



Healthwatch Lambeth

Trustees Annual Report and

Unaudited Financial Statements

Year ended 31 March 2025

Charity registration - 1153444

Company number - 08430436

Contents

Reference and administrative details	4
Trustees' annual report	5
Aims and objectives	5
Review of activities 2024-2025	6
How we made a difference	7
Signposting and information services	8
Volunteer programme	9
Financial review	9
Plans for future periods	10
Structure, governance and management	11
Organisation structure	11
Partnerships	11
Major risks and management of those risks	12
Statement of Board of Trustees' responsibilities	12
Independent examiner's report	14
Statement of financial activities	16
Balance sheet	17
Notes to the financial statements	18

Reference and administrative details

Charity number

1153444

Company number

08430436

Registered office

Health Foundry
Canterbury House
1 Royal Street
London
SE1 7LL

Trustees

Patrick Mitchell	Chair (appointed as trustee 31 August 2024)
Dr Sarah Corlette	(resigned 31 August 2024)
Francis Argo James	(resigned May 2025)
Ruth Atkinson	(resigned March 2025)
Zahra Abbas	(appointed 10 July 2024)
Tom Lee	(appointed 24 April 2024)
Max Ottaway	(appointed 9 September 2024)
Andrew Dobson	(appointed 4 December 2024)
Chioma Okonji	(appointed 4 December 2024)
Jennifer Walker	(appointed 4 December 2024)
Eileen Meredith Pembridge	(appointed 4 December 2024)
David Maguire	
Andre Blackman	

Secretary

Mairead Healy	(resigned 31 August 2024)
Folake Segun	(appointed 4 November 2024)

Chief executive

Folake Segun

Independent examiners

Enaid Accountancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Principal bankers

CAF Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

The Co-operative Bank
P O Box 101
1 Balloon Street
Manchester
M60 4EP

Triodos
Deanery Road
Bristol
BS1 5AS

Trustees' annual report

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Healthwatch Lambeth for the year ended 31 March 2025.

The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011, as well as the requirements of the Charity's governing document and the provisions of 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

Aims and objectives

Healthwatch Lambeth (HWL) is the independent champion for local people's voices in health and social care in the London Borough of Lambeth. Healthwatch Lambeth aims to ensure people's experiences of care count when it comes to shaping and improving services. The organisation seeks to challenge inequalities in health and care, and to help people get the services they need.

The charitable objects of HWL are to advance the health and the relief of those in need by reason of youth, age, ill health, disability, or financial hardship in the London Borough of Lambeth by:

- Making the views and experiences of the people of Lambeth known to health and social care commissioners and providers and drawing on people's needs, involvement, and aspirations, whether or not they use health and social care services
- Enabling local people to have a voice in the development, delivery, and equality of access to local health and care services and facilities
- Providing training and the development of skills for volunteers and the wider community to understand, scrutinise, review, and monitor local health and care services and facilities
- Providing information and signposting to the public about health and social care services.

Public Benefit

The trustees of HWL confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

During 2024-25, Healthwatch Lambeth continued to deliver on its 3 priorities set out in our current Strategy:

- To reduce health inequalities
- To make care more personalised
- To improve quality and access to services

by:

Our Remit: What we do



- Working directly with individuals, groups and community organisations who are marginalised and seldom heard, to ensure their issues and experiences influence health and care services for the better
- Ensuring the information Healthwatch Lambeth provides about services and other sources of support is accurate, accessible and useful to people who most need it
- Helping people to raise concerns
- Making sure services know about and respond to people's feedback

Further information is available in the [Healthwatch Lambeth Annual Report 2024-2025](#).

Review of activities 2024-2025

Our activities in 2024-2025 led to real improvements for local people and services. Enter and View visits resulted in better communication, involvement, and amenities for patients at Lambeth Hospital, while feedback from extra care housing residents led to more inclusive activities and improved information sharing. By reaching out to underserved communities, supporting carers, and raising safety concerns, Healthwatch Lambeth empowered individuals and influenced positive changes in care pathways, complaints processes, and patient transport standards.

