

LOCAL VOICE IN THE COMMUNITY

(Limited by Guarantee)

COMPANY NO.:8786829

CHARITY NO.:1158809

REPORT AND ACCOUNTS

**for the year ended
30 June 2025**

MARGARET TROTTER FCCA

**205 WELL STREET
LONDON E9 6QU**

LOCAL VOICE IN THE COMMUNITY

Financial Statements for the Year Ended 30 June 2025

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Status: Company Limited by Guarantee No.8786829
Charity registration No.1158809
The Company's governing document is its Memorandum and Articles of Association dated 22 November 2013, as amended by resolution registered on 27 June 2014.
Company name changed from Healthwatch Tower Hamlets.

Registered Office: 80 Redmans Road
London E1 3AG

**Trustee Directors
Committee:**

Professor Tim Oliver. (resigned 2 December 2025)
Mr Randal Smith
Stephanie Dowker (resigned 24 September 2024)
Ashton McGregor
Naomi Goldberg (appointed 21 June 2025)
Bliss Micallef. (appointed 21 June 2025)
Michael Kedda. (appointed 21 June 2025)

**Manager and
Company Secretary:** Dianne Barham

**Independent
Examiner:** Margaret Trotter FCCA
205 Well Street
London E9 6QU

Bankers: CAF
25 Kings Hill Avenue
Kings Hill, West Maling
Kent ME19 4JQ

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Report of the Board of Trustees for the year ended 30 June 2025

The Trustees present their report and the financial statements for the year to 30 June 2025.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Healthwatch Tower Hamlets ("The Charity") is a registered charity and was incorporated on 22 November 2013 as a company limited by guarantee. Its governing document is its Memorandum and Articles of Association that were amended by special resolution registered on 27 June 2014. The Charity was registered by the Charity Commission on 7 October 2014.

Recruitment and Appointment of the Board of Management

The management of the Charity is undertaken by a Board of Trustees that were first appointed following external recruitment in 2013 and elections in 2014. The Chair of Charity during the year was Mr Randal Smith. All Trustees live or work in the London Borough of Tower Hamlets and bring a range of skills and experience to the Board.

Trustee Induction and Training

Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern the Charity. Potential Trustees attend meetings as observers and advisors and newly appointed Trustees receive induction information which contains information about the Charity, its structure and operations, board structure, Trustee duties, responsibilities and key policies. Trustees are encouraged to participate in activities to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Trustee Directors who served during the year and changes up to the accounts signing date were

Tim Oliver (resigned 2 December 2025)
Randal Smith
Ashton McGregor
Stephanie Dowker (resigned 12 September 2024)
Naomi Goldberg (appointed 21 June 2025)
Bliss Micallef (appointed 21 June 2025)
Michael Kedda (appointed 21 June 2025)

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Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. The Trustees are satisfied that the Charity continues to deliver very tangible public benefit through its activities.

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law.

Company law requires the directors to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) and adopting the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2019).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that period. In preparing these financial statements, the Trustees are required to:

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

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

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- there is no relevant information of which the charity's Independent Examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant information and to establish that the examiner is aware of that information.

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

OBJECTIVES AND ACTIVITIES

Our mission is to put the voice of patients, carers, users and the local community at the centre of service planning, design and delivery. We give residents a stake in the local health and social care landscape to improve health and well-being. We support residents to navigate health and social care services and understand their journey.

Our charitable objects are:

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care service;
- (b) making the views and experience of members of general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, reviewing, scrutinizing and monitoring local health and care services.

The Charity acts as the local independent champion for the public, aiming to promote better outcomes in health and social care for all by improving services as they operate today, or shaping how they will look in the future. The Charity also seeks to advance the education of the public in health and social care issues.

At an Extraordinary General Meeting on 31 August 2022 the Board agreed:

- to dissolve Healthwatch Tower Hamlets Ltd and establish a Charitable Incorporated Organisation (CIO) Local Voice in Your Community - to be known as Local Voice.
- to transfer the net assets of registered charity Healthwatch Tower Hamlets (Charity Number 1158809 - Company Number 0878682) to Local Voice in Your Community CIO from the date

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that our application is approved by the Charity Commissioners and dissolve Healthwatch Tower Hamlets Ltd

This change is required as Healthwatch Tower Hamlets Ltd is no longer the contract provider for Healthwatch Tower Hamlets and has expanded its remit to cover a wider geographical area including Healthwatch Waltham Forest, North East London Integrated Care Board (NEL ICB) and the wider health and care sector across England.

