RUILS

England & Wales · Charity number 1127896

Details

Other names	RICHMOND USERS INDEPENDENT LIVING SCHEME
Status	Registered
Legal form	Charitable company
Company number	06682677
Registered	2009-02-04
Register	View on the Charity Commission register

Contact

Address	Disability Action & Advice Centre 4 Waldegrave Road Teddington TW11 8HT
Phone	02088316083
Email	info@ruils.co.uk
Website	www.ruils.co.uk

Activities

Objects: TO ALLEVIATE THE NEEDS OF DISABLED PEOPLE, BUT ALSO OTHERS IN NEED BY REASON OF ILL-HEALTH, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE WHO LIVE IN THE LONDON BOROUGH OF RICHMOND AND ELSEWHERE TO LIVE INDEPENDENT, EQUAL AND INCLUSIVE LIVES.

Activities: Ruils is a user-led charity that supports disabled children and adults to live independently & be part of their community. We deliver a range of holistic, outcome-focused services that aim to remove barriers to living an independent life including information, advice, advocacy, befriending, Direct Payments support, Social Prescribing and inclusive community activities.

Downloaded from opencharities.uk/ew/1127896

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, Disability, The Prevention Or Relief Of Poverty, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** LOCAL
- Hammersmith And Fulham
- Hounslow
- Kingston Upon Thames
- Richmond Upon Thames
- Wandsworth

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,083,881	£2,065,375	£303,891	54
2024-03-31	£1,949,159	£1,899,419	£285,385	53
2023-03-31	£1,569,455	£1,546,017	£235,645	46
2022-03-31	£1,410,327	£1,406,335	£212,207	44
2021-03-31	£1,288,017	£1,215,994	£208,215	35

Downloaded from opencharities.uk/ew/1127896

Trustees

Name	Role	Appointed
Jane Mary Getley	Chair	2017-12-01
Amanda Jayne Winterburn		2020-02-16
Angela Mary Harrison		2022-05-23
BRYONY METEYARD		2018-06-13
Beverley Lisa Brewer		2026-05-21
Bridget Mary Molloy		2021-01-14
Cole Michael Donald Xiberras		2026-05-21
David Brahm Prasher		2019-03-11
GARETH ANDREW BUBBINS		2017-07-10
Gemma Taylor		2024-01-18
Jennifer Cooper		2025-03-20
Patricia Lloyd		2024-02-12
SIAN ELIZABETH BATES MBE		2022-10-01

Downloaded from opencharities.uk/ew/1127896

RUILS

England & Wales - Charity number 1127896

Accounts

REGISTERED COMPANY NUMBER: 06682677 (England and Wales)
REGISTERED CHARITY NUMBER: 1127896

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

FOR

RUILS

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RUILS

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

	Page
Chair's Statement	1
Report of the Trustees	2 to 15
Report of the Independent Auditors	16 to 18
Statement of Financial Activities	19
Balance Sheet	20
Cash Flow Statement	21
Notes to the Cash Flow Statement	22
Notes to the Financial Statements	23 to 35

RUILS

CHAIR'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

It gives me great pleasure in presenting the Ruils Annual Report and Accounts for year ending March 2025.

We strive to remove the barriers Disabled people face, be they emotional, physical or institutional and this year the team have worked extremely hard to ensure that our clients have real choice and control over their lives.

We have continued to work with and support local Disabled people to bring their issues to the fore and have been instrumental in campaigns that have brought change to the way the Housing providers, GPs and local businesses interact with Disabled people. The elections brought a new opportunity to engage with our local MPs, and through our Hustings and subsequent lobbying, we have amplified the voices of local Disabled people. The change in government has also brought uncertainty. The increase in National Insurance contributions and the delayed guidelines for the delivery of community based services has put pressure on the team, who have once again showed their commitment to their roles providing exceptional support to local people.

Across the board demand for our services has increased and we have been very successful in reaching out to communities who are often considered hard to reach. Through Social Prescribing and Health in Your Hands, residents have been able to access health and wellbeing activities and services, and our Direct Payment support services continues to enable residents to live independent lives. We have demonstrated how working more closely with our NHS and local authority partners benefits local people and we are excited to see what the 10 year plan brings in terms of greater integration and focus on community based services.

Ruils has had another sound financial year with our community fundraising performing particularly well. We are very grateful for the support of our community especially those willing to go to extraordinarily lengths to raise much needed funds for Rulis.

We remain committed to ensuring our staff are well supported and valued. This year we have worked to improve the Benefits package we offer staff, including enhanced Carers leave and access to external coaching and support. Our annual staff survey showed that staff feel very proud to work for Ruils and appreciate the flexible and supportive environment we provide. We remain committed to ensuring that staff have the environment, training, development, and support to thrive.

This year we lost one of our founding members Jamal Mohamad. Jamal was one of the early adopters of Direct Payments in Richmond and was involved with Ruils from the start. Jamal was fiercely independent and inspired many of our clients and volunteers with his positive 'Can do' attitude.

Richard Wilding and Amber Debenham both stood down as trustees this year. Although we were very sad to see them go, Richard joined our staff team, and we hope that Amber will be back working in some capacity after she has had a well-earned break. The Quality committee in particular will miss your attention to detail. Thank you.

After a very successful recruitment drive, we were delighted to welcome Jenny Coooper and Andrew Maryniak to the Board, we are very much looking forward to working with them.

I would like to thank my fellow trustees for their support, our staff team for their hard work and dedication, and our volunteers for their passion and commitment. We continue to operate in a very challenging environment, with the proposed changed to Benefits looming, the continued cost of living and uncertainty over future service delivery, but I am confident that we have the people, the infrastructure, the drive and the passion to continue to deliver high quality services that make a difference to the lives of Disabled people.

Jane Getley Chair 

Chair

12 September 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted 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 applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our purpose, as set out in the objects of our Memorandum of Association, is to alleviate the needs of Disabled people, and others in need by reason of ill-health, financial hardship or other disadvantage, to live independent, equal and inclusive lives.

Ruils exists to remove the barriers that prevent Disabled people from living independent lives. Our vision is for a society where all individuals have choice and control to live independent lives. It is our mission to provide a range of services to enable individuals to be independent and to live the life of their choice.

For the year ending March 2025, our key objectives were as follows:
- Provide person centered services supporting people to have choice and control
- Improve the health and wellbeing of local people enabling them to be more independent
- Influence attitudes, policies & practices to remove barriers to independent living for Disabled people
- Empower our staff to be their best when at work
- To be financially sustainable and resilient
- To be recognised as a trusted partner delivering high quality services.

Significant activities

We deliver a range of holistic, outcome-focused services that aim to remove the barriers to living an independent life. This year there were four main strands to our activities:

Getting the Right Start
Our children's services provide parents with information, advice and support to enable them to get their young person with additional needs and disabilities the education, community and home support they need to thrive. Services included:
- Family Matters - Hounslow and Richmond
- SEND Specialist Advice
- FriendBee - SEND Befriending
- Bright Futures - SEND Transition Service

Living Independently
We provide a range of services that enable residents to remain living at home and to stay connected to their community, including:
- Direct Payment support in Richmond and Wandsworth
- Social Prescribing
- Pathways - benefits, housing & social care advice and support
- Proactive Anticipatory Care (PAC) - coordination of care and support for Disabled clients at high risk
- Community Health and Wellbeing Programme
- Counselling
- Health in Your Hands
- Special Projects - Homes for Ukraine (supporting Ukrainian guests to access health & community activities) and Core 20+

Connected with the Community
Ruils' community and befriending services enable people to engage in accessible, peer led activities in their community. Activities include: community choir, allotment keeping, indoor bowls, creative writing, mental health support group, Breathworks & Mindfulness group and theatre workshops.

Community Voice
Our peer led community involvement groups, Your Say and the Richmond Transport and Mobility Forum, provide a platform for Disabled people's voices to be heard and to influence local and national decision-making. We also collaborate with other organisations to campaign for change on a local and national level.

Public benefit

We review our aims, objectives and activities each year and in so doing, the trustees have taken into account the guidance on public benefit published by the Charity Commission. In reviewing our aims and planning future activities and services, we consider and evaluate the outcomes of each activity and the impact it will have on our beneficiaries and stakeholders.

ACHIEVEMENTS AND PERFORMANCE
Charitable activities

2024/2025 has been another busy, challenging and successful year for Ruils. We have continued to develop the Direct Payments Support Service in Richmond and are starting to establish ourselves and our support service in Wandsworth. Our health and wellbeing services have gone from strength to strength, reaching out across the borough to support residents to take control of their health and to make the most of what the Richmond borough has to offer. Our children's services continue to provide a lifeline to parents and young people, ensuring they have what they need to get the best for their young people.

We are very proud of our team of staff and volunteers - together they achieve incredible outcomes for our clients. This year we have continued to develop our wellbeing and Benefits offer and have been working with the wellbeing champions to ensure staff get the support they need to thrive. The commitment of staff to their clients, their team and to Ruils continues to be exceptional.

1. Getting the Right Start
Our children's services team works with parents to remove the barriers facing their Disabled young people so they can reach their full potential. This year we have challenged our approach to our service delivery, taking a more empowering approach enabling our parents to act independently of us supporting their children to achieve more. Increased demand, and a reduction in capacity on our SEND advice service has resulted in increased wait times. This has been well managed by the team - utilising the experience of volunteers, triaging clients and offering drop in sessions for families who are waiting.

We value the collaborations we have with partner organisations and are active members of the Hounslow Collective Thinking Group. Having started the Richmond SEND Collective Thinking Group because of our Hounslow experience, this group has an active membership of 30+ members, and we continue to facilitate quarterly meetings. These groups provide a safe space for organisations to share their concerns, issues, and best practice.

Family Matters (Richmond & Hounslow)
Family Matters (Richmond and Hounslow) provide information, advice, advocacy, behaviour strategies and signposting to parents of children with SEND. The aim is to empower parents so that they can continue to support themselves and their families.

Over the year we have worked with 227 parents (139 in Richmond and 88 in Hounslow) on a 1-2-1 basis with approximately a third of our clients requiring longer term case work. Casework entails longer term support for parents who are most in need and have complex issues and can last from a few weeks to months. Key issues we support include: benefits application, grant applications, support with housing, EHCPs and transport; mental health issues (for the whole family) and gaining therapies such as counselling by signposting and connecting with other services and activities across Richmond and Hounslow.

Our workshops on SEND issues have continued to be well attended with 217 (119 in Hounslow and 98 in Richmond) attendances recorded. Topics included Housing, DLA, sleep, anxiety, mental health and friendships. Attendees reported feeling more informed and aware of where they can go for support, which has resulted in them feeling more confident and has improved their mental health.

This year we have expanded our community outreach and partnership work, supporting 76 families through the Family Hubs, local schools and hosting community coffee mornings in Richmond, and delivering 45 one to one sessions through our partners Skylarks, Oakland Primary school, St Richard Primary school, Lindon Bennett Primary School and the Council Community Hubs in Hounslow.

At the beginning of the year, the biggest challenge for our Richmond service was the 6-8 month waiting list. By providing more one to one surgeries for parents and by targeting our interventions, we have managed to reduce the wait time to 4-6 weeks. In Hounslow, there is a lack of alternative services to support our clients, such as support with housing. The waiting lists for services are also very long, for example there is a 2-3 year waiting list at CAHMS to be assessed for autism.

FriendBee (Befriending Service)
FriendBee is a befriending service that matches young people with SEND with a paid befriender to help them access social and leisure activities. We currently support young people up to the age of 25 that have a Special Education Need or Disability (SEND) that impacts their social life, who live in the London Borough of Richmond or Royal Borough of Kingston.

60 families have used the service this year, with 33 new families registering for the first time. We have recruited 18 new befrienders, and our team has provided 6,857 hours of befriending, which equates to 115 hours per family per year.

Key highlights this year have been the development of our group sessions. After the continued success of the Minecraft sessions that we host on a fortnightly basis throughout the term, over the summer we ran gardening sessions at our allotment and two successful cooking sessions with our partners Cooking up. We have worked with local providers to offer theatre trips and sports taster sessions. All the families who gave us feedback said that their young person had tried a new activity this year and 95% said that their young person's confidence had increased.

Our service is built around the young people we support; however, we are increasingly receiving feedback from befrienders who report the benefits they receive from working on the service. For example, befrienders report feeling more confident in their own abilities, and some have found that the experience gained from the role has helped them to secure permanent employment. Some of our befrienders are Disabled and we are extremely proud that this year we have seen clients who have benefited from the service become befrienders themselves.

The challenge to the service continues to be around the recruitment of new befrienders and the long-term commitment befrienders can give. With our families, we are starting to see the impact of the higher cost of living, with families either reducing their befriending hours or ceasing to use the service.

SEND Advice
SEND Advice supports families to understand and apply the law relating to Special Educational Needs and Disability. We work closely with all the other children's services, often sharing cases, and have close and very healthy links with all SEND advice agencies and carers' organisations in the borough.

We have had some challenges with staff resources this year, but our Senior Advisor, Alex Hardy, is back with us and we have welcomed former trustee Richard Wilding to the Team. Richard volunteered with us for over a year and is now a permanent staff member, taking the team to three part time staff. The team specialise in complex cases and have worked with 186 clients, achieving positive outcomes, especially in securing Education Health and Care Plans (EHCPs) and much-needed school placements for our young people.

Feedback from families tells us that although obtaining an EHCP that fully reflects a child's needs is still a challenge, the vast majority of our clients feel fully supported, have a much deeper understanding of their rights, and increased confidence to challenge decisions. Our SEND Advice is the only service in Richmond that can offer this depth of consistent support through cases which can last months or years.

Workshops have previously been an efficient way of sharing information, but post-Covid attendances have dwindled. In late 2024 the team decided to reach out to schools directly, to forge better links with educators and to reach more families who might otherwise go unsupported. These sessions have been well attended and have introduced us to some hard-to-reach families and communities. They have also forged unexpected alliances with SENCOs, vital in our work.

Resources around SEN, both in the borough and nationally, are stretched more than ever before, and the consequences of this are stark. The team continues to support our families through these difficult processes.