At a system level, Healthwatch Lambeth's collaboration with neighbouring Healthwatch organisations ensured that local voices shaped decisions at the South East London Integrated Care System. Volunteers contributed hundreds of hours to outreach and research, and the advice and information service helped thousands navigate complex health and care issues.

Collectively, these efforts helped make services more responsive, equitable, and accessible for all communities in Lambeth.

Healthwatch Lambeth's activities in 2024-2025 included:

- **Publishing 39 reports and updates** on improvements needed in areas such as pharmacy services, digital access in primary care, and inpatient mental health care. Our most popular report was the Luther King Ward Enter & View, which highlighted the experiences of male service users in inpatient mental health care.



- **Supporting more than 23,400 people** to have their say and get information about their care. We reached out to 830 people who shared their experiences of health and social care services, helping to raise awareness of issues and improve care. Over 16,200 people came to us for guidance and information on topics such as prescription costs, social prescribing, and making complaints about NHS services.

Engaging with the community throughout the year:

In spring, we worked with the Lambeth Safeguarding Adults Board to inform residents about the safeguarding process and contributed to the London Assembly Health Committee's investigation into dentistry.

In summer, we used insight from women's maternity care experiences to co-create solutions with South East London maternity services and stakeholder groups, and gathered feedback from Black African, Black

Caribbean, and South Asian residents waiting for specialist eye care.

In autumn, we conducted Enter & View visits in two GP surgeries and surveyed residents about their use of pharmacy services, contributing to the new Lambeth Pharmaceutical Needs Assessment.

Spring	<p>We collaborated with the Lambeth Safeguarding Adults Board to inform residents about safeguarding processes and community engagement opportunities.</p> <p>Our Resident Pulse Survey highlighted the need for improved communication and support for residents awaiting elective care.</p>
Summer	<p>Our research highlighted the need for improved access to dental care during summer, influencing local healthcare policies.</p> <p>We focused on enhancing patient and carer engagement, ensuring their voices were heard in summer health initiatives.</p> <p>Our recommendations led to improved communication strategies for mental health wards, benefiting patients.</p>
Autumn	<p>The NHS used our insights from women's maternity care experiences to improve local maternity services effectively.</p> <p>Feedback was gathered from diverse communities to ensure culturally competent healthcare services and support.</p> <p>Collaboration with SEL maternity services and stakeholders led to co-created solutions for better healthcare delivery.</p>
Winter	<p>Our Enter & View visits to GP surgeries assessed patient experience.</p> <p>We contributed to the new Lambeth Pharmaceutical Needs Assessment to ensure equitable access for people.</p>

Collaborating with partners:

We worked with our five neighbouring Healthwatch organisations to ensure people's experiences of care in South East London are heard at the Integrated Care System (ICS) level and influence decisions about services. Our collaboration helped shape the SEL ICS strategy, tackle digital exclusion, and support good practice engagement with people and communities.

Tackling digital exclusion:

Following our 2024 report, practices in Fiveways PCN now offer regular drop-in sessions to help patients use online services like the NHS App, improving digital literacy and reducing exclusion.

Bringing people's experiences to decision-makers:

We shared feedback with healthcare professionals and commissioners, resulting in improvements such as clearer information for patients, better communication in care settings, and enhanced access to services.

Listening to seldom-heard communities:

We reached out to groups including chronic pain support groups for Black patients, older residents at community events, and LGBT+ affirming retirement communities, ensuring their voices shaped local health and care services.

Providing advice and information:

Our confidential support service helped people navigate complex care moves, understand their rights, and raise concerns about safety and quality of care.

How we made a difference

Driving Improvements in Care Settings:

Healthwatch Lambeth's Enter and View visits led to tangible changes in local services. For example, after visiting the Luther King Ward at Lambeth Hospital, recommendations resulted in the introduction of welcome packs for new patients, regular meet-and-greet sessions with the ward manager, greater involvement of patients and carers in care planning, and 24/7 access to refreshments. These changes improved communication, inclusion, and the overall environment for patients and carers.

