaries	15192	13803
Pensions	269	227
	<u>15,461</u>	<u>14,030</u>

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

2024/25	2023/24
1	1

No employees received emoluments exceeding £60,000.

Multi-Lingual Wellbeing Services
Notes to the financial statements
For the year ended 31 March 2025

8 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	<u>Notes</u>	<u>Unrestricted Funds</u> £	<u>Endowment Funds</u> £	<u>Total 2023/24</u> £
INCOME AND ENDOWMENTS FROM				
Charitable activities				
Barnet Talking Therapies Service		276,920		276,920
Other income		14,030		14,030
Total		<u>290,950</u>	<u>-</u>	<u>290,950</u>
EXPENDITURE ON				
Charitable activities				
Barnet Talking Therapies Service		271,250		271,250
Depreciation			174	174
Other resources expended		17,229		17,229
Total		<u>288,479</u>	<u>174</u>	<u>288,653</u>
NET INCOME/(EXPENDITURE)		2,471	(174)	2,297
RECONCILIATION OF FUNDS				
Total funds brought forward		16,429	694	17,123
TOTAL FUNDS CARRIED FORWARD		<u>18,900</u>	<u>520</u>	<u>19,420</u>

9 TANGIBLE FIXED ASSETS

	Office equipment	Total
Cost:		
At 1 April 2024	7,216	7,216
Additions	-	-
At 31 March 2025	<u>7,216</u>	<u>7,216</u>
Depreciation		
At 1 April 2024	6,696	6,696
Charge in year	130	130
At 31 March 2025	<u>6,826</u>	<u>6,826</u>
Net book value		
At 31 March 2025	<u>390</u>	<u>390</u>
At 1 April 2024	<u>520</u>	<u>520</u>

All the charity's fixed assets are functional fixed assets used for charitable purposes and office

Multi-Lingual Wellbeing Services
Notes to the financial statements
For the year ended 31 March 2025

10 Debtors	2024/25	2023/24
Amounts due within one year:		
Trade debtors	24,621	24,246
	<u>24,621</u>	<u>24,246</u>

11 Creditors		
Amounts falling due within one year:		
Trade Creditors	22,860	22,604
Social Security and other taxes	23	31
Pension	-	44
Accrued Expenses	600	1,800
	<u>23,483</u>	<u>24,479</u>

12 MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	18,900	3,518	22,418
Endowment funds			
Grant for IT Equipment - CW Foundation	520	(130)	390
TOTAL FUNDS	<u>19,420</u>	<u>3,388</u>	<u>22,808</u>

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

	Incoming Resources £	Resources Expended £	Movement in funds £
Unrestricted funds			
General fund	295,457	(291,939)	3518
Endowment funds			
Grant for IT Equipment - CW Foundation	-	(130)	(130)
TOTAL FUNDS	<u>295,457</u>	<u>(292,069)</u>	<u>3,388</u>

Comparatives for 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>

Multi-Lingual Wellbeing Services
Notes to the financial statements
For the year ended 31 March 2025

12 MOVEMENT IN FUNDS - continued

Comparatives for movement in funds - continued

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)	2471
Endowment funds			
Grant for IT Equipment - CW Foundation	-	(174)	(174)
TOTAL FUNDS	290,950	(288,653)	2,297

Comparatives for movement in funds

A current year 12 months and prior year 12 months combined position (24 months) is as follows:

	At 1.4.23 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	16,429	5,989	22418
Endowment funds			
Grant for IT Equipment - CW Foundation	694	(304)	390
TOTAL FUNDS	17,123	5,685	22,808

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

	Incoming Resources £	Resources Expended £	Movement in funds £
Unrestricted funds			
General fund	586,407	(580,418)	5989
Endowment funds			
Grant for IT Equipment - CW Foundation	-	(304)	(304)
TOTAL FUNDS	586,407	(580,722)	5,685

13 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.