Bright Futures, SEND Transition support
Bright Futures provides information and advice to parents of Disabled young people as they embark on SEND transitions. Our outcomes continue to focus on empowering families with information and tools about the SEND transition process so that they feel more confident to make plans together. We have also developed a suite of 5 workshops which we deliver in-house or to other organisations.

Our mailing list stands at 423 clients and over the last year we have had 243 contacts with families through our one to one session (78 clients); workshops (124 clients); and parent groups (41 clients). The service has a big impact with families who tell us that that after working with us they feel more able to plan ahead with their young person; they feel more confident in their ability to make the right decisions; they have the resources to help them to support their young person, and their understanding of the options available has improved.

Our biggest achievement this year has been bringing our SEND Transitions Information Hub online. Curated by our service lead, who is a parent of a young person with SEND, we have over 150 searchable documents, organised into logical categories which our clients and the public can directly access online. We track how many people access which documents, enabling us to understand where information is most needed in the future. This is the first online Hub that covers all areas of SEND Transition Services, and feedback has been extremely positive.

2. Living Independently
Our independent living services provide information, advice and practical support to enable residents to live the life of their choice.

Direct Payment Support Service
The Direct Payment Support Service and Advice for Independent Living (AFIL) supports residents to live independently in their home and have flexibility, choice and control over their care. We support clients by managing their Direct Payments to meet their needs. We support all aspects of recruiting and employing a PA, as well as providing managed account and payroll services. Advice for independent living offers a similar service for residents who are not financially eligible for support from the local authority. It differs in that it is funded by the individual, and we cannot make payments on their behalf. Over the year, we have supported a total of 400 Direct Payment recipients with recruitment, managed accounts and payroll set up and provided many more with advice. We supported 719 clients with managed accounts and provided a payroll service to 474 clients across Richmond and Wandsworth, supporting clients with complicated legal and administrative processes. We supported 30 self-funders and are looking at ways to improve and expand this service.

We were successful in securing funding for PA training which we delivered via online and in-person courses including First Aid, Makaton awareness, Dementia Awareness and medication handling. We continue to keep clients safe by providing training on 'Being an Individual Employer' and have put in place some new checking processes that help both with fraud prevention and potential Modern Slavery issues. We have received positive feedback from clients and the Local Authority Commissioning team. The teams have done well to maintain the high standard of service delivery as well as repairing inherited issues in Wandsworth, adjusting to legislative changes and restructuring within the team. We continue to look for opportunities to improve the service and have commissioned an audit of our payroll service and are in the process of reviewing our offer for self funders.

Connect to Tech
We continued working with Richmond Aid, Richmond Mind, Mencap and Age UK, to support clients experiencing digital exclusion to get connected.

Connect to tech continues to enable residents to trial a device e.g. a laptop or smart phone, for 3 months free, then access support to purchase or return the device. The scheme worked well for some clients, but we experienced a drop in demand during the year which led to the development of "Help in your home" which offers support for clients who require support and coaching to use a pre-existing device, either privately owned or provided by the Local Authority. This side of the project has proven to be very popular, particularly with clients who struggle to attend group support sessions offered by partners.

Over the year we worked with 60 clients and received very positive feedback, in particular they expressed appreciation of the longer 1-2-1 sessions we can provide, and feel that they are not rushed, judged, or made to feel stupid for requiring help to learn to use their device. This service has helped clients to use their devices to communicate with friends and families, navigate their local area, and keep themselves up to date online, which has improved independence and reduced loneliness and isolation for many clients.

Pathways
Pathways has had another busy and successful year. The service supported 89 residents (15 advice and 74 through case work) and continues to face high demand. We helped clients claim £5,660 in benefits and a further £15,249 in benefits arrears.

On occasion we have had to close the waitlist and referrals, which is a decision we do not take lightly. However, we have worked hard to signpost where possible and provide one off advice in the interim. Our work remains dominated by Universal Credit Migrations, PIP Reviews, Homelessness and Housing Disrepair Cases. We continue to work closely with partner advice organisations and key stakeholders in the borough.

This year, our trainee Caseworker transitioned into the Caseworker role where they began to take on more independent casework under supervision from our Lead. We are working towards our AQS audit review in September - this accreditation is important to us as it is a benchmark of the high quality standards of advice and service delivery we place upon ourselves.

Lastly, the Housing Disrepairs Campaign has achieved some fantastic outcomes in the last year. The collaborative work has helped set up 1-to-1 Drop-In sessions at our offices at the DAAC, where representatives from PA Housing and RHP offer a space for residents to discuss their housing issues. These Drop-in sessions offer a new and accessible approach to resident engagement and ensures there is more accountability with cases and their outcomes. The campaign has also enabled Ruils, along with other partner organisations, to be part of the scrutiny sessions under SHIP (Social Housing Improvement Plan). This has given us a platform to raises issues, share learning and advocate on behalf of the Disabled people in our community.

Counselling
Our counselling service continues to offer accessible, low-cost emotional support to residents across Richmond. Operating two days per week, the service provides up to 12 one-hour sessions to approximately 30 clients each week. Over the year, we supported 120 clients through a dedicated team of 7 qualified counsellors and 6 trainees.

Strong partnerships have been maintained with local colleges, and new links were established with Metanoia, broadening placement opportunities. Counsellor Coordinators have also built relationships with other local counselling services.

Demand for counselling continues to grow, but we have upheld the quality and accessibility of the service through structured coordination, supervision, and careful management of capacity. External factors continue to impact our clients e.g. there has been a recent increase in clients affected by Universal Credit Migration.

The service continues to be one of the only low-cost counselling options in Richmond, playing a vital role in supporting those who face financial barriers to accessing mental health support. The service has been sustained through community fundraising efforts and a small £5 (minimum) contribution per session.

Welfare Grants
We receive funding from Richmond Charities, two private donors and Richmond Foundation's Catalyst grant to distribute to residents struggling with the cost of living across the Richmond borough. The grant values vary according to the needs of the client but typically do not exceed £500. In addition to covering basic living costs such as utilities, groceries and household basics, this year we have worked with residents to identify items that will make a substantial difference to their quality of life. We have administered 109 grants which were spent on a range of items such as paying for utility bills, groceries, school uniforms, essential household items, specialist equipment, counselling sessions, dog therapy, moving costs, gym/swimming sessions and clearing debts. We also issued 14 one-off £50 shopping vouchers to clients struggling with increased food bills.

These grants not only make a tangible difference to the clients we support, but enable staff to be a part of a practical solution which in turn increases their job satisfaction.

Social Prescribing
Our team of Link Workers continue to support clients in accessing local services and engaging with their communities. This year, we received 2,437 referrals, primarily from local GPs in Richmond. As in previous years, the main referral reasons were social isolation and mental health needs. East Twickenham Primary Care Network (PCN) saw an increase in weight management referrals, while housing support was a key issue for those referred in the Hampton PCN.

Referrals for benefits advice have continued to rise in response to the ongoing cost-of-living crisis. Through funding from the Active Richmond Fund, we awarded 51 clients up to £100 each to help them become more active and participate in local physical activities. This removed cost as a barrier to engaging with existing provision.

Link Workers complete holistic assessments and co-produce personalised action plans with clients, resulting in 4,315 signposts or referrals to 762 organisations, groups, and services. One challenge has been encouraging community organisations to list their services on Joy Marketplace (the database we are using to monitor activity and referrals). To address this, we've initiated a phased bulk upload to create a more comprehensive directory.

Clients have continued to report that Link Workers listen and understand what matters to them. This has led to improved satisfaction with life and feeling more confident to access services.

Staffing reductions this year posed challenges, leading to longer waits for appointments and limiting referrals within the Teddington and Richmond PCNs. However, we remained committed to our partnership with Richmond Council, completing 87 visits to Ukrainian guests supported through the Homes for Ukraine Scheme.

Proactive Anticipatory Care (PAC)
Our PAC Care Coordinators have continued to work collaboratively with our local GPs in Richmond and a core team of multi-agency professionals to support individuals with rising complexity and escalating health and care needs. The focus remains on supporting clients to build self-resilience, connect with community resources, and develop personalised care plans that ensure their needs are met holistically.

294 patients were accepted onto the PAC programme. A review in August 2024 showed that patients on the programme for four months or longer experienced a 49% reduction in unplanned care and a 55% decrease in the length of hospital stays for unplanned, non-elective reasons. This demonstrates measurable impact on both individual outcomes and system pressures.

The team continues to contribute to Multi-Disciplinary Teams (MDT) discussions for individuals who do not meet the programme criteria. Their knowledge of community services and ability to offer informal guidance has supported a broader cohort of professionals and patients.

Over the year, it has been challenging to ensure the pathway and processes meet the needs of all professionals involved. The team have contributed to streamlining agreed ways of working, which has ensured the service is delivered to a high standard.

The disbandment of the West Twickenham PCN posed challenges, requiring a redistribution of client cases and a realignment of responsibilities. As a result, 3 PAC Care Coordinators have taken on additional GP surgeries, necessitating the development of new relationships.

Where voluntary sector resources are limited, PAC Care Coordinators have played a vital role in supporting their clients to overcome barriers to access services. They have continued to advocate, negotiate, and work in partnership to achieve personalised outcomes. The adaptability and resilience of the team have ensured continuity of care despite increasing demand.

Health in Your Hands (HIYH)
Building on previous success, Health in Your Hands expanded this year with the addition of another Wellbeing Coordinator. The team continued to work in close partnership with local GPs to tackle health inequalities across Richmond, now covering all identified areas of deprivation.

In collaboration with local voluntary sector partners, 6 Health and Wellbeing Fairs were delivered, drawing 25-50 attendees at each event. These fairs helped increase visibility in the community, build trust with residents, and promote access to services.

The team provided 450 community health checks through attending 88 community groups and events. These checks offered direct access to health promotion and early intervention. Key outcomes included 31% of individuals requiring further assessment for high blood pressure, 19% identified as at risk of diabetes, and 3% needing further investigation for atrial fibrillation following new electrocardiogram testing.

Only 12 patients initially engaged with one-to-one support via GP referral. The service demonstrated adaptability by shifting focus to meet system pressures. 224 patients with overdue health reviews and vaccinations were referred by Teddington and Hampton PCNs for support. This helped primary care to address winter demand and improve health outcomes.

Wellbeing Coordinators are consistently appreciated for going into the community and providing face-to-face engagement. The team's holistic and flexible approach has proven vital in reducing barriers, empowering residents to take control of their health, and ensuring early identification of preventable conditions.

Community Health and Wellbeing Programme
Working in partnership with the NHS Integrated Care Board, this new service aims to reduce health inequalities by embedding support directly into communities. Our initial focus was Fulmer Close in Hampton North, as the most deprived area in Richmond. Community Health and Wellbeing Workers have worked to build trust and improve engagement with primary care.

Since July 2024, the team has engaged 98 residents through monthly home visits, offering proactive support to address unmet social needs and encourage health-related behaviours. Early engagement was low, prompting a range of outreach methods including door knocking, personalised letters and leaflets and contact through GP surgeries. The introduction of a weekly drop-in session in January boosted resident participation.

Dr Sapna Gulati has provided clinical supervision to the team, alongside supporting these sessions, helping support residents with complex health conditions and improve access to appropriate care. This has proved invaluable in increasing confidence among residents to engage with health services.

Feedback from residents shows a marked improvement in general health and wellbeing over three months. Clients report increased ability to manage their physical and mental health shifting from feeling "a little able" to "quite able," indicating enhanced confidence and self-management.

One standout achievement followed engagement with PA Housing and was shaped by resident input: an overgrown shared space was transformed into a reflective garden which is being used and enjoyed by residents.

3. Connected with the Community
Over the year, 65 volunteers have provided befriending in person, over the phone or a combination of the two. Our clients have described the service as a 'lifeline' and have reported feeling more self-confident, happier, more positive as well as more able to live independently in their homes. Our community groups remain very popular with 3,323 attendances across 350 group activity sessions recorded over the year. We are very proud that our Creative Writing Group was shortlisted for the Richmond Borough Community Heroes Project of the Year Award, and two volunteers were shortlisted for Outstanding Volunteer at the same event.

Recruiting the number of volunteers needed to fully meet the demand for Befriending remains a challenge, not least due to increased competition from other local charities. The waiting times for our services are increasing, as demand for these services has risen. Our distribution of volunteers is primarily focused between Richmond and Hampton Hill, leading to longer client waiting times in other areas of the Borough. To address this, our recruitment drive is ongoing across the Borough. We have increased our social media outreach and word-of mouth amplification. We are most proud when our own clients become volunteers, and this number currently stands at 10.

This year we have delivered 4 in person Volunteer Training sessions which were well attended and hosted two recognition events - one at Christmas and one in the summer to show our appreciation for the huge contribution our volunteers make to the running of the services.

With the support of our local business community, the Rotary Club of Teddington & the Hamptons, The Baptist Church, Teddington Church, SMSP school, the Kingston and Richmond NHS Trust and 35 of our volunteers, the service delivered Christmas Food Parcels to 69 Households, (approximately 250 people) across the Borough of Richmond.

4. Community Voice
Your Say & The Transport & Mobility Forum
Both user groups continue to work on a variety of different campaigns working in collaboration with our key stakeholders. The Chair and Communications and Campaigns Manager's focus is to create a safe space where residents can share their own experiences about having a disability in this borough and the barriers they face, and develop campaigns on issues which are important to them. In 2024-25 we held 11 Your Say meetings and 4 Transport and Mobility Forums - increasing the number of Your Say meetings by 4.

Your Say continues to work with GP Managers, the GP Alliance and Healthwatch Richmond around access to same day GP appointments. We have also conducted an audit of Teddington high street in terms of accessibility to shops, restaurants, pubs etc. We will be presenting our findings later this year and hope that the programme supporting businesses to become more accessible can be rolled out across the borough. One of the issues raised as a significant barrier for accessibility to our high street is the lack of any changing places and toilets in the borough. Your Say will be starting a campaign later this year. The group has attracted several new members over the last year, but we realize that this is an area which we need to continue to work on.