Enhancing Extra Care Housing:

Feedback from residents and staff at Bankhouse Extra Care Scheme led to improved communication channels, clearer information about social activities, and the appointment of a new Activities Coordinator. This fostered a more connected and inclusive living environment for older residents

Empowering Seldom-Heard Communities:

Healthwatch Lambeth reached out to groups often underrepresented in health and care conversations, including Black communities, older people, and LGBT+ residents. By listening to their experiences and sharing their feedback with service providers, Healthwatch helped shape more responsive and equitable services.



Supporting Carers and Improving Complaints Processes:

Sessions for dementia carers increased awareness of NHS complaints procedures, empowering carers to advocate for their loved ones. Insights from carers also contributed to improvements in the Carers Strategy at Guy's and St Thomas' Hospital, including revisions to the Carers Passport.

Influencing System-Level Change:

By collaborating with neighbouring Healthwatch organisations, Healthwatch Lambeth ensured that local voices influenced decisions at the South East London Integrated Care System (ICS) level. This included shaping strategies to tackle digital exclusion and supporting good practice in community engagement.

Improving Access and Information:

Healthwatch Lambeth's advice and information service helped individuals navigate complex care moves and raised safety concerns that led to improvements in patient transport standards. The service empowered people to make informed choices and access the support they needed.

Championing Volunteer Impact:

Volunteers contributed 330 hours, supporting outreach, research, and communications. Their work helped gather community feedback, raise awareness, and drive improvements in local health and care services.

Signposting and information services

Healthwatch Lambeth provides a free, confidential information and signposting service to help residents understand their choices and access the help they need. Whether someone is looking for an NHS dentist, choosing a care home for a relative, or making a complaint, Healthwatch Lambeth is available to assist. Our signposting and information service also drives improvements in local health and care services by raising issues with providers and ensuring they are addressed.

In 2024–2025, examples include:

Helping with Care Moves:

We supported a resident in moving her mother closer to family without losing the care she relied on. By providing signposting to organisations such as Scope for advice on moving care, the Hubs Mobility Advice Service for travel support, and AgeUK Lambeth for help with forms they were more confident about the move.

Improving Patient Transport Safety:

After a former patient transport driver, raised serious safety concerns about poor training, equipment, and standards, we shared these concerns with the NHS Trust involved. The Trust responded by reviewing and improving training, equipment, and safety standards in the new contract with the transport provider.

Volunteering programme

Our volunteers are at the heart of Healthwatch Lambeth's work, playing a vital role in helping us understand what is working well and what needs improvement in our community. This year, our fantastic volunteers contributed a total of 330 hours to support our activities.



Volunteer Contributions

- Carried out Enter and View visits in local GP practices, Extra Care housing, and hospitals.
- Encouraged residents to share their views during outreach activities.
- Attended borough-wide events to raise awareness of Healthwatch Lambeth and gather feedback from the public.
- Conducted literature and website reviews on health and social care topics.
- Developed engagement materials, supported digital communications, and mailed out copies of our printed newsletter.

Volunteer Stories



“Volunteering with Healthwatch Lambeth has been extremely rewarding. I got involved to do something meaningful with my free time and to learn more about public health at a local level – it has turned into so much more!”

— Kate, volunteer and pharmaceutical analyst

“Volunteering taught me how to talk to people, use my skills to make a real difference, and gain clarity about my career steps. Honestly, I just really enjoy it!”

— Naomi, who joined as a volunteer in 2018 for GCSE work experience and has continued volunteering into adulthood



The Impact

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care across Lambeth. Their dedication and commitment are essential to our mission, and we are deeply grateful for their ongoing support.

Financial review

In 2024-2025, Healthwatch Lambeth received £197,215 in statutory funding from Lambeth Council, which is less than the previous year. Additional income included £30,000 from NHS South East London, £3,000 for Lambeth DataNet, £2,676 in bank interest, £1,620 from SEL ICB, and £1,500 from Healthwatch England for the Eye Care Project.