ACHIEVEMENTS AND PERFORMANCE

During 2024/25, Local Voice continued to deliver a high-impact insight and engagement programme across North East London (NEL). Through the NEL Community Insights System, we processed **162,365 experiences** and identified **536,048 issues**, producing regular quarterly reporting and bespoke analyses for the Integrated Care Board (ICB) and Place Based Partnerships.

Our insight contributed to measurable improvements in:

- **Maternity equity**, including commitments to trauma-informed care, improved interpreting support and a proposed 24/7 helpline.
- **Primary care access**, informing a clearer and more consistent Same Day Access model across NEL.
- **Health inequalities**, enabling the ICB to target communications to specific ethnic and disability groups, improving uptake of screening and immunisation programmes.

Healthwatch Waltham Forest

Healthwatch Waltham Forest published **54 reports**, heard from **5,530 people** and identified **21,689 issues**. We supported **110 individuals** with advice and information.

Key areas of work included:

- GP access and Same Day Access reform
- Locality Hub design
- Whipps Cross A&E patient experience
- Care Home GP service evaluation
- Safe Surgeries and GP registration barriers

Romanian Community Projects

We expanded our programme supporting Romanian residents across Waltham Forest, Newham and Tower Hamlets. This included:

- A Romanian Vaccine Trust project using Romanian-language online channels moderated by clinicians.
- Targeted health literacy work to address misinformation and improve vaccine uptake.
- Community Insight Researchers delivering insight and outreach, including work on cancer awareness.

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This work provided the ICB with a replicable model for tackling inequalities through culturally competent communication and community-led insight.

FINANCIAL REVIEW

The results for the year ended 30 June 2025 are set out in the Statement of Financial Activities on page 11. The assets and liabilities of the Charity as at 30 June 2025 are given in the Balance Sheet on page 12. The financial statements should be read in conjunction with their related notes which appear on pages 13 to 16.

Principal Funding Sources

Total income for the year was £252,790 (2024: 300,232)

The main source of funding for the Charity during the year was a contract with London Borough of Waltham Forest who commission Healthwatch services across the Borough. The 3 year contract commenced on 1 May 2022 for £111,690 per annum. The Charity also raised grants of £137,921 from NHS North East London CCG and other public health grants. Expenditure in the year was £260,818 (2024: £241,084). The result was a deficit of £8,028, comprising an unrestricted surplus of £34,962 (2024: £46,493) and restricted funds deficit of £42,990 (2024: Surplus £12,655). The charity is carrying forward £32,915 of restricted funds to continue projects that carry over the year end.

Reserves

The Charity has reserves of £287,381 (2024: £295,409) at 30 June 2025, classified as £32,915 restricted and £254,466 unrestricted. The Board keeps the level of reserves under regular review to ensure that they are adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contract from the local authorities was cancelled. The Trustees have considered the current and future activities of the charity and the known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANNING FOR FUTURE PERIODS

The Charity will continue to work closely with the London Borough of Waltham Forest to deliver the outcomes and performance indicators set out in the Healthwatch contract, monitored through an annual work plan approved by the Board.

Alongside borough-based delivery, the Charity will continue to operate at system level across North East London, working with the Integrated Care Board and local Healthwatch partners to gather, analyse and report community insight through the Community Insights System.

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The Board recognises the Charity's reliance on statutory Healthwatch funding and funding from the North East London Integrated Care Board. The Charity will seek to strengthen financial resilience by expanding our Romanian community health work into national funding programmes, including the NHS England Vaccine Deployment Programme, and by increasing multi-borough Healthwatch delivery alongside the Community Insights System.

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is dependent upon funding which is subject to national commissioning (of Healthwatch). The Charity successfully tendered for the Healthwatch Waltham Forest contract that commenced in May 2022. We have begun to broaden our service provision to a wider range of NHS and Local Authority providers from across the North East London area.

Our aim is to deliver effective Healthwatch and community insight services which are valued locally and recognised nationally. This will mean expanding our provision to a broader range of organisations and other parts of London and nationally. Promotion of the good work we do will be critical as we seek to put the charity at the front of the drive for improvements in health and social care services.

All staff have been working at home effectively and face to face engagement is undertaken by an outreach team. We continue to also use phone, online communications and digital engagement with residents and all stakeholders.