The Transport and Mobility Forum remains an important space for local Disabled people and transport providers to come together to improve public transport access across the borough. The group has increased in numbers considerably and we have had to move the venue of the forum to The Patch in Twickenham. We regularly get 30+ regularly attending. We are currently working with First Bus on a Disability Awareness internal campaign to raise awareness and educate bus drivers about disabled passengers and their access needs. Over a 12-month period we focus on a different group each month. We held a very success Access Day with RATP Dev in June 2024, which drew over 40 residents. Our Chair attends the Active Travel Group run by Richmond Council every 3 months. We are pleased that Richmond Council and local Councillors are taking an interest in the forum and are regularly attending.

Parent Carer Forum
Richmond Parent Carer Forum (or Richmond PCF) is hosted by Ruils. Its purpose is to gather the views and lived experience of parent carers of children with SEND and work with statutory services to improve the local offer for Richmond families. The forum has 680 registered members with a further 30 parent carers signed up to the mailing list (710 in total.) This year the forum has hosted training events for both families and practitioners, e.g. in partnership with Prevent they delivered a session for parents on the online dangers for young people; they have represented parents on council workstreams and boards and have provided informative, social peer support events for parents. One of the challenges the forum faces is the limited capacity of parents to arrange, develop and deliver online and in person workshops and events. The group is run by parent/carer volunteers who are working in collaboration with local providers to ensure that parents have access to the information and resources they need and who are working with Achieving for Children to ensure the voice of parents and young people with SEND are heard and services developed accordingly.

Engagement
We have been communicating with our members, supporters and the local community via our quarterly newsletter, reaching 4,082 people this year (a 21% increase from last year). We sent out 24 newsletters across the year with an average open rate of 50.9% (17-28% is deemed good) and 4.3% click rate (over 2.3% is deemed good). Overall, we increased newsletter subscribers by 711 people this year.

Social media is a powerful tool keeping us up to date with national trends as well as being a platform to share our work. Our following has grown by 450 people across our channels, and our posts have 331k impressions across networks. All our accounts now have over 1K followers; we currently have 1322 followers on Facebook, 1880 followers on Twitter, 1053 on LinkedIn and 1021 on Instagram. We reached a total of 193K individual people. The engagement rate has remained steady and averaged at 9.3% across platforms, which increased from 8.4% in the previous year.

The Ruils Communications Strategy for 2024-2027 was finalised and presented to the Board in July 2024. This has been used to streamline our communications and emphasise areas of focus for the coming years. One of the areas was to implement a new Ruils website, which launched in September 2024.

At present we have 231 fully registered members; 71 members have been added since April 2024. We have 162 full members, 67 associate and 2 corporate members.

Campaigning
This year we focused on Social Housing Disrepairs, Voter ID and registration, local hustings and starting an internship programme.

We published and presented "Decaying Homes, Forgotten Lives: A call for urgent action in Richmond's Social Housing Disrepairs Crisis" to a range of stakeholders including both borough MPs, the Council's Lead Councillor for Housing, Richmond Housing Partnership (RHP) and PA Housing and local organisations. Following the presentations, we've held quarterly meetings with the housing providers to hold them to account on their agreed actions to make their systems and engagement with their tenants more accessible. As a direct result of our campaign, our collective of voluntary sector organisations has been embedded into Richmond Council's Social Housing Improvement Plan (SHIP) scrutiny committee. We have also implemented monthly drop-ins at the Ruils office in partnership with RHP, starting in February 2025. These drop-ins have already enabled 7 people to speak with RHP in an accessible space and to work to resolve their issues. One client was able to get their sink fixed and compensation agreed, another was able to get his radiators fixed and several others were able to raise serious damp/mould issues. PA Housing drop-ins are likely to roll out soon.

In June 2024, we hosted the Richmond Borough Hustings on Disability, specifically covering SEND, Social Care and Housing. All parties were invited to attend, with representatives from 4 parties including Liberal Democrats, Conservative, Labour and Green participating on the day. With over 60 people attending, the discussion was lively and enabled Disabled residents to speak directly to the candidates.

Working in partnership with Disability Action Haringey on the "No Vote, No Voice" campaign, we spoke with residents at community health fairs, one-to-one at our office and at our monthly user-led group meetings. We had 3 individual one-to-one meetings with our members to support them to register to vote and get an accepted voter ID. We also held a dedicated drop-in session to support people one-to-one and partnered with Citizen's UK to run training on community organising. In March 2025 we attended an event at City Hall and spoke about our strategy and success of reaching 159 people through the campaign.

This year we recruited two new Campaigns Interns to support the efforts of Your Say and the Transport and Mobility Forum and the wider campaign work at Ruils. They've been a huge asset to the organisation, taking on day to day work as well as leading on campaigns, including the High Street Access, Same Day GP Appointment and First Bus London Disability Awareness campaigns. In addition to their work, they have been attending events in the wider Disabled People's movement, building their own skills and strengthening awareness of Ruils and our work.

Quality Standards
We hold the ISO 9001-2015 Quality mark for the organisation and the Advice Quality Standard for our Pathways service. We are a Disability Confident Employer and an accredited London Living Wage Employer. Our counselling service is accredited with the British Association for Counselling and Psychotherapy (BACP), and we are registered with the Fundraising Regulator.

Fundraising Activities
We continued to build on our community fundraising success, raising over £123,455 to fund our Counselling Service, campaign work and supplement our funding for local inclusive activities, SEND advice and Befriending. Participation events proved our biggest fund-raising success, generating just under £35,000 with our annual rugby dinner and golf day coming in close second, raising just over £22,000. Individual donations amounted to £14,636 and corporate donations raised to £22,500. We are grateful to our local community for their support. This diversified income stream enables us to respond flexibly to fluctuating funding and demands for new services.

FINANCIAL REVIEW

Financial position

In 2024/2025, we generated a total income of £2,083,881 (which is an increase from 2023/2024 £1,949,159). Total spending was £2,065,375 of which staffing costs were £1,608,752, representing 78% of total costs. The overall surplus for the year is £18,506, however of this just over £18,473 is designated as Restricted Funds. The unrestricted surplus for the year was £33.

Principal funding sources

The principal funding sources of the charity are NHS and Local Authority contracts, grant income, donations and fundraising.

During the year we received funding from Richmond General Practice Alliance (RGPA), NHS SWL ICB, the London Boroughs of Richmond and Wandsworth, Active Richmond Fund, Richmond Charities, Richmond Foundation, Hampton Fund, Children in Need, the Community Lottery, City Bridge Trust, Action on Disability, Trust for London, Inclusion London, Skills for Care and Hounslow Thriving Communities.

Reserves policy

Our Reserves Policy is designed to ensure that we hold sufficient unrestricted funds to maintain the charity's core and essential activities, to pay for unexpected costs and to meet contractual liabilities in the case of closure. Our aim is to hold in reserve the equivalent of 3 months' operational running costs. In 2024/2025, the Board agreed to a budget deficit. It was important to the Board to acknowledge the hard work and dedication of the staff team as well as the financial pressures that our staff were experiencing with the cost of living increases. We have had a very successful year; community fundraising exceeded expectations, and we managed to secure onward funding for smaller projects which improved our financial position. Unrestricted reserves have a small decrease from £235,334 to £235,367 and Restricted funds increased from £50,051 to £68,524.

Principal Risks and Uncertainties

The Board has a risk management strategy which comprises a regular review of the major risks or uncertainties to which the charity is exposed, in particular those relating to the operations and finances of the charity. The Risk Register is reviewed by the Board at every sub-committee meeting throughout the year, and risks and mitigations are updated as required. The CEO highlights key risks and mitigations on a Risk Dashboard at every Board meeting.

The Board is therefore satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

We are currently delivering a diverse range of services, some of which are dependent on NHS contracts and Large Trust funding. Our ability to continue to deliver our mission through some of these services is dependent on National Policy decisions which will impact available NHS funding.

The most significant risks we currently face and are mitigating against include:

(i) Change in NHS strategy or funding that reduces the demand for voluntary sector organisations to deliver key services. We are working with our NHS partners to demonstrate the added value our work delivers.

(ii) Loss of key staff - Staff retention is a Board priority as service delivery is dependent on our talented and experienced staff team. We have therefore invested in our staff supervision, support and wellbeing programmes to ensure staff feel valued and supported.

PLANS FOR THE FUTURE

Strategy

Over this period, we have been consulting with staff and working with our senior management team to develop a new strategy for Ruils. Although we have not finalised the strategy, we have agreed the key objectives we are working towards and are already measuring our performance against these key aims.

Funding

The increase in National Insurance payments, uncertainty over future NHS directives and increased competition for Trust funding has made the financial landscape extremely challenging. Over the last 5 years we have established ourselves as a trusted NHS provider partner, and we are confident that over the next year we can consolidate that work into future funding. Our local authority funding for befriending and inclusive activities has been extended for a further 5 years and our Direct Payment service enters the 3rd year of a 5-year contract; creating stability for the organisation.

Our Community Fundraising remains extremely strong and with the May Ball secured for 2025 and talks underway for further partnership fundraising in 2026, the Board have agreed to increase the fundraising resource by employing a second part time staff member to the team. This will enable us to continue to deliver our ambitious community programme whilst applying for longer term Trust funding.

Staff Wellbeing and Retention

Staff wellbeing and retention remain an important focus for us. To ensure that staff are aware of and can access the Benefits we offer, this year we pulled all our benefits together into a Benefits handbook. Every month we feature a Benefit in our monthly staff bulletin and at our team meeting. We have continued to support staff mental health by providing access to an employee Assistance programme, coaching as well as by providing opportunities for staff to unwind with colleagues at away days and at social events. Our team of Wellbeing Champions provide one to one support and as well as organising activities to support staff. This year we celebrated Alex Hardy, Sue Robson and Surabhi Dhondiyal who have all worked for Ruils for 10 years. This is a testament to the work we have done and continue to do to promote staff retention.

We are aware that we cannot always offer the most competitive salaries, but we are committed to ensuring that Ruils is a supportive, flexible, and inclusive organisation. We will continue to review and where possible enhance our Benefits and Wellbeing offer.

Property

We continue to work out of a Council owned property in Richmond paying management and license fees, and we have a second office in Wandsworth. We still operate a hybrid working structure with staff working from home, the GP practices and our offices in Richmond and Wandsworth. Flexible working space, space for activities and counselling is still very much required, however with the current funding challenges we have paused our search for community building or new offices. We will, however, be reviewing our office space in 2025 to ensure it is fit for purpose.

Board of Trustees

Richard Wilding and Amber Debenham resigned as trustees this year. They both made an enormous contribution to Ruils and will be missed. We have continued to develop and enhance our Board of Trustees by recruiting two new trustees, Jenny Cooper and Andrew Maryniak, and implementing a review process for existing trustees. Our training and development programme has been enhanced with good governance training alongside our mandatory trustee training. In August 2025 we will be reviewing the terms of office for trustees, as well as conducting a skills audit to ensure that we continue to have a good balance of experience and representation on the Board.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Ruils is a charitable company limited by guarantee and a registered charity. It was founded in 1999 and registered as a charity in 2002 (number 1099930). The company was incorporated as a charitable company limited by guarantee in August 2008 and is registered in England and Wales (company no: 06682677 & charity no: 1127896).

Our Membership

Ruils is a user-led charity and a membership organisation. There are three types of membership: full, associate and corporate. Full Membership is available to a Disabled person aged 16 or over and to a person who is not a Disabled person but is a parent or legal guardian of a young person under 16 (or aged 16-25 with a special educational need and/or a disability). Full members have voting rights.

Associate Membership is available to an individual who is not eligible to be a full member, but who supports the Charity's objectives. Associate members do not have voting rights at Annual General Meetings (AGM) or Extraordinary General Meetings (EGM), but subject to an available vacancy, can serve on the Ruils Board as part of the 25% non-disabled membership. Corporate Membership is available to organisations who are DDPO (Deaf and Disabled People's Organisations), or other organisations who support Ruils' objectives, and/or whom the Board decides to admit to membership. Corporate members have a right to send a representative to attend the AGMs or EGMs but have no voting rights.

In total we have 231 members - 162 full members, 67 associate, and 2 corporate members. The liability of the full members is limited to an amount not exceeding £1.

Recruitment and appointment of new trustees

Under the requirements of our Memorandum and Articles of Association, the members of the Board of Trustees are elected to serve for a maximum period of three years after which they must stand down. They may seek re-election for a further period. Each year one-third of the elected trustees are subject to retirement by rotation. The appointment of trustees takes place by nomination and election at the AGM.

Ruils is a Deaf and Disabled People's Organisation (DDPO) and has made a commitment to ensure that a minimum of 75% of the Board is made up of Disabled people. Trustees must be representative of their constituents and/or be people with skills, knowledge and experience necessary to run an effective registered charitable company limited by guarantee. One space on the Board is designated to a parent of a Disabled young person.

The number of trustees cannot be less than four or more than fifteen. When considering co-opting trustees, the Board will consider the specialist knowledge, experience or skills required on the Board and the credentials of the individual co-opted.

Organisational structure

Ruils has a Board of Trustees of up to fifteen members who meet bi-monthly. They are responsible for the governance, strategic direction, and policies of the charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. At present the Board has 13 members from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer also attends Board meetings but has no voting rights.

Trustees are also members of our sub-committees that meet at least 4 times per year: Personnel, Finance, Fundraising & Marketing, Quality Management Review and Strategy. All sub-committees have Terms of Reference which outline their level of autonomy and decision-making. The Chief Executive Officer attends sub-committee meetings but has no voting rights.

Register of Interests

Ruils has a comprehensive Conflict of Interest policy and maintains a Register of Interests. Trustees are required to declare their and their family's outside interests.

Equal Opportunities

Ruils operates a policy of equal opportunities. All recruitment, employment practice and service delivery is carried out according to the principle of equal opportunities.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Decision making

The Board continues to operate according to our Arts and Mems and Standing Orders One and Two which define the recruitment and induction of trustees and advisors and the terms of reference for the Board and its sub-committees. The terms of reference for each sub-committee define their remits with the day to day operation of the organisation resting with the CEO who is responsible for ensuring that the charity delivers the services specified and that key objectives and performance indicators are met.