The book values of the assets held at the year-end are, in the opinion of the Board of Trustees, as stated in the financial statements. Also, in its opinion, adequate assets are available to fulfil the obligations of Healthwatch Lambeth.

A summary of the result of Healthwatch Lambeth's activities during the year is given in the Statement of Financial Activities on page 15.

Total income from grants and donations amounted to £255,735 (2024: £339,263)

Expenses incurred during the year to 31 March 2025 primarily relate to the costs of running the charity's

projects.

The governance costs were made up of independent examination fees and legal and professional expenses. The governance costs are approved by the Trustees.

The total funds as at 31 March 2025 were £179,891 (2024: £217,925). This comprises the year-end unrestricted funds of £179,891 (2024: £205,493) and restricted funds of £Nil (2024: £12,432).

Policy on reserves

Healthwatch holds a designated reserve fund of £75,000. This represents 38% of core grant which is equivalent to 4 months expenditure.

Deferred Income Policy

Healthwatch Lambeth defers income related to time periods and/or activities that have not yet occurred.

Overhead Allocation Policy

Healthwatch Lambeth is committed to managing overhead costs across all projects and activities to achieve best value. We carefully plan and budget new projects to ensure overheads are fully costed.

Plans for future periods

Healthwatch Lambeth's priorities reflect its commitment to play a full and active part in ensuring that people who experience the worst outcomes in health and social care have the opportunity to be heard and understood, and that their views shape how services are provided.

Healthwatch Lambeth priorities for 2025-26 include:

To continue outreach activities to people and groups experiencing social deprivation and marginalisation so that their experiences and views are heard, understood and responded to by people in power.

To work with others in Lambeth and the South East London Integrated Care System to help develop a health and social care culture where all staff listen to and learn from service users and carers in their efforts to improve services



Structure, governance and management

Governing Document

The company is a charitable company limited by guarantee, incorporated in England & Wales on 5 March 2013 and registered as a charity on 16 August 2013. The objects and powers of the company were established in its Memorandum of Association and are governed by its Articles of Association. The charity commenced operations on the date of incorporation. The directors of the charitable company (the charity) are its trustees for the purposes of the charity law and throughout this report are collectively referred to as the Trustees.

Recruitment and Appointment of Trustees

The Trustees who held office during the financial year and at the date of this report are set out on page 4. The Trustees are appointed in accordance with the rules set out in the Articles of Association.

Induction and training of trustees

Induction to the Board is led by the Chair and the CEO. All trustees meet with the Chair and the CEO throughout the year to discuss the organisation's work and strategy. Trustees meet staff, volunteers, and stakeholders throughout the year at public engagement events.

Trustee Committees

Healthwatch Lambeth Trustee Board meets quarterly. The trustees also work through two sub-committees:

Finance, Risk and Assurance: Meets quarterly to review financial management reports, delivery reports and the organisational Risk Register. Healthwatch Lambeth continuously reviews its Financial Procedures and Policies.

Strategy & Performance Committee: Meets to review the Healthwatch Lambeth work programme, review strategic direction and to guide and support the staff team.

Organisational structure

1 full-time and 6 part-time staff carry out the organisation's work.

The Healthwatch Lambeth CEO is responsible for running the organisation. The CEO is supported by a senior management team, including a research and engagement manager and a finance manager. Work programmes are led by engagement leads and project staff.

Change in staff during 2024-2025

An interim CEO was appointed in September 2024. She was confirmed as the permanent CEO in November 2025.



Partnerships

As a small organisation, working to influence the NHS and Local Authority, we prioritise working formally and informally in partnership including:

Lambeth Together Delivery Alliances

As a partner in Lambeth Together, during 2024-25, Healthwatch Lambeth continued to support local arrangements for the integrated delivery of local health and care services by actively participating in the Lambeth Delivery Alliances and sitting on the Lambeth Together Care Partnership Board, Lambeth Health and Wellbeing Board and Lambeth Adult Safeguarding Board

Lambeth learning Disability Assembly (LLDA)

HWL continued to host and provide operational support to the LLDA which is a local Lambeth organisation supporting individuals with learning disabilities.