Restrictions on Distribution

The Memorandum of Association prohibits the distribution of income and property of the Charity to the members. Upon dissolution or winding up of the Charity the assets shall be given or transferred to some similar institution or institutions having objects similar to the Charity.

Tax Status and Small Company Provisions

Healthwatch Tower Hamlets is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the period. This report has been prepared in accordance with the special provisions for small companies and comply with the Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102

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Approved by the Board of Management on 2 December 2025.

Company Secretary

A handwritten signature in dark ink, appearing to be 'D Barham', enclosed within a large, loopy oval shape.

Dianne Barham

Independent Examiners' Report to the Trustees of Local Voice in the Community for the year ended 30 June 2025

Responsibilities and basis of report

As the charity's trustees (who are also the directors of the company for the purpose 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 for this year 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 Charities Act 2011 ("the 2011 Act") (as amended by the Charities Act 2022).

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

The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ACCA.

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- Accounting records were not kept in accordance with section 130 of the Act; or
- The accounts do not accord with such records; or
- The accounts do not comply with relevant accounting requirements other than the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- The accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

Signed

Dated 2 December 2025



MARGARET TROTTER FCCA
205 WELL STREET
LONDON E9 6QU

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Statement of Financial Activities Income and Expenditure Account for the year ended 30 June 2025

	<u>Note</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2025</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2024</u>
		£	£	£	£	£	£
Incoming resources							
Investment income		-	1,050	1,050		1,066	1,066
Incoming resources from donations and charitable activities	2	137,921	113,819	251,740	186,725	112,441	299,166
Total incoming resources		<u>137,921</u>	<u>114,869</u>	<u>252,790</u>	<u>186,725</u>	<u>113,507</u>	<u>300,232</u>
Resources expended							
Costs of generating funds							
Cost of generating voluntary income	3	-	14,208	14,208		15,101	15,101
Charitable activities	4	193,804	52,806	246,610	174,070	51,913	225,983
Total resources expended		<u>193,804</u>	<u>67,014</u>	<u>260,818</u>	<u>174,070</u>	<u>67,014</u>	<u>241,084</u>
Net incoming/outgoing resources before transfers between funds		(55,883)	47,855	(8,028)	12,655	46,493	59,148
Transfers between funds		12,893	(12,893)	-	-	-	-
Net income/(expenditure) for the year		<u>(42,990)</u>	<u>34,962</u>	<u>(8,028)</u>	<u>12,655</u>	<u>46,493</u>	<u>59,148</u>
Reconciliation of funds	11						
Total funds brought forward		75,905	219,504	295,409	63,250	173,011	236,261
Total funds carried forward		<u>32,915</u>	<u>254,466</u>	<u>287,381</u>	<u>75,905</u>	<u>219,504</u>	<u>295,409</u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 11 to the financial statements.

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Company no. 8786829

Balance sheet

30 June 2025

	<u>Note</u>	<u>2025</u>		<u>2024</u>	
		£	£	£	£
Fixed assets					
Tangible assets	7	-	-	-	-
Total fixed assets		-	-	-	-
Current assets					
Debtors	8	27,923	10,000		
Cash at bank and in hand		265,210	288,619		
Total current assets		293,133	298,619		
Creditors: amounts falling due within one year	9	(5,752)	(3,210)		
Net current assets/(liabilities)		287,381	295,409		
Total assets less current liabilities		287,381	295,409		
Net assets	10	287,381	295,409		
The funds of the charity:					
Restricted funds		32,915	75,905		
Unrestricted funds:					
General fund		254,466	219,504		
Total unrestricted funds		254,466	295,409		
Total charity funds	11	287,381	295,409		

*For the year ending 30 June 2025 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to smaller companies.

*The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The accounts have been prepared in accordance with the micro-entity provisions and delivered in accordance with the provisions applicable to companies subject to the small companies regime

Approved by the board on

And signed on their behalf by

Director Name *ASTON MCGREGOR*

Signature *A McGregor* *2/12/25.*

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Notes to the accounts
for the year ended
30 June 2025

1 Accounting policies

The company constitutes a public benefit entity as defined by FRS102

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Companies Act 2006, the Financial Reporting Standard applicable in the UK and the Republic of Ireland (effective 1 January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102.

(ii) Fund accounting

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

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable. Income is deferred where entitlement has not yet been completed.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- The main funding is a Heathwatch Grant and the company continues to be a going concern and is not wholly reliant on that grant.

(iv) Resources expended

Expenditure is accounted on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(v) Pension costs

Payments under defined contribution pension schemes are accounted for as they fall due.