Induction and training of new trustees

All trustees are made aware of their responsibilities and commitments. In their induction process, new trustees receive a Trustee Handbook that contains essential information about the charity including the Memorandum and Articles of Association, Standing Orders, key policies, the strategic plan and the latest financial statements. They also meet with the CEO and are given key information on the charity's financial position, the activities of the organisation, objectives and future plans. Training on topics such as the roles and responsibilities of a Trustee, Safeguarding, Data & Cyber Protection and Child Protection is provided.

Pay policy for senior staff

The Charity's trustees and the chief executive comprise the key management personnel of the Charity. The trustees are responsible for setting the strategic direction of the charity, and the CEO leads and manages operations on a day to day basis. All trustees give their time freely, and no trustee received remuneration in the year. The pay of all staff is reviewed annually and is normally increased in line with the cost of living indices. This year staff were given a 3% increase to salary. Trustees benchmark salaries against comparable roles both locally and nationally.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefits from their work with the charity. Any connection between a trustee or a senior manager of the charity with a contracted supplier or trustee/senior manager of a partner organisation must be disclosed. There are no related party transactions as reported in the notes to the financial statements.

Risk management

The Board has a risk management strategy which comprises a regular review of the major risks or uncertainties to which the charity is exposed, in particular those relating to the operations and finances of the charity. The Risk Register is reviewed by the Board at every sub-committee meeting throughout the year, and risks and mitigations are updated as required. The CEO highlights key risks to the Board at every Board meeting. These risks and mitigations are recorded in the CEO report on a Risk Dashboard.

The Board is therefore satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06682677 (England and Wales)

Registered Charity number
1127896

Registered office
Disability Action And Advice Centre
4 Waldegrave Road
Teddington
Middlesex
TW11 8HT

Trustees
J M Getley (chair)
B M Molloy (treasurer)
A M Debenham (joint vice chair) (resigned 30/4/25)
S E Bates (joint vice chair)
G A Bubbins
D Bloud
B J Meteyard
D B Prasher
A J Winterburn
R A Wilding (resigned 1/10/24)
A M Harrison
P Lloyd
G Taylor
J P Cooper (appointed 20/3/25)
R A W Maryniak (appointed 22/3/25)

Chief Executive Officer
Cathy Maker

Senior management
Cathy Maker is supported by Paula Buckton (Adult Team Manager - retired July 25), Charlotte du Toit (Adult Team manager) Sue Hollins (Children's Services Manager), Callum Harvey (Social Prescribing & Community Development Manager) Bei Yang (Finance Manager) and Hallie Banish (Communication and Campaigns Manger).

Company Secretary
G Taylor

Auditors
Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Bankers

CAF Bank
25 King's Hill Avenue
King's Hill
West Malling
Kent ME19 4JQ

Barclays Bank Plc
Leicester
LE87 2BB

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton
NN3 6NW

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of RUILS for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- 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 proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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 12 September 2025 and signed on its behalf by:

J M Getley - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RUILS

Opinion

We have audited the financial statements of RUILS (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charities activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non -compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

-the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

22 October 2025

RUILS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	5				
Independent Living		1,311,198	132,508	1,443,706	1,404,349
Getting the Right Start		1,878	366,834	368,712	324,695
Connected with the Community		59,726	2,048	61,774	78,464
Community Voice		27,369	47,540	74,909	17,284
Other trading activities	3	99,977	23,477	123,454	118,227
Investment income	4	11,299	27	11,326	6,140
Total		1,511,447	572,434	2,083,881	1,949,159
EXPENDITURE ON					
Raising funds	6	49,703	9	49,712	54,793
Charitable activities	7				
Independent Living		1,371,014	138,035	1,509,049	1,431,058
Getting the Right Start		1,878	394,903	396,781	324,132
Connected with the Community		61,451	6,402	67,853	76,341
Community Voice		27,368	14,612	41,980	13,095
Total		1,511,414	553,961	2,065,375	1,899,419
NET INCOME		33	18,473	18,506	49,740
RECONCILIATION OF FUNDS					
Total funds brought forward		235,334	50,051	285,385	235,645
TOTAL FUNDS CARRIED FORWARD		235,367	68,524	303,891	285,385

The notes form part of these financial statements

RUILS

BALANCE SHEET
31 MARCH 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Intangible assets	14	2,767	6,917
CURRENT ASSETS			
Debtors	16	114,034	190,573
Cash at bank		524,998	345,815
		639,032	536,388
CREDITORS			
Amounts falling due within one year	17	(337,908)	(257,920)
NET CURRENT ASSETS		301,124	278,468
TOTAL ASSETS LESS CURRENT LIABILITIES		303,891	285,385
NET ASSETS		303,891	285,385
FUNDS	19		
Unrestricted funds		235,367	235,334
Restricted funds		68,524	50,051
TOTAL FUNDS		303,891	285,385

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 12 September 2025 and were signed on its behalf by:

B M Molloy

B M Molloy - Trustee

The notes form part of these financial statements

RUILS

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	167,857	(118,635)
Net cash provided by/(used in) operating activities		167,857	(118,635)
Cash flows from investing activities			
Interest received		11,326	6,140
Net cash provided by investing activities		11,326	6,140
Change in cash and cash equivalents in the reporting period		179,183	(112,495)
Cash and cash equivalents at the beginning of the reporting period		345,815	458,310
Cash and cash equivalents at the end of the reporting period		524,998	345,815

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	18,506	49,740
Adjustments for:		
Interest received	(11,326)	(6,140)
Amortisation	4,150	4,150
Decrease/(increase) in debtors	76,539	(84,785)
Increase/(decrease) in creditors	79,988	(81,600)
Net cash provided by/(used in) operations	167,857	(118,635)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/24 £	Cash flow £	At 31/3/25 £
Net cash			
Cash at bank	345,815	179,183	524,998
	345,815	179,183	524,998
Total	345,815	179,183	524,998

3. MAJOR NON-CASH TRANSACTIONS
Donated facilities

In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent of £20,000 for the provision of office space at the Disability Action and Advice Centre in Teddington.

The valuation of the notional rent has been estimated by management. The notional rent expenditure charge is included within support costs.

The notes form part of these financial statements

1. GENERAL INFORMATION

The private charitable company is incorporated and domiciled in England and Wales. The address of its registered office is The Disability Action and Advice Centre, 4 Waldegrave Road, Teddington, Middlesex, TW11 8HT. The registered number of the company is 06682677. The registered number of the charity is 1127896.

The financial information presented is for the year ended 31 March 2025 and 31 March 2024. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

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

Preparation of the accounts on a going concern basis
The financial statements have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves, the financial position, future plans and the expected level of income and expenditure for 12 months from authorising these financial statements.There are no material uncertainties about the charity's ability to continue as a going concern.

Significant judgements and estimates
The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts for services and grants with the London Borough of Richmond upon Thames.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

Income from other trading activities represents the community fundraising activities carried out by the charity primarily to generate income which will be used to undertake its charitable activities.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

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

Raising funds
Costs of raising funds comprise the costs associated with attracting voluntary income aud the costs of trading for fundraising purposes.

2. ACCOUNTING POLICIES - continued

Charitable activities
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
Governance costs include those incurred in the governance of the charity and include the production of the statutory accounts and the audit of the charity.

Allocation and apportionment of costs
Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

Intangible fixed assets
Intangible fixed assets acquired separately are initially recognised at cost.

Performance Management System IT software - straight line over 3 years.

Tangible fixed assets
Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Office furniture and equipment over the value of £2,500 - 33% on a straight line basis.

Tangible fixed assets acquired through capital grants over £2,500 are included in fixed assets and depreciation is charged to the appropriate fund over the useful life of the asset.

Cash at Bank
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

Creditors
Creditors are recognised when 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. Creditors are normally recognised at the settlement amount.

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

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Donated facilities
In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent for the provision of office space at the Disability Action and Advice Centre. The notional rent is considered a gift in kind from the London Borough of Richmond upon Thames.

Pension costs
The charitable company operates a defined contribution pension scheme. Contributions are included in the statement of financial activities in the year they are incurred.

2. ACCOUNTING POLICIES - continued

Pension costs

Voluntary help
A certain amount of time is expended on the charitable company's activities which is donated free of charge. In accordance with Charities SORP (FRS 102), volunteer time is not recognised. Details of volunteer support and services are provided in the trustees' annual report and the notes to the accounts.

3. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Community Fundraising	123,454	118,227

4. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	11,326	6,140

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

	2025 £	2024 £
Unrestricted contract income		
Richmond GP Alliance - Social Prescribing Service	474,246	604,977
London Borough of Richmond Upon Thames - Direct Payments Service	342,066	309,105
NHS - PAC Project	227,269	168,292
NHS South West ICB	202,371	99,045
Age UK Richmond - Community Independent Living Service - (CILS)	59,726	56,043
Connect to Tech	27,748	28,662
London Borough of Richmond Upon Thames - Homes for Ukraine	9,200	9,900
Action on Disability - Independent Living Service	-	1,260
Total contract income	1,342,626	1,277,244
Unrestricted grant income	47,144	71,705
Restricted grant income		
Propel	85,994	12,511
Hampton Fund	58,863	65,000
Richmond Parish Lands	56,618	39,710
City Bridge Trust - Bright Futures	55,200	46,870
National Lottery	52,922	48,063
Children in Need	31,961	31,334
Achieving for Children	29,950	50
Skills for Care	20,000	13,000
Department for Education	17,500	17,235
Welfare Grants (Richmond Charities)	13,430	15,733
London Borough of Richmond Upon Thames - Welfare Grant	2,955	2,045
Trust for London	-	55,540
Janus Henderson Foundation	-	5,000
Hounslow Thriving Communities	-	9,172
London Borough of Richmond Upon Thames - Active at Home	-	13,000
Mayor's Fund	-	4,792
Refund underspend for skills for care grant	-	(2,584)
	425,393	376,471
Total grant income	472,537	428,176
Client Contributions (£121,726 restricted)	122,167	87,279
Sales of Service (£1,000 restricted)	7,523	9,163
Other Income (£811 restricted)	4,249	2,930
Total income from charitable activities	1,949,102	1,824,792

6. RAISING FUNDS

Raising donations and legacies

	2025	2024
	£	£
Staff costs	27,877	28,220
Project costs	59	942
Support costs	750	1,192
Governance costs	182	462
Fundraising expenses	20,833	23,967
Volunteer costs	11	10
	49,712	54,793

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
Independent Living	1,370,155	138,894	1,509,049
Getting the Right Start	378,711	18,070	396,781
Connected with the Community	65,272	2,581	67,853
Community Voice	38,880	3,100	41,980
	1,853,018	162,645	2,015,663

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2025	2024
	£	£
Staff costs	1,705,566	1,553,693
Volunteer costs	1,024	3,291
Project costs	146,428	106,798
	1,853,018	1,663,782

9. SUPPORT COSTS

	Office Overheads	Governance costs	Totals
	£	£	£
Independent Living	132,387	6,507	138,894
Getting the Right Start	16,746	1,324	18,070
Connected with the Community	2,316	265	2,581
Community Voice	3,100	-	3,100
	154,549	8,096	162,645

9. SUPPORT COSTS - continued

Governance Costs

	2025	2024
	£	£
Auditors' Remuneration - audit	4,500	4,300
Auditors' Remuneration - non audit	1,403	1,160
Trustee costs and Board meeting expenses	1,625	2,496
Planning and Development	100	475
Bank charges	468	1,327
	8,096	9,758

10. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Computer software amortisation	4,150	4,150

11. 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

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

12. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	1,414,297	1,290,875
Social security	120,724	107,748
Pension costs	40,263	35,977
Other staff costs	33,468	39,910
	1,608,752	1,474,510

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

	2025	2024
Senior Management Team	4	4
Charitable Activities	50	49
	54	53

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£60,001 - £70,000	1	1

12. STAFF COSTS - continued

The key management personnel is considered to be the chief executive officer, the adult team manager, the social prescribing manager, the children's team manager and the finance manager. Key management compensation for the year was £200,633 (2024 £165,217).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Independent Living	1,301,929	102,420	1,404,349
Getting the Right Start	-	324,695	324,695
Connected with the Community	56,044	22,420	78,464
Community Voice	-	17,284	17,284
Other trading activities	98,601	19,626	118,227
Investment income	6,105	35	6,140
Total	1,462,679	486,480	1,949,159
EXPENDITURE ON			
Raising funds	54,793	-	54,793
Charitable activities			
Independent Living	1,322,304	108,754	1,431,058
Getting the Right Start	-	324,132	324,132
Connected with the Community	55,676	20,665	76,341
Community Voice	-	13,095	13,095
Total	1,432,773	466,646	1,899,419
NET INCOME	29,906	19,834	49,740
RECONCILIATION OF FUNDS			
Total funds brought forward	205,428	30,217	235,645
TOTAL FUNDS CARRIED FORWARD	235,334	50,051	285,385

14. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
At 1 April 2024 and 31 March 2025	12,450
AMORTISATION	
At 1 April 2024	5,533
Charge for year	4,150
At 31 March 2025	9,683
NET BOOK VALUE	
At 31 March 2025	2,767
At 31 March 2024	6,917

15. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2024 and 31 March 2025	13,302
DEPRECIATION	
At 1 April 2024 and 31 March 2025	13,302
NET BOOK VALUE	
At 31 March 2025	-
At 31 March 2024	-

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	76,599	161,915
Other debtors	2,659	1,412
Accrued income	17,144	8,888
Prepayments	17,632	18,358
	114,034	190,573

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	18,065	20,331
Social security and other taxes	23,257	23,839
VAT	15,879	8,067
Other creditors	11,580	10,889
Deferred Income	219,065	157,563
Accrued expenses	50,062	37,231
	337,908	257,920

Deferred income

	2025	2024
	£	£
Balance at 1 April 2024	157,563	250,356
Amounts released to incoming resources	(157,563)	(250,356)
Amounts deferred in year	219,065	157,563
Balance at 31 March 2025	219,065	157,563

Deferred income comprises grants and contracts in which the grantor or contract provider has specified that the funds provided are to be used in future accounting periods. Included in deferred income is restricted deferred income of £166,657 (2024 £110,811).