Major risks and management of those risks

Risk Management

During the year the organisation's Finance, Risk and Assurance Sub-Committee focused on the following risks:

- Ensuring the right staff in place to deliver our projects and services.
- Ensuring financial sustainability over the longer term
- Ensuring a clear strategic direction to assist prioritisation
- Ensuring appropriate governance and oversight in terms of policies and processes at the executive and board level

Mitigation

- Focusing on securing funding from a wide range of sources for the year ahead.
- Ensuring organisational costs are in line with income.

Statement of Board of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

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

- select suitable accounting policies and then apply them consistently;
- make judgements and 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; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 4 to 13 of this

document meets the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

This report was approved and authorised for issue by the Board of Trustees on 12 November 2025 and signed on its behalf by:

Patrick Mitchell

PATRICK MITCHELL

CHAIRMAN



Independent examiner's report

I report to the Trustees on my examination of the accounts of Healthwatch Lambeth (charity number 1153444, company number 08430436) for the year ended 31 March 2025 which are set out on pages 16 to 26.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed.

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, 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 Charities Act; and,
- to state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with 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 the 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 statement below.

Independent examiner's statement

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

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

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or,
- the accounts do not accord with those records; or,
- 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,
- 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.



ANDREW PHILIP NASH FCA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES – 2461833

DATED: 1 DECEMBER 2025

Enaid Accountancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Statement of financial activities

Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses

For the year ended 31 March 2025

	Notes	Unrestricted	Restricted	Total	Total
		Funds	Funds	Funds	Funds
		Year ended	Year ended	Year ended	Year ended
		31 Mar 2025	31 Mar 2025	31 Mar 2025	31 Mar 2024
Income from:					
Donations & legacies	3	255,735	-	255,735	339,263
Investment income		2,676	-	2,676	2,486
Other income		-	-	-	558
Total income		258,411	-	258,411	342,307
Expenditure on:					
Charitable activities	4	284,013	12,432	296,445	365,239
Total expenditure		284,013	12,432	296,445	365,239
Net income/(expenditure)		(25,602)	(12,432)	(38,034)	(22,932)
Reconciliation of funds:					
Total funds brought forward	9 & 10	205,493	12,432	217,925	240,857
Total funds carried forward	9 & 10	179,891	-	179,891	217,925

The notes on pages 18 to 26 form part of the financial statements.

Balance sheet

As at 31 March 2025

	Notes	Total 31 Mar 2025	Total 31 Mar 2024
		£	£
Fixed assets			
Tangible assets	6	1,489	2,016
Current assets:			
Debtors & prepayments	7	34,694	14,129
Cash at bank and in hand		249,460	317,015
		284,154	331,144
Creditors:			
Amounts falling due within one year	8	(105,752)	(115,235)
Net current assets/(liabilities)		178,402	215,909
Net assets/(liabilities)		179,891	217,925
The funds of the charity:			
Restricted funds	9 & 10	-	12,432
Unrestricted funds	9 & 10		
General funds		104,891	55,493
Designated funds		75,000	150,000
Total unrestricted funds		179,891	205,493
Total charity funds		179,891	217,925

The notes on pages 18 to 26 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2025, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2025 under section 476 of the Companies Act 2006.

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

They were approved and authorised for issue by the Board of Trustees on 12 November 2025 and signed on their behalf by:

Patrick Mitchell

PATRICK MITCHELL

CHAIRMAN

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

The financial statements have been prepared in accordance with '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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), including Update Bulletin 1, and the Companies Act 2006.

The effect of any event relating to the year ended 31 March 2025, which occurred before the date of approval of the financial statements by the Board of Trustees, has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2025 and the results for the year ended on that date.

The functional currency of the Charity is GBP and amounts in the financial statements are rounded to the nearest pound.