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Notes to the accounts
for the year ended
30 June 2025

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

Office Furniture and Equipment 25%

2 Incoming resources from charitable activities

	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total Funds 2025</u> £	<u>Total Funds 2024</u> £
Grants and Donations				
London Borough of Waltham Forest Healthwatch		111,690	111,690	111,690
Charitable activities	137,921		137,921	186,725
TH CVS and other service grants		2,129	2,129	751
Total	<u>137,921</u>	<u>113,819</u>	<u>251,740</u>	<u>299,166</u>

3 Cost of generating voluntary income

Salaries & Wages		14,208	14,208	15,101
Total	<u>-</u>	<u>14,208</u>	<u>14,208</u>	<u>15,101</u>

4 Charitable activities

Salaries and wages	161,616	41,637	203,253	174,977
Events and Marketing	61	22	83	1,864
Outreach and volunteering	3,681	1,293	4,974	5,559
Office expenses, books & publications	8,274	1,018	9,292	9,134
Community Intelligence professional + consultancy	18,660	6,555	25,215	30,804
Financial management	1,374	483	1,857	1,580
Training	138	48	186	315
Governance		1,750	1,750	1,750
Total	<u>193,804</u>	<u>52,806</u>	<u>246,610</u>	<u>225,983</u>

5 Staff costs and numbers

	<u>2025</u> £	<u>2024</u> £
Staff costs were as follows:		
Salaries and wages	198,226	175,639
Social Security costs	15,449	11,278
Pension costs	3,786	3,160
Total	<u>217,461</u>	<u>190,077</u>

One employee received emoluments of more than £60,000

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Notes to the accounts
for the year ended
30 June 2025

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<u>2025</u> No.	<u>2024</u> No.
Advice & guidance	3.00	3.00
Administration & management	3.00	2.00
Total	<u><u>6.00</u></u>	<u><u>5.00</u></u>

6 **Trustee and Key Management remuneration and expenses**

The Chief Executive Dianne Barham receives a salary of £56,835 (2024: £54,184)
No trustees received any remuneration for the year

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year

7 **Tangible fixed assets**

	<u>Office equipment</u>		<u>Total</u>
	£	£	£
<i>Cost</i>			
At 1 July 2024	6,322	-	6,322
Disposals	-	-	-
Additions			-
At 30 June 2025	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Accumulated depreciation</i>			
At 1 July 2024	6,322	-	6,322
Charge for the year	-	-	-
Disposals	-	-	-
At 30 June 2025	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Net book value</i>			
At 30 June 2025	<u>-</u>	<u>-</u>	<u>-</u>
At 30 June 2024	<u>-</u>	<u>-</u>	<u>-</u>

8 **Debtors**

	<u>2025</u> £	<u>2024</u> £
Trade debtors	27,923	10,000
Other debtors		
Total	<u><u>27,923</u></u>	<u><u>10,000</u></u>

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Notes to the accounts
for the year ended
30 June 2025

9 Creditors: amounts falling due within one year

	<u>2025</u>	<u>2024</u>
	£	£
Expense creditors and accruals	5,752	3,210
Total	<u>5,752</u>	<u>3,210</u>

10 Analysis of net assets between funds

	<u>General Funds</u>	<u>Restricted Funds</u>	<u>Total Funds</u>
	£	£	£
Tangible fixed assets	-	-	-
Current assets	260,218	32,915	293,133
Current liabilities	(5,752)		(5,752)
Net assets at 30 June 2025	<u>254,466</u>	<u>32,915</u>	<u>287,381</u>

11 Movements in funds

	<u>At 1 July 2024</u>	<u>Incoming resources</u>	<u>Outgoing resources</u>	<u>Transfers between funds</u>	<u>At 30 June 2025</u>
	£	£	£	£	£
<i>Restricted funds:</i>					
	75,905	137,921	(193,804)	12,893	32,915
Total restricted funds	<u>75,905</u>	<u>137,921</u>	<u>(193,804)</u>	<u>12,893</u>	<u>32,915</u>
<i>Unrestricted funds:</i>					
General fund	219,504	114,869	(67,014)	(12,893)	254,466
Total unrestricted funds	<u>219,504</u>	<u>114,869</u>	<u>(67,014)</u>	<u>(12,893)</u>	<u>254,466</u>
Total funds	<u>295,409</u>	<u>252,790</u>	<u>(260,818)</u>	<u>-</u>	<u>287,381</u>