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	£	£	£	£
Fixed assets	2,767	-	2,767	6,917
Current assets	403,851	235,181	639,032	536,388
Current liabilities	(171,251)	(166,657)	(337,908)	(257,920)
	235,367	68,524	303,891	285,385

Comparatives for net assets between funds - 31 March 2024

	Unrestricted funds	Restricted funds	2024 Total funds
	£	£	£
Fixed assets	6,917	-	6,917
Current assets	375,526	160,862	536,388
Current liabilities	(147,109)	(110,811)	(257,920)
	235,334	50,051	285,385

19. MOVEMENT IN FUNDS

	At 1/4/24 £	Net movement in funds £	Transfers between funds £	At 31/3/25 £
Unrestricted funds				
General Fund	235,334	33	(85,000)	150,367
Close Down Fund	-	-	85,000	85,000
	235,334	33	-	235,367
Restricted funds				
Pathways	7,484	-	-	7,484
Parent Carer Forum	8,334	32,928	-	41,262
SEND Advice	15,645	-	-	15,645
Covid Response	1,872	(181)	-	1,691
Bright Futures (City Bridge Trust)	745	(745)	-	-
PA Training	204	-	-	204
Active From Home	4,173	(4,173)	-	-
South Western Railways - Bridging the GAP	1,019	-	-	1,019
Children services (Richmond Mayor Fund)	8,849	(8,849)	-	-
Catalyst	66	(66)	-	-
Chamber Trust	1,324	(539)	-	785
Grocery Card	-	434	-	434
Richmond Charities	336	(336)	-	-
	50,051	18,473	-	68,524
TOTAL FUNDS	285,385	18,506	-	303,891

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	1,511,447	(1,511,414)	33
Restricted funds			
Family Matters Richmond	56,493	(56,493)	-
Family Matters Hounslow	45,516	(45,516)	-
Pathways	86,338	(86,338)	-
Parent Carer Forum	47,450	(14,522)	32,928
SEND Advice	50,600	(50,600)	-
Covid Response	2,048	(2,229)	(181)
Get Active	2,955	(2,955)	-
Bright Futures (City Bridge Trust)	56,028	(56,773)	(745)
PA Training	20,000	(20,000)	-
FriendBee (HF)	176,684	(176,684)	-
Active From Home	-	(4,173)	(4,173)
Children services (Richmond Mayor Fund)	90	(8,939)	(8,849)
Catalyst	9,904	(9,970)	(66)
Chamber Trust	2,988	(3,527)	(539)
Grocery Card	1,909	(1,475)	434
Richmond Charities	13,431	(13,767)	(336)
	572,434	(553,961)	18,473
TOTAL FUNDS	2,083,881	(2,065,375)	18,506

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/23 £	Net movement in funds £	At 31/3/24 £
Unrestricted funds			
General Fund	205,428	29,906	235,334
Restricted funds			
Family Matters Richmond	(4)	4	-
Family Matters Hounslow	(2,394)	2,394	-
Pathways	7,484	-	7,484
Parent Carer Forum	154	8,180	8,334
SEND Advice	2,895	12,750	15,645
Covid Response	1,174	698	1,872
Welfare Grants	2	(2)	-
Bright Futures (City Bridge Trust)	687	58	745
PA Training	3,084	(2,880)	204
Active From Home	3,116	1,057	4,173
South Western Railways - Bridging the GAP	1,019	-	1,019
Children services (Richmond Mayor Fund)	13,000	(4,151)	8,849
Catalyst	-	66	66
Chamber Trust	-	1,324	1,324
Richmond Charities	-	336	336
	30,217	19,834	50,051
TOTAL FUNDS	235,645	49,740	285,385

19. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	1,462,679	(1,432,773)	29,906
Restricted funds			
Family Matters Richmond	57,319	(57,315)	4
Family Matters Hounslow	44,858	(42,464)	2,394
Pathways	68,052	(68,052)	-
Parent Carer Forum	17,285	(9,105)	8,180
SEND Advice	47,823	(35,073)	12,750
Covid Response	4,421	(3,723)	698
Welfare Grants	-	(2)	(2)
Get Active	2,045	(2,045)	-
Bright Futures (City Bridge Trust)	45,500	(45,442)	58
PA Training	10,417	(13,297)	(2,880)
FriendBee (HF)	138,888	(138,888)	-
Active From Home	18,000	(16,943)	1,057
Children services (Richmond Mayor Fund)	4,792	(8,943)	(4,151)
Catalyst	6,000	(5,934)	66
Chamber Trust	2,988	(1,664)	1,324
Grocery Card	2,187	(2,187)	-
Richmond Charities	15,905	(15,569)	336
	486,480	(466,646)	19,834
TOTAL FUNDS	1,949,159	(1,899,419)	49,740

Funded by City Bridge Trust, **Bright Futures**, SEND Transitions supports parents and their young people to navigate the changes to their education, social and health care as they move from children to adults' services. The restricted funding of £55,200 covers salaries and associated costs, workshop delivery and the development of an online resource.

SEND (Special Educational Needs and Disabilities) **Advice** - Specialist advice and advocacy services supporting families to get the right support for their children and young people at home, at school and in the community. During the year this service received a restricted community grant of £26,863 from the Hampton Fund and £23,737 from Richmond Parish Lands towards the salary and associated costs of the SEND Advisors.

Family Matters Richmond - a support service for families with children and young people with SEND. During the year this service received a restricted grant from Richmond Parish Lands of £22,977and received a restricted community grant of £32,000 from the Hampton Fund towards the salary and associated costs of two part-time parent support worker and admin support.

Family Matters Hounslow - a support service for families with children and young people with SEND. A restricted grant from Children in Need for core costs of £31,961 was allocated to fund the salary and associated costs of a full-time family support worker, workshop delivery and admin support.

Parent Carer Forum - during the year this service received a restricted grant of £17,500 from the Department of Education to facilitate the running of the forum and £29,950 from Achieving for Children.

FriendBee (SEND Befriending) - a specialist befriending service for children and young people with SEND enabling them to get out into the community and participate in activities and develop social skills. During the year this service a restricted grant of £52,922 from the Big Lottery Fund

19. MOVEMENT IN FUNDS - continued

Pathways - Information, advice and advocacy to disabled people and people with mental health conditions who are struggling with housing, benefits or social care issues. During the year this service received a restricted fund £86,296 from Propel.

Skills for care awarded us £20,000 to deliver Personal Assistant (PA) & Employer Training with our partners Action on Disability (AoD) and Disability Action Haringey (DAH) on Zoom and in person. Funding covered the cost of specialist trainers, venues, PA expenses and administration costs.

A restricted grant of £13,430 was awarded by Richmond Charities and £9,903 from Richmond Foundation, to be distributed to vulnerable residents in need.

Designated Close Down Fund. Funds set aside to cover costs in the event that the charity must close down.

20. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. Pension contributions totalling £10,751 (2024 £10,889) were payable to the fund at the balance sheet date and are included in creditors.

21. RELATED PARTY DISCLOSURES

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

22. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1.

RUILS

England & Wales - Charity number 1127896

Accounts

REGISTERED COMPANY NUMBER: 06682677 (England and Wales)
REGISTERED CHARITY NUMBER: 1127896

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

FOR

RUILS

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RUILS

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

	Page
Chair's Statement	1
Report of the Trustees	2 to 14
Report of the Independent Auditors	15 to 17
Statement of Financial Activities	18
Balance Sheet	19
Cash Flow Statement	20
Notes to the Cash Flow Statement	21
Notes to the Financial Statements	22 to 34

RUILS

CHAIR'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

It gives me great pleasure in presenting my first Ruils Annual Report and Accounts for year ending March 2024. I became chair in November last year and feel very privileged to be given this fantastic opportunity. I would like to thank my predecessor Gareth Bubbins for his leadership and commitment as Chair and am delighted that he will remain with us in a trustee role.

This year we have seen a number of changes to the Board. After many years as a trustee Gareth Savin decided to stand down. I would like to thank him for his commitment, dedication and service to Ruils. We were all shocked and saddened by the passing of Alan Benson. He will be greatly missed as a campaigner, an advocate for Disability Rights and Ruils Ambassador. We are pleased that Patty Lloyd, a long-standing volunteer, and Gemma Taylor have joined the Board and we look forward to working with them. There is a lot of work ahead, but with the support of my two vice-chairs, Sian Bates and Amber Debenham, and fellow trustees, I am confident that Ruils will continue to flourish.

This has been a very special year with Ruils as we have celebrated 20 years of service to the community. It has been wonderful to see, remember and reflect on the many people - staff (past and present), clients, former trustees, council and voluntary sector partners - who have helped shape and develop Ruils from a small group of Disabled people sat round a kitchen table to the vibrant charity it is today. So much has changed over the years, but our vision remains the same - we exist to remove the barriers that prevent Disabled people from living independent lives.

This work is more important than ever. We continue to see the number of referrals increasing across all of our services. Social Prescribing is now embedded in the community and there is a greater number of people engaging in community activities and getting the services they need in place. We have expanded our community outreach, hosting Health & Wellbeing events across the borough that have enabled local people to meet and talk to local providers and charities, try new activities and get free health and wellbeing checks. We have also seen greater integrated working across the NHS, Social Care and the voluntary sector with the roll out of the Proactive Anticipatory Care service.

We believe strongly that Direct Payments open the door to greater choice and control for Disabled individuals and are delighted to have retained the Direct Payment Support Service for Richmond and been awarded it in Wandsworth. We have also managed to increase the capacity of our Pathways (Benefits and Housing Advice service) by employing a second case worker and have achieved the Advice Quality Standard (AQS), validating the high standard of advice given by this service.

Having begun as a campaigning organisation, one of our strategic aims was to enhance our campaign work to give local Disabled people a stronger, more prominent voice. We have made great strides in this area with our Housing Campaign, the Ticket Office closure direct action and the increasing number of attendees at our peer led user-groups. We hope to build on this next year with a particular focus on creating future activists.

The charity has had another sound financial year. In order to support our staff team, the board agreed Cost of Living salary increase that resulted in a projected deficit budget. However, due to the hard work of our fundraising team and our strong track record of delivery, we managed to secure increased funding through fundraising and new projects and have therefore ended the year with a surplus.

Our dedicated team of staff and volunteers has continued to deliver exceptional levels of service. Our annual staff survey showed that staff feel very supported working at Ruils, and that they are totally aligned with and committed to our vision and values. Career progression remains a challenge and from staff feedback we have instigated a staff pay and benefits review, the resulting actions of which will be implemented in 2024/2025. We remain committed to ensuring that staff have the environment, training, development and support to thrive.

I would like to thank my fellow trustees for their support, our staff team for their hard work and dedication and our volunteers for their enthusiastic commitment. We continue to operate in a challenging environment, but I am confident that together we will continue to deliver high quality services that make a difference to the lives of Disabled people.

J. Getley

Jane Getley
Chair
27 September 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted 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 applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our purpose, as set out in the objects of our memorandum of association, is to alleviate the needs of disabled people, and others in need by reason of ill-health, financial hardship or other disadvantage, to live independent, equal and inclusive lives.

Ruils exists to remove the barriers that prevent disabled people from living independent lives. Our vision is for a society where all individuals have choice and control to live independent lives. It is our mission to provide a range of services to enable individuals to be independent and to live the life of their choice.

For the year ending March 2024 our principal objectives were as follows:

- Develop and deliver activities and services that make a difference to our clients
- Influence attitudes, policies & practices to remove barriers to independent living for disabled people
- Be sustainable and financially and operationally resilient
- Have a committed, high performing team of staff, volunteers and trustees
- Have our work recognised for its excellence.

Significant activities

We deliver a range of holistic, outcome-focused services that aim to remove the barriers to living an independent life. This year there were four main strands to our activities:

Getting the Right Start
Our children's services provide parents with information, advice and support to enable them to get their young person with additional needs and disabilities the education, community and home support they need to thrive. Services included:
- Family Matters - Hounslow and Richmond
- SEND Specialist Advice
- FriendBee - SEND Befriending
- Bright Futures - SEND Transition Service

Living Independently
We provide a range of services that enable residents to remain living at home and connected to their community, including:
- Direct Payment support in Richmond and Wandsworth
- Social Prescribing
- Pathways - benefits, housing & social care advice and support
- Proactive Anticipatory Care (PAC) working with NHS & social care colleagues to coordinate care & support
- Counselling
- Health in Your Hands
- Core 20+Programme
- Special Projects - Homes for Ukraine (supporting Ukrainian guests to access health & community activities)

Connected with the Community
Ruils' community and befriending services enable people to engage in accessible, peer led activities in their community. Activities include: a community choir, allotment keeping, indoor bowls, creative writing, mental health support group, Breathworks & Mindfulness group and theatre workshops.

Community Voice
Our peer led community involvement groups, Your Say and the Richmond Transport and Mobility Forum, aim to ensure disabled people's voices are heard and that their views influence local decision-making. We also collaborate with other organisations to campaign for change on a local and national level.

Public benefit

We review our aims, objectives and activities each year and in so doing, the trustees have taken in to account the guidance on public benefit published by the Charity Commission. In reviewing these aims and planning future activities and services we consider and evaluate the outcomes of each activity and the impact it will have on our beneficiaries and stakeholders.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

2024/2025 marked the 20th anniversary of Ruils. It has been a great opportunity for reflection; acknowledging the hard work and dedication of our staff and trustees, celebrating what we have achieved for local residents as well as what we have achieved as a charity. Against this backdrop, we were delighted to win the Direct Payment Support Service contract in Richmond and Wandsworth. Ruils was formed 20 years ago by a group of Disabled people whose main aim was to campaign for Direct Payments. Not only have Direct Payments been implemented, but we are now contracted by the very people we campaigned to deliver them. A fantastic achievement.