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

Using the exemption available to smaller charities the Board of Trustees has chosen not to include a Statement of Cash Flows within the financial statements.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the wider economic environment has had no material impact on this assessment.

Legal status

Healthwatch Lambeth is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is Health Foundry, Canterbury House, 1 Royal Street, London, SE1 7LL.

Fund Accounting

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

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 10 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy.

1. Accounting policies (continued from previous page)

Income (continued from previous page)

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities and other trading activities is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred.

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on a straight-line basis. The useful life used is:

Computer equipment	4 years
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Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values, but are not held for investment purposes.

Debtors and prepayments

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors and accruals

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

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

1. Accounting policies (continued from previous page)

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The treatment of tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

2. Comparative statement of financial activities

	Notes	Unrestricted Funds Year ended 31 Mar 2024	Restricted Funds Year ended 31 Mar 2024	Total Funds Year ended 31 Mar 2024
Income from:				
Donations & legacies	3	305,663	33,600	339,263
Investment income		2,486	-	2,486
Other income		558	-	558
Total income		308,707	33,600	342,307
Expenditure on:				
Charitable activities	5	298,403	66,836	365,239
Total expenditure		298,403	66,836	365,239
Net income/(expenditure)		10,304	(33,236)	(22,932)
Reconciliation of funds:				
Total funds brought forward	9 & 10	195,189	45,668	240,857
Total funds carried forward	9 & 10	205,493	12,432	217,925

3. Income from donations and legacies

	Unrestricted	Restricted	Total
	Funds	Funds	Funds
	Year ended	Year ended	Year ended
	31 Mar 2025	31 Mar 2025	31 Mar 2025
	£	£	£
Grants	255,735	-	255,735
	255,735	-	255,735

	Unrestricted	Restricted	Total
	Funds	Funds	Funds
	Year ended	Year ended	Year ended
	31 Mar 2024	31 Mar 2024	31 Mar 2024
	£	£	£
Grants	305,663	33,600	339,263
	305,663	33,600	339,263

4. Total expenditure

	Unrestricted	Restricted	Total
	Funds	Funds	Funds
	Year ended	Year ended	Year ended
	31 Mar 2025	31 Mar 2025	31 Mar 2025
	£	£	£
Staff salary costs	237,330	-	237,330
Staff training and recruitment	3,100	-	3,100
Staff welfare	1,721	-	1,721
Motor and travelling	112	-	112
Consultancy and partner payments	10,136	12,432	22,568
Premises and venue hire	17,305	-	17,305
Allocated support costs	8,342	-	8,342
Governance	5,967	-	5,967
Total Charitable Activities	284,013	12,432	296,445

4. Total expenditure (continued from the previous page)

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31 Mar 2024	Year ended 31 Mar 2024	Year ended 31 Mar 2024
Staff salary costs	261,939	22,011	283,950
Staff training and recruitment	3,064	-	3,064
Staff welfare	1,847	-	1,847
Motor and travelling	76	-	76
Consultancy and partner payments	7,277	22,404	29,681
Premises and venue hire	21,673	-	21,673
Administration	18,720	-	18,720
Governance	(16,193)	22,421	6,228
Total Charitable Activities	298,403	66,836	365,239

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

An analysis of staff costs can be found in note 5.

Governance costs consists of the following:

	Total Year ended 31 Mar 2025	Total Year ended 31 Mar 2024
	£	£
Accountancy fees	1,198	1,248
Independent examination	1,407	3,000
Insurance	1,394	1,912
Legal and Professional Fees	1,669	6,374
Gifts payable to Global Black Thrive CIC	-	(6,374)
Trustees Costs travel, parking etc	221	-
Bank charges	78	68
	5,967	6,228

5. Staff costs

	Total	Total
	Year ended	Year ended
	31 Mar 2025	31 Mar 2024
	£	£
Gross salaries	213,860	254,893
Employer's NIC	15,525	19,527
Employer's pension	7,945	9,530
	237,330	283,950

The average headcount during the period was 7 persons (2024: 7 persons).