Our staff remain our biggest asset and their wellbeing is of paramount importance to us as a board. This year we have consolidated our commitment by introducing peer wellbeing champions who provide support to staff and are developing and delivering wellbeing initiatives to enhance resilience and improve wellbeing. We are currently reviewing our pay and benefits package and will implement any required changes in 2024/2025. The commitment of staff to their clients, their team and to Ruils continues to be exceptional.

1. Getting the Right Start

Our children's services team works with local parents to remove the barriers facing their disabled children and young people to create a more level playing field so they can reach their full potential. This year we have challenged our approach to our service delivery ensuring we empower our parents to be able to act independently of us supporting their children to achieve more. Increased demand and a reduction in capacity on one of services, has resulted in waiting lists for some of our services. This has been well managed by the team - utilising the experience of volunteers, triaging clients and offering drop in sessions for families who are waiting. Over the last year the Children's Team has had just short of 1,000 attendances by parents at one to ones, case work, workshops and group work.

We value the collaborations we have with partner organisations in the borough and our SEND Collective Thinking Group, which we started last year, now has an active membership of 30+ members in Richmond. This group provides a safe space for organisations to share their concerns, issues and best practice.

Family Matters (Richmond & Hounslow)

Our Family Matters Service covers the boroughs of Richmond and Hounslow. Caring for a child with SEND can have a wide-reaching impact on the whole family and this service addresses these challenges. It may start with providing timely information, but is also about empowering parents so that they have increased awareness and confidence, feel less isolated and are able to cope better.

We have continued to see a trend towards parents struggling with mental health issues, housing and finances. Our one to one work with clients has focused in these areas and we have increased our collaborative work with other organisations to give parents additional support. Our group work also enables families to meet each other and form their own support networks.

In the last year our Family Matters Team reached 292 families via one to one work, casework and group sessions. 199 were in the Richmond borough and 93 in Hounslow borough. In addition to this, 235 families benefitted from attending workshops in both boroughs.

FriendBee (Befriending Service)

This year we have supported 103 families, with 45 families using the service at least once. 30 new families have registered for the service and we have recruited 23 new befrienders. Our befrienders have delivered 5,600 hours of befriending across Richmond and Kingston boroughs.

FriendBee continues to change the lives of young people with SEND and their families. Where a match is successful it can significantly improve the lives of the young person, befriender and the wider family. At the heart of our ethos is that Ruils is run by, and for, disabled people. We are therefore delighted that some of our own befrienders have come full circle, with previous clients of the service now becoming befrienders themselves.

We are also proud of the success of our Minecraft Group, which was set up in response to feedback from our young people and parents. It is a safe and supportive space for them to come and enjoy the world of Minecraft, whilst developing social and life skills. This year, 8 young people attended the group on a fortnightly basis and developed skills to improve their communication, resilience and independence.

SEND Advice

The SEND Advice Service provides training and advice to help equip parents to access SEN support in schools and colleges, and navigate the EHCP process. It also offers representation and support in meetings with schools, annual reviews and mediation with the Local Authority.

This year this service has encountered staffing challenges, but in spite of this we have continued to take referrals throughout the year and have worked with 138 clients. This was achieved through the hard work and resilience of our staff, and the invaluable support of our parent trustee who has joined the team as a volunteer.

We continue to offer a bespoke service ranging from telephone advice to long term case work, as well as delivering workshops and group sessions for parents.

Bright Futures, SEND Transition support
This service is now firmly established in the borough and has reached a further 156 families this year. We have worked with 78 parents on a one to one basis offering support on a range of issues from housing, education and social activities. 112 parents attended at least one of our 15 workshops and we are facilitating 3 parent-led groups. One of our aims this year was to increase the opportunity for our young people to have a voice. This was achieved through the four Dreams Bubbles workshops we delivered in local schools. These workshops gave young people the tools to express their hopes and aspirations for their future.

In addition, feedback highlighted a gap in SEND activities for two different groups of young people. We piloted two clubs one for severely disabled young people and a second more for more able disabled young people. The clubs centre round life skills e.g. cooking and social activities e.g. music making. This has created a space for young people to try new activities, express their likes and dislikes and have a say in how they want their lives to be.

We have continued to curate our online knowledge base and are looking forwarded to the launch of the new Information Hub when our website goes live later in the year.

2. Living Independently
Our independent living services provide information, advice and practical support to enable residents to live the life of their choice.

Direct Payment Support Service
Having successfully won the Direct Payment Support Service Contract across Richmond and Wandsworth Boroughs, service delivery started in July 2023 with a new team working from our Wandsworth office. Whilst the transition from the previous provider went relatively smoothly, we soon realised we had significant work to do to support clients to properly understand their employer responsibilities and to ensure their managed accounts were accurate and up to date. Nevertheless, we supported 100 clients in Richmond and 119 clients in Wandsworth to recruit new Personal Assistants (PAs) and a total of 344 clients were supported with information and advice across the two Boroughs. We supported 697 clients with Managed Accounts and provided payroll services to 499 employers during the year.

We were successful in securing funding for PA Training which we delivered with partners Action on Disability Hammersmith via online and in-person courses including First Aid, Resilience, Health and Safety in the Workplace and Epilepsy Awareness. We continue to keep clients safe by providing in house training on 'Being an Individual Employer' and ensuring they are up to date with legislation. We have increased the frequency of Direct Payments training for Social Workers to monthly due to particularly low levels of awareness and knowledge in Wandsworth.

We worked with 9 self-funders, supporting them to use the find-a-pa website, recruit PAs and set up care arrangements. An upgrade to the find-a-pa website will be delivered in 2024.

Connect to Tech
We continued working with Richmond Aid, Richmond Mind, Mencap and Age UK, to support clients experiencing digital exclusion to get connected.

Our "Try before you buy" service enables residents to trial a device e.g. a tablet or smart phone, for 3 months for free. We supported 38 clients to identify, set up and manage the appropriate device and to purchase their preferred device at the end of the trial period and provided advice, guidance and trials to 57 clients overall.

We extended our tech offer to include smart watches and worked with the Social Prescribing Service to promote this via GPs as support to get healthy. We also agreed a 'set-up' service to support the council's Assistive Technology Project and provide clients support to set up devices. Clients were signposted and supported to project partners: RAID, Mind, Mencap and Age UK for one to one training, troubleshooting and workshops on popular topics such as online shopping. This service has significantly improved independence and reduced loneliness and isolation for many clients.

Pathways
Pathways has had another busy year. We passed a major milestone in September 2023 when we obtained our AQS accreditation. This was really important for service development and demonstrating to partner agencies, funders and clients that we are meeting high quality standards with our service delivery and case recording. We worked with 5 other DDPOs to secure funding to extend and expand the service, recruiting a Trainee Caseworker in November 2023 and promoting our existing caseworker to Lead Caseworker. The new Trainee Caseworker has settled into the team well and has now completed an in-depth Learning to Advise course which covered a range of topics on housing and benefits.

We worked with 74 clients and secured £174,300 in back payments of benefits to clients with further claims to be progressed in the next financial year. Inappropriate housing and disrepairs remain a common issue and we have supported our Campaigns Manager with our Housing Disrepairs Campaign, which will hopefully contribute to positive systemic change.

Counselling
There has been a noticeable increase in demand for our counselling service prompting an expansion of our team from 10 to 12 counsellors and the recruitment of an additional part time coordinator. Operating 2 days a week, we now deliver one-hour counselling sessions to 34 clients per week and we have reached 120 clients over the year. Our service remains one of the only free/low-cost counselling services in the Borough of Richmond, ensuring accessibility and support within our community. Challenges faced by the service continue to be availability of rooms at DAAC and securing funding. However, our service has responded adeptly to the growing demands for counselling, ensuring the quality of and accessibility to our service is not compromised and that the outcomes for clients remain extremely positive.

Welfare Grants
In addition to the funding we receive from Richmond Charities and a private donor, we were selected to take part in the Catalyst Pilot - a new scheme run by Richmond Parish Lands. The grant awarded to us is to be distributed to people experiencing financial hardship. The grant values vary according to the need of the client but typically do not exceed £500. This year we administered 100 grants which were spent on a range of items such as paying for utility bills, groceries, school uniforms, essential household items, specialist equipment and clearing debts.

Thanks to a generous donation from a local business, we were able to give out 15 £50 gift vouchers to clients in need to purchase groceries.

Social Prescribing
Our team of link workers continue to support residents to access services and engage in their community. We received 3,234 referrals, mainly from our local GPs. Consistent with previous years the predominant reasons for referral are social isolation and mental health support. There has also been an increase in referrals for benefits advice and access to food provision due to the cost of living increases.

We have continued to work in partnership with Richmond Council, providing 109 home visits for Ukrainian guests sponsored through the Homes for Ukraine scheme.

The team continues to support clients to overcome barriers and engage with services and activities. Overall, they have provided 6,916 prescriptions to clients - these range from benefits advice to social activities in the community.

Feedback from Link Workers indicated that due to the increase in cost of living, the cost of items or attending classes was deterring clients from engaging with activities creating a gap in provision. Following a successful application to the Active Richmond Fund, we have been able to provide a grant up to the value of £100 for clients to purchase items they need to become more active and engage in physical activities.

In partnership with Public Health and Richmond Council for Voluntary Services, we undertook a review of the sector specifically focusing on capacity and the impact of Social Prescribing. The Gap Analysis Report provided helpful insights to both the health and wellbeing services available in the borough and the pressures that organisations face in the current challenging environment.

In August our service moved to a new case management system, Joy, with a short lead time and notice. This now provides an accessible local directory of services for local residents and health and social care professionals.

Community Conversations
Working in partnership with the NHS Integrated Care Board, our Community Connectors visited residents from March to May 2023. They completed surveys to ascertain what residents knew about their local area, what they felt was missing, as well as gaining a better understanding of their current health and wellbeing.

Community Connectors provided information on services and activities within specific areas and Link Workers accepted self-referrals for residents who wished to engage with Social Prescribing and access further support. The data gathered from these conversations will be used to plan activities and events in these different areas.

Proactive Anticipatory Care (PAC)
Following the successful pilot in the Teddington Primary Care Network (PCN) this service was rolled out to the other 5 PCNs in Richmond during September 2023.

Working directly with a core team of multi-agency professionals, PAC Care Coordinators have focused on supporting individuals with escalating risks to their independence, health and wellbeing. The team have started to embed themselves within primary care and work in partnership with HRCH and Adult Social Care to address those at risk, creating personalized strength-based care plans.

In addition to the 263 referrals that have been accepted, PAC Care Coordinators continue to work with clients who do not meet the criteria to access support and services in their community. The care coordinators continue to build strong partnerships with a range of health and social care professionals, putting the client in the centre and advocating on their behalf where required.

Health in Your Hands (HIYH)
Health in Your Hands has continued to deliver a holistic approach to tackling neighbourhood health inequalities. Coverage has expanded from the initial focus within Hampton North to include Mortlake, Castlenau and Ham.

The service has offered in-reach and worked directly with 60 clients identified by surgeries within 3 Primary Care Networks. They have been supported on a one to one basis to manage their existing long-term health conditions, alongside coproducing action plans and setting goals around their social needs.

Our Wellbeing Coordinator has also offered basic health checks, within identified areas of deprivation, to those attending community groups and activities. Overall, 311 basic health checks were provided, with 35% of people requiring further investigation by a healthcare professional based on their blood pressure. 25% of people required further investigation due to their diabetes risk score.

Our Wellbeing Coordinator has continued to network and develop relationships with voluntary sector providers, culminating in hosting several Health and Wellbeing Fairs to create a visual presence within the community. These have been well received by local residents, providing direct access to local organisations who offer support.

Throughout the year, there has been one Wellbeing Coordinator covering multiple areas and this has created additional pressure on the service. Funding has been secured for another post holder and we are now working alongside the integrated care system and public health to work cohesively and as a single point of outreach for the local community.

3. Connected with the Community
We drew from a pool of 90 volunteers to deliver our Befriending and Active from Home services, which have gone from strength to strength this year. Local residents have joined our inclusive and accessible activities giving them a sense of purpose and combatting isolation. We achieved over 3000 attendances across our Group Activity sessions and are very proud that some of our clients have gained so much benefit from the activities that they have become volunteers themselves, one of them even becoming a group leader.

Delivered in partnership with Cambridge Park Bowls Club, our Bowls Activity won the Richmond Community Heroes Project of the Year Award and two of our volunteers from St. Mary's University won their annual Work Placement Awards. Ruils Allotment has been shortlisted for this year's Community Heroes Project of the Year award and we have a volunteer shortlisted for Outstanding Volunteer. The creative writing group is working on an anthology of their work, with the aim of publication early in the new year.

As part of our Core20 project we jointly delivered 7 health and wellbeing events, as well as supporting HIYH one day a week by providing health checks and advice and signposting at outreach events.

Recruiting the required volume of volunteers to fully meet the demand for services has been a challenge, but we have attended volunteer and recruitment fairs across the borough and utilised social media and word of mouth to full effect. Waiting times for our services are increasing, as demand has risen notably across the Borough for all organisations providing similar services and we manage expectations with referrers accordingly.

We delivered Christmas food parcels to 90 households (approximately 250 people) across the Borough of Richmond. This was made possible due to the generosity of our local community including schools, churches and local business network and the incredible effort of over 30 volunteers and staff who helped us pack and deliver.

4. Community Voice

Your Say & The Transport & Mobility Forum

Our user groups moved back to in person meetings in Teddington for the first time since the pandemic. This has resulted in a significant increase in attendance to the Transport and Mobility Forum and a steady attendance to Your Say. The focus for both groups is to create and implement campaigns that could be used to draw new members and increase engagement.

Your Say has focused on access to same day GP appointments. What started with a member sharing their recent experience of not being able to get a same day appointment turned into a campaign to create a guide to help Practice Managers and surgery staff understand the barriers Disabled people face when trying to make an appointment. Your Say members created a guide which will be presented to the Practice Manager Forum in June. Through peer discussion, Your Say members support each other to address day to day issues they are facing. One of these is access and members are looking into reinvigorating its high street accessibility campaign, which will launch next year.