No employee received employee benefits of more than £60,000 (2024: Nil).

The total employee benefits paid to key management personnel during the year was £117,002 (2024: £124,080).

6. Tangible fixed assets

	Computer equipment	Total
	Total	Total
	£	£
Cost		
As at 1 April 2024	19,726	19,726
Additions	584	584
Disposals	(16,190)	(16,190)
As at 31 March 2025	4,120	4,120
Accumulated depreciation		
As at 1 April 2024	17,710	17,710
Charge for year	806	806
Elimination on disposal	(15,885)	(15,885)
As at 31 March 2025	2,631	2,631
Net book value		
As at 1 April 2024	2,016	2,016
As at 31 March 2025	1,489	1,489

7. Debtors and prepayments

	Total	Total
	31 Mar 2025	31 Mar 2024
	£	£
Trade debtors	33,000	11,951
Prepayments	1,224	2,042
Accrued income	470	-
Other debtors	-	136
	34,694	14,129

8. Creditors: amounts falling due within one year

	Total	Total
	31 Mar 2025	31 Mar 2024
	£	£
Trade creditors	118	1,355
Other creditors	97,613	102,751
Accruals	1,407	3,000
Other taxes and social security	4,999	4,710
Pension creditor	1,615	3,419
	105,752	115,235

9. Analysis of charity funds

	Balance	Income	Expenditure	Transfers	Balance
	brought	for the	in the	between	carried
	forward	period	period	funds	forward
	Year ended	Year ended	Year ended	Year ended	Year ended
	31 Mar 2025	31 Mar 2025	31 Mar 2025	31 Mar 2025	31 Mar 2025
	£	£	£	£	£
Unrestricted funds					
General funds	55,493	258,411	(284,013)	75,000	104,891
Designated funds	150,000	-	-	(75,000)	75,000
Total unrestricted funds	205,493	258,411	(284,013)	-	179,891
Restricted funds					
Healthwatch Lambeth Contract Variation LLDA	-	12,432	-	(12,432)	-
Restricted funds	12,432	-	(12,432)	-	-
Total funds	217,925	258,411	(296,445)	-	179,891

Designated funds

Designated funds are held to cover approximately six months of expenditure.

9. Analysis of charity funds (continued from the previous page)

	Balance brought forward	Income for the period	Expenditure in the period	Transfers between funds	Balance carried forward
	Year ended	Year ended	Year ended	Year ended	Year ended
	31 Mar 2024	31 Mar 2024	31 Mar 2024	31 Mar 2024	31 Mar 2024
	£	£	£	£	£
Unrestricted funds					
General funds	45,189	308,707	(298,403)	-	55,493
Designated funds	150,000	-	-	-	150,000
Total unrestricted funds	195,189	308,707	(298,403)	-	205,493
Restricted funds					
Healthwatch Lambeth PCN	-	41,802	-	(41,802)	-
Healthwatch Lambeth Contract Variation LLDA	-	3,866	33,600	(25,034)	-
Restricted funds	45,668	33,600	(66,836)	-	12,432
Total funds	240,857	342,307	(365,239)	-	217,925

10. Analysis of net assets

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended	Year ended	Year ended
	31 Mar 2025	31 Mar 2025	31 Mar 2025
	£	£	£
Fixed assets	1,489	-	1489
Current assets	284,154	-	284,154
Current liabilities	(105,752)	-	(105,752)
	179,891	-	179,891

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended	Year ended	Year ended
	31 Mar 2024	31 Mar 2024	31 Mar 2024
	£	£	£
Fixed assets	2,016	-	2016
Current assets	318,712	12,432	331,144
Current liabilities	(115,235)	-	(115,235)
	205,493	12,432	217,925

11. Trustee remuneration

During the year, no Trustee received any remuneration (2024: £Nil). No members of the Board of Trustees received reimbursement of expenses (2024: £Nil).

12. Related party transactions

During the year there were no related party transactions (2024: £Nil).