The Transport and Mobility Forum remains an important space for local Disabled people and transport providers to come together to improve public transport access across the borough. Sadly, our Chair, Alan Benson, passed away in December 2023. He was a passionate and dedicated access activist and we were pleased to appoint Jamie McCormack and Mary Harrison as the new co-chairs to take Alan's considerable legacy forward. The group has increased in numbers considerably and we are pleased that Richmond Council and local Councillors are taking an interest in the forum and are regularly attending.

Parent Carer Forum

Hosted by Ruils, the Parent Carer Forum gathers and promotes the views of local parents and works with the Local Authority to co-produce services for children/young people with Special Educational Needs and Disabilities (SEND).

The Parent Carer Forum currently has 649 members.

Engagement

We have been communicating with our members, supporters and the local community via our quarterly newsletter reaching 3,371 people this year. We sent out 32 newsletters across the year with an average open rate of 54.5% (17-28% is deemed good) and 13.8% click rate (over 2.3% is deemed good), which is a near 300% increase from last year.

Social media is a powerful tool keeping us up to date with national trends as well as being a platform to share our work. Our following has grown by 820 people across our channels and our posts have 578K impressions across networks. We currently have 1,300 followers on Facebook, 1,897 followers on Twitter, 869 on LinkedIn and 763 on Instagram. We reached a total of 184k individual people. Engagement rate has remained steady and averaged at 8.4% across platforms.

At present we have 163 fully registered members; 71 members have been added since January 2023. We have 130 full members, 31 associate and 2 corporate members.

Campaigning

Our campaign work has focused on social housing disrepairs in Richmond. We worked with Multicultural Richmond and a collective of voluntary sector organisations to collect feedback from local residents on their experiences with disrepairs. A report highlighting our findings has been produced and will be presented to housing providers and recommendations will be made for systemic change. The future of the campaign will be to hold providers to account based on their response to our recommendations. The end goal is to co-produce changes that will make their services more efficient, effective and accessible.

The strategic communications project, Talking About Disability, that we have been working in partnership with Inclusion London, Inclusion Barnet and a group of DDPOs has been published. We were involved in the launch event and in particular we presented the ways in which we have embedded the learnings in to our communication. This project highlighted the importance of language and communication in changing and improving the lived experience of Disabled people.

We worked in partnership with Disability Action Haringey on the No Vote No Voice campaign, aimed at getting more Disabled people registered to vote and increase awareness of new photo ID voting registration laws. We attended 8 events to speak with local people and reached approximately 25k people through social media posts.

During the year we have fed in to numerous consultations, made representations to our MPs and completed and shared petitions. We were able to respond quickly to emerging situations, a good example being the proposed closure to train station ticket offices. We were able to share the consultation widely and, with local partners, we led a protest outside Mortlake station. This demonstrated the power of collective action.

We have become members of the Hidden Disabilities Sunflower Lanyard scheme to bring awareness to hidden disabilities within our staff team and wider community. We have also produced Dementia Friendly badges for the staff team and have championed the use of these across Richmond Borough.

Quality Standards
We hold the ISO 9001-2015 Quality mark and we are pleased to be have been awarded the Advice Quality Standard for our Pathways service. We are also a Disability Confident Employer and an accredited London Living Wage Employer.

Fundraising Activities
We continued to build on our community fundraising success, raising over £118k to fund our Counselling Service, campaign work and supplementing our funding for local inclusive activities and SEND advice and Befriending. Endurance events proved our biggest fund raising success, generating just under £20,000. with Our annual rugby dinner came a close second, raising just over £16,000. Individual donations amounted to £14,000 and corporate donations raising just under £13,000. We are grateful to our local community for their support. This diversified income stream enables us to respond flexibly to fluctuating funding and demand for new services.

FINANCIAL REVIEW

Financial position

In 2023/2024, we generated a total income of £1,949,159 (which is an increase from 2022/2023 £1,569,455). Total spending was £1,899,419 of which staffing costs were £1,474,510, representing 77.6% of total costs. The overall surplus for the year is £49,740, however of this just over £19,000 is designated as Restricted Funds and a further £5,000k of the Unrestricted Funds are designated. The overall surplus is therefore £25,000.

Principal funding sources

The principal funding sources of the charity are NHS and Local Authority contracts, grant income, donations and fundraising.

During the year we received funding from Richmond General Practice Alliance (RGPA), NHS SWL ICB, the London Boroughs of Richmond and Wandsworth, Active Richmond Fund, Richmond Charities, Richmond Parish Lands, Hampton Fund, Children in Need, the Community Lottery, City Bridge Trust, Action on Disability, Trust for London, Inclusion London, Skills for Care and Hounslow Thriving Communities.

Reserves policy

Our Reserves Policy is designed to ensure that we hold sufficient unrestricted funds to maintain the charity's core and essential activities, to pay for unexpected costs and to meet contractual liabilities in the case of closure. Our aim is to hold in reserve the equivalent of 3 months operational running costs. In to 2023/2024, the Board agreed a deficit budget. It was important to the Board to acknowledge the hard work and dedication of the staff team as well as the financial pressures that our staff were experiencing with the cost of living increases. We have had a very successful year; community fundraising exceeded all expectations and we managed to deliver new projects which have improved our financial position.

From a deficit position, we have ended the year with a surplus and have therefore managed to make a small contribution to our reserves this year. Unrestricted reserves have therefore increased from £205,428 to £235,334 and Restricted funds increased from £30,217 to £50,051.

Principal Risks and Uncertainties

The Board has a risk management strategy which comprises a regular review of the major risks or uncertainties to which the charity is exposed, in particular those relating to the operations and finances of the charity. The Risk Register is reviewed by the Board at every sub-committee meeting throughout the year and risks and mitigations are updated as required. The CEO highlights key risks and mitigations on a Risk Dashboard at every Board meeting.

The Board is therefore satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

We are currently delivering a diverse range of services, some of which are dependent on NHS contracts and Large Trust funding. Our ability to continue to deliver our mission through some of these services is dependent on National Policy decisions which will impact available NHS funding.

The most significant risks we currently face and are mitigating against include:

(i) Change in NHS strategy or funding that reduces the demand for voluntary sector organisations to deliver key services. We are working with our NHS partners to demonstrate the added value our work delivers.

(ii) Loss of key staff - Staff retention is a Board priority as service delivery is dependent on our talented and experienced staff team. We have therefore invested in our staff supervision, support and wellbeing programmes to ensure staff feel valued and supported.

(iii) Failure to secure further funding - three year Trust funding is coming to an end in March 2025. We are applying for continuation funding as well as looking at alternative funding.

PLANS FOR THE FUTURE

Strategy

We have been delivering to our three-year plan with a particular focus on securing the Direct Payment Support service contract and an increased focus on campaign work. In the new year we will be consulting with staff and trustees and developing a new three strategy for delivery in 2024-2026.

Funding

Three year funding from the Community Lottery and Children in Need have secured the FriendBee Befriending and Family Matters (Hounslow) services and have enabled us to utilise our community fundraising to fund our counselling service, our campaigns and communication work whilst supplementing our Children's Services e.g. Family Matters. Securing the Direct Payment Support Service for Richmond and Wandsworth has increased our financial sustainability and we have seen an increase in our NHS funding to cover our community work through Health in Your Hands, Core20 and Community Conversations. We are working with the Richmond GP Alliance to ensure that the Social Prescribing contract is renewed in March 2025 and our ICB partners to secure forward funding for our community health inequalities projects.

Staff Wellbeing and Retention

Staff wellbeing and retention remain an important focus for the organisation. We have implemented a new appraisal and development programme that helps managers to identify key strengths and areas for development for every member of staff. We have continued to support staff mental health by providing external support, coaching and mentoring as well as by providing opportunities for staff to unwind with colleagues at away days and at social events. We have a team of Wellbeing Champions who provide one to one support to the team as well as developing and organising workshops and activities to support staff e.g. posture at work talk, staff compliment scheme.

Property

We continue to work out of a Council owned property in Richmond and pay nominal management fees and rent and we have secured an office in Wandsworth. Staff working from home, an office rota scheme which enables staff to book desk space and our new office in Wandsworth have reduced the pressure on office capacity. Flexible working space, space for activities and counselling is still very much required, however with the current funding challenges we have paused our search.

Board of Trustees

This year we lost two long serving trustees, Gareth Savin and Alan Benson. Their lived experience, constructive challenge and helpful insights will be sorely missed. We have actively recruited two new trustees to the board, one with events experience and the other with campaigns and communication experience. This has enhanced the board's skill base. We have implemented a programme of mandatory trustee training and have appointed a designated Safeguarding lead.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Ruils is a charitable company limited by guarantee and a registered charity. It was founded in 1999 and registered as a charity in 2002 (number 1099930). The company was incorporated as a charitable company limited by guarantee in August 2008 and is registered in England and Wales (company no: 06682677 & charity no: 1127896).

Our Membership

Ruils is a user-led charity and a membership organisation. There are three types of membership: full, associate and corporate. Full Membership is available to a disabled person aged 16 or over and to a person who is not a disabled person but is a parent or legal guardian of a young person under 16 or aged 16-25 with a special educational need and/or a disability). Full members have voting rights.

Associate Membership is available to an individual who is not eligible to be a full member, but who supports the Charity's objectives. Associate members do not have voting rights at Annual General Meetings (AGM) or Extraordinary General Meetings (EGM), but subject to an available vacancy, can serve on the Ruils board as part of the 25% non-disabled membership. Corporate Membership is available to organisations who are DPULOs (Disabled People's User-Led Organisations), or other organisations who support Ruils' Objectives, and/or whom the Board decides to admit to membership. Corporate members have a right to send a representative to attend the AGMs or EGMs, but have no voting rights.

In total we have 231 members - 162 full members, 67 associate and 2 corporate members. The liability of the full members is limited to an amount not exceeding £1.

Recruitment and appointment of new trustees

Under the requirements of our Memorandum and Articles of Association, the members of the Board of Trustees are elected to serve for a maximum period of three years after which they must stand down. They may seek re-election for a further term. Each year one-third of the elected trustees are subject to retirement by rotation. The appointment of trustees takes place by nomination and election at the AGM.

Ruils is a Deaf and Disabled People's Organisation (DDPO) and has made a commitment to ensure that a minimum of 75% of the board is made up of disabled people. Trustees must be representative of their constituents and/or be people with skills, knowledge and experience necessary to run an effective registered charitable company limited by guarantee. One space on the board is designated to a parent of a disabled young person.

The number of trustees cannot be less than four or greater than fifteen. When considering co-opting trustees, the Board will consider the specialist knowledge, experience or skills required on the Board and the credentials of the individual co-opted.

Organisational structure

Ruils has a Board of Trustees of up to fifteen members who meet bi-monthly. They are responsible for the governance, strategic direction and policies of the charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. At present the Board has 13 members from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer also attends board meetings but has no voting rights.

Trustees are also members of our sub-committees that meet at least 4 times per year: Personnel, Finance, Fundraising & Marketing, Quality Management Review and Strategy. All sub-committees have a Terms of Reference which outline their level of autonomy and decision-making. The Chief Executive Officer attends sub-committee meetings but has no voting rights.

Register of Interests

Ruils has a comprehensive Conflict of Interest policy and maintains a Register of Interests. Trustees are required to declare their and their family's outside interests.

Equal Opportunities

Ruils operates a policy of equal opportunities. All recruitment, employment practice and service delivery is carried out according to the principle of equal opportunities.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Decision making

This year the Board has reviewed Standing Orders One and Two which define the recruitment and induction of trustees and advisors and the terms of reference for the Board and its sub-committees. The terms of reference for each sub-committee define their remits with the day to day operation of the organisation resting with the CEO who is responsible for ensuring that the charity delivers the services specified and that key objectives and performance indicators are met

Induction and training of new trustees

All trustees are made aware of their responsibilities and commitments. In their induction process, new trustees receive a Trustee Handbook that contains essential information about the charity including the Memorandum and Articles of Association, Standing Orders, key policies, the strategic plan and the latest financial statements. They also meet with the CEO and are given key information on the charity's financial position, the activities of the organisation, objectives and future plans. Training on topics such as the roles and responsibilities of a Trustee, Safeguarding, Data & Cyber Protection and Child Protection is provided.

Pay policy for senior staff

The Charity's trustees and the chief executive comprise the key management personnel of the Charity. The trustees are responsible for setting the strategic direction of the charity and the CEO leads and manages operations on a day to day basis. All trustees give of their time freely and no trustee received remuneration in the year. The pay of all staff is reviewed annually and is normally increased in line with the cost of living indices. This year staff were given a 4% increase to salary. Trustees benchmark salaries against comparable roles both locally and nationally.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or a senior manager of the charity with a contracted supplier or trustee/senior manager of a partner organisation must be disclosed. There are no related party transactions as reported in note 20 of the financial statements.

Risk management

The Board has a risk management strategy which comprises a regular review of the major risks or uncertainties to which the charity is exposed, in particular those relating to the operations and finances of the charity. The Risk Register is reviewed by the Board at every sub-committee meeting throughout the year and risks and mitigations are updated as required. The CEO highlights key risks to the Board at every Board meeting. These risks and mitigation are recorded in the CEO report on a Risk Dashboard.

The Board is therefore satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06682677 (England and Wales)

Registered Charity number
1127896

Registered office
Disability Action And Advice Centre
4 Waldegrave Road
Teddington
Middlesex
TW11 8HT

Trustees
J M Getley (chair)
B M Molloy (treasurer)
A M Debenham (joint vice chair)
S E Bates (joint vice chair)
G A Bubbins
D Bloud
B J Meteyard
D B Prasher
A J Winterburn
R A Wilding
A M Harrison
P Lloyd (appointed 12/2/24)
G Taylor (appointed 18/1/24)
A R Benson (resigned 31/7/23)
G T Savin (resigned 15/6/23)

Chief Executive Officer
Cathy Maker

Senior management
Cathy Maker is supported by Paula Buckton (Adult Team Manager), Sue Hollins (Children's Services Manager), Callum Harvey (Social Prescribing & Community Development Manager) and Bei Yang (Finance Manager).

Company Secretary
R A Wilding

Auditors
Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Bankers

CAF Bank
25 King's Hill Avenue
King's Hill
West Malling
Kent ME19 4JQ

Barclays Bank Plc
Leicester
LE87 2BB

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton
NN3 6NW

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees (who are also the directors of RUILS for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- 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 proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS
The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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 27 September 2024 and signed on its behalf by:

J M Getley - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RUILS

Opinion

We have audited the financial statements of RUILS (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charities activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non -compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

-the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Date: 4/10/2024

RUILS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted fund £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	5				
Independent Living		1,301,929	102,420	1,404,349	1,054,894
Getting the Right Start		-	324,695	324,695	292,288
Connected with the Community		56,044	22,420	78,464	83,303
Community Voice		-	17,284	17,284	26,895
Other trading activities	3	98,601	19,626	118,227	110,466
Investment income	4	6,105	35	6,140	1,609
Total		1,462,679	486,480	1,949,159	1,569,455
EXPENDITURE ON					
Raising funds	6	54,793	-	54,793	45,090
Charitable activities	7				
Independent Living		1,322,304	108,754	1,431,058	1,150,646
Getting the Right Start		-	324,132	324,132	241,365
Connected with the Community		55,676	20,665	76,341	81,963
Community Voice		-	13,095	13,095	26,953
Total		1,432,773	466,646	1,899,419	1,546,017
NET INCOME		29,906	19,834	49,740	23,438
RECONCILIATION OF FUNDS					
Total funds brought forward		205,428	30,217	235,645	212,207
TOTAL FUNDS CARRIED FORWARD		235,334	50,051	285,385	235,645

The notes form part of these financial statements

RUILS

BALANCE SHEET
31 MARCH 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Intangible assets	14	6,917	11,067
CURRENT ASSETS			
Debtors	16	190,573	105,788
Cash at bank		345,815	458,310
		536,388	564,098
CREDITORS			
Amounts falling due within one year	17	(257,920)	(339,520)
NET CURRENT ASSETS		278,468	224,578
TOTAL ASSETS LESS CURRENT LIABILITIES		285,385	235,645
NET ASSETS		285,385	235,645
FUNDS	19		
Unrestricted funds		235,334	205,428
Restricted funds		50,051	30,217
TOTAL FUNDS		285,385	235,645

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 27 September 2024 and were signed on its behalf by:

B M Molloy

B M Molloy - Trustee

The notes form part of these financial statements

RUILS

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	(118,635)	190,327
Net cash (used in)/provided by operating activities		(118,635)	190,327
Cash flows from investing activities			
Purchase of intangible fixed assets		-	(12,450)
Interest received		6,140	1,609
Net cash provided by/(used in) investing activities		6,140	(10,841)
Change in cash and cash equivalents in the reporting period		(112,495)	179,486
Cash and cash equivalents at the beginning of the reporting period		458,310	278,824
Cash and cash equivalents at the end of the reporting period		345,815	458,310

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net income for the reporting period (as per the Statement of Financial Activities)	49,740	23,438
Adjustments for:		
Interest received	(6,140)	(1,609)
Amortisation	4,150	1,383
Increase in debtors	(84,785)	(3,000)
(Decrease)/increase in creditors	(81,600)	170,115
Net cash (used in)/provided by operations	(118,635)	190,327

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/23 £	Cash flow £	At 31/3/24 £
Net cash			
Cash at bank	458,310	(112,495)	345,815
	458,310	(112,495)	345,815
Total	458,310	(112,495)	345,815

3. MAJOR NON-CASH TRANSACTIONS
Donated facilities

In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent of £20,000 for the provision of office space at the Disability Action and Advice Centre in Teddington.

The valuation of the notional rent has been estimated by management. The notional rent expenditure charge is included within support costs.

The notes form part of these financial statements

1. GENERAL INFORMATION

The private charitable company is incorporated and domiciled in England and Wales. The address of its registered office is The Disability Action and Advice Centre, 4 Waldegrave Road, Teddington, Middlesex, TW11 8HT. The registered number of the company is 06682677. The registered number of the charity is 1127896.

The financial information presented is for the year ended 31 March 2024 and 31 March 2023. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

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

Preparation of the accounts on a going concern basis
The financial statements have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves, the financial position, future plans and the expected level of income and expenditure for 12 months from authorising these financial statements.There are no material uncertainties about the charity's ability to continue as a going concern.

Significant judgements and estimates
The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts for services and grants with the London Borough of Richmond upon Thames.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

Income from other trading activities represents the community fundraising activities carried out by the charity primarily to generate income which will be used to undertake its charitable activities.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

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

Raising funds
Costs of raising funds comprise the costs associated with attracting voluntary income aud the costs of trading for fundraising purposes.

2. ACCOUNTING POLICIES - continued

Charitable activities
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
Governance costs include those incurred in the governance of the charity and include the production of the statutory accounts and the audit of the charity.

Allocation and apportionment of costs
Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

Intangible fixed assets
Intangible fixed assets acquired separately are initially recognised at cost.

Performance Management System IT software - straight line over 3 years.

Tangible fixed assets
Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Office furniture and equipment over the value of £2,500 - 33% on a straight line basis.

Tangible fixed assets acquired through capital grants over £2,500 are included in fixed assets and depreciation is charged to the appropriate fund over the useful life of the asset.

Cash at Bank
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

Creditors
Creditors are recognised when 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. Creditors are normally recognised at the settlement amount.

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

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Donated facilities
In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent for the provision of office space at the Disability Action and Advice Centre. The notional rent is considered a gift in kind from the London Borough of Richmond upon Thames.

Pension costs
The charitable company operates a defined contribution pension scheme. Contributions are included in the statement of financial activities in the year they are incurred.

2. ACCOUNTING POLICIES - continued

Pension costs

Voluntary help
A certain amount of time is expended on the charitable company's activities which is donated free of charge. In accordance with Charities SORP (FRS 102), volunteer time is not recognised. Details of volunteer support and services are provided in the trustees' annual report and the notes to the accounts.

3. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Community Fundraising	118,227	110,466

4. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	6,140	1,609

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

	2024 £	2023 £
Unrestricted contract income		
Richmond GP Alliance - Social Prescribing Service	604,977	580,657
London Borough of Richmond Upon Thames - Direct Payments Service	309,105	181,207
Age UK Richmond - Community Independent Living Service - (CILS)	56,043	52,805
Action on Disability - Independent Living Service	1,260	20,268
NHS South West ICB	99,045	62,672
London Borough of Richmond Upon Thames - Homes for Ukraine	9,900	19,138
Connect to Tech	28,622	38,262
NHS - PAC Project	168,292	37,780
Total contract income	1,277,244	992,789
Unrestricted grant income	71,705	47,122
Restricted grant income		
Hampton Fund	65,000	59,633
Trust for London	55,540	46,000
City Bridge Trust - Bright Futures	46,870	48,588
Children in Need	31,334	31,220
Department for Education	17,235	19,409
National Lottery	48,063	43,790
Richmond Parish Lands	39,710	29,041
Skills for Care	13,000	12,868
Janus Henderson Foundation	5,000	22,352
Hounslow Thriving Communities	9,172	4,509
Heathrow Community Trust	-	633
Welfare Grants (Richmond Charities)	15,733	5,897
Charities Trust	-	8,571
Propel	12,511	-
London Borough of Richmond Upon Thames - Active at Home	13,000	-
Mayor's Fund	4,792	-
London Borough of Richmond Upon Thames - Welfare Grant	2,045	
Achieving for Children	50	
Previous year adjustment - refund underspend for skills for care grant	(2,584)	-
	376,471	332,511
Total grant income	428,176	379,633
Client Contributions (all restricted)	87,279	73,783
Sales of Service (£1,000 restricted)	9,163	7,239
Other Income (£2,067 restricted)	2,930	3,936
Total income from charitable activities	1,824,792	1,457,380

6. RAISING FUNDS

Raising donations and legacies

	2024	2023
	£	£
Staff costs	28,220	21,320
Project costs	942	736
Support costs	1,192	1,066
Governance costs	462	717
Fundraising expenses	23,967	21,171
Volunteer costs	10	80
	54,793	45,090

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
Independent Living	1,281,636	149,422	1,431,058
Getting the Right Start	301,828	22,304	324,132
Connected with the Community	70,031	6,310	76,341
Community Voice	10,287	2,808	13,095
	1,663,782	180,844	1,844,626

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024	2023
	£	£
Staff costs	1,553,693	1,247,730
Volunteer costs	3,291	660
Project costs	106,798	131,946
	1,663,782	1,380,336

9. SUPPORT COSTS

	Office Overheads	Governance costs	Totals
	£	£	£
Independent Living	142,105	7,317	149,422
Getting the Right Start	20,988	1,316	22,304
Connected with the Community	5,794	516	6,310
Community Voice	2,658	150	2,808
	171,545	9,299	180,844

9. SUPPORT COSTS - continued

Governance Costs

	2024	2023
	£	£
Auditors' Remuneration - audit	4,300	4,000
Auditors' Remuneration - non audit	1,160	900
Trustee costs and board meeting expenses	2,496	103
Planning and Development	475	-
Bank charges	1,327	449
	9,758	5,452

10. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Computer software amortisation	4,150	1,383

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

12. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	1,290,875	1,053,342
Social security	107,748	87,762
Pension costs	35,977	27,813
Other staff costs	39,910	23,528
	1,474,510	1,192,445

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

	2024	2023
Senior Management Team	4	4
Charitable Activities	49	42
	53	46

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
£60,001 - £70,000	1	1

12. STAFF COSTS - continued

The key management personnel is considered to be the chief executive officer, the adult team manager, the social prescribing manager and the children's team manager. Key management compensation for the year was £165,217 (2023 £150,705).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Independent Living	950,221	104,673	1,054,894
Getting the Right Start	121	292,167	292,288
Connected with the Community	53,850	29,453	83,303
Community Voice	7,486	19,409	26,895
Other trading activities	85,291	25,175	110,466
Investment income	1,586	23	1,609
Total	1,098,555	470,900	1,569,455
EXPENDITURE ON			
Raising funds	45,090	-	45,090
Charitable activities			
Independent Living	973,801	176,845	1,150,646
Getting the Right Start	121	241,244	241,365
Connected with the Community	55,664	26,299	81,963
Community Voice	8,207	18,746	26,953
Total	1,082,883	463,134	1,546,017
NET INCOME	15,672	7,766	23,438
RECONCILIATION OF FUNDS			
Total funds brought forward	189,756	22,451	212,207
TOTAL FUNDS CARRIED FORWARD	205,428	30,217	235,645

14. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
At 1 April 2023 and 31 March 2024	12,450
AMORTISATION	
At 1 April 2023	1,383
Charge for year	4,150
At 31 March 2024	5,533
NET BOOK VALUE	
At 31 March 2024	6,917
At 31 March 2023	11,067

15. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2023 and 31 March 2024	13,302
DEPRECIATION	
At 1 April 2023 and 31 March 2024	13,302
NET BOOK VALUE	
At 31 March 2024	-
At 31 March 2023	-

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	161,915	77,052
Other debtors	1,412	3,513
Accrued income	8,888	18,545
Prepayments	18,358	6,678
	190,573	105,788

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	20,331	13,872
Social security and other taxes	23,839	18,411
VAT	8,067	4,243
Other creditors	10,889	9,328
Deferred Income	157,563	250,356
Accrued expenses	37,231	43,310
	257,920	339,520

Deferred income

	2024	2023
	£	£
Balance at 1 April 2023	250,356	113,416
Amounts released to incoming resources	(250,356)	(113,416)
Amounts deferred in year	157,563	250,356
Balance at 31 March 2024	157,563	250,356

Deferred income comprises grants and contracts in which the grantor or contract provider has specified that the funds provided are to be used in future accounting periods. Restricted deferred income totalled £110,811 (2023 £119,098).

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund	Restricted funds	2024 Total funds	2023 Total funds
	£	£	£	£
Fixed assets	6,917	-	6,917	11,067
Current assets	486,337	50,051	536,388	564,098
Current liabilities	(257,920)	-	(257,920)	(339,520)
	235,334	50,051	285,385	235,645

Comparatives for net assets between funds - 31 March 2023

	Unrestricted funds	Restricted funds	2023 Total funds
	£	£	£
Fixed assets	11,067	-	11,067
Current assets	414,783	149,315	564,098
Current liabilities	(220,422)	(119,098)	(339,520)
	205,428	30,217	235,645

19. MOVEMENT IN FUNDS

	At 1/4/23 £	Net movement in funds £	At 31/3/24 £
Unrestricted funds			
General fund	205,428	29,906	235,334
Restricted funds			
Family Matters Richmond	(4)	4	-
Family Matters Hounslow	(2,394)	2,394	-
Pathways	7,484	-	7,484
Parent Carer Forum	154	8,180	8,334
SEND Advice	2,895	12,750	15,645
Covid Response	1,174	698	1,872
Welfare Grants	2	(2)	-
Bright Futures (City Bridge Trust)	687	58	745
PA Training	3,084	(2,880)	204
Active From Home	3,116	1,057	4,173
South Western Railways - Bridging the GAP	1,019	-	1,019
Children services (Richmond Mayor Fund)	13,000	(4,151)	8,849
Catalyst	-	66	66
Chamber Trust	-	1,324	1,324
Richmond Charities	-	336	336
	30,217	19,834	50,051
TOTAL FUNDS	235,645	49,740	285,385

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,462,679	(1,432,773)	29,906
Restricted funds			
Family Matters Richmond	57,319	(57,315)	4
Family Matters Hounslow	44,858	(42,464)	2,394
Pathways	68,052	(68,052)	-
Parent Carer Forum	17,285	(9,105)	8,180
SEND Advice	47,823	(35,073)	12,750
Covid Response	4,421	(3,723)	698
Welfare Grants	-	(2)	(2)
Get Active	2,045	(2,045)	-
Bright Futures (City Bridge Trust)	45,500	(45,442)	58
PA Training	10,417	(13,297)	(2,880)
FriendBee (HF)	138,888	(138,888)	-
Active From Home	18,000	(16,943)	1,057
Children services (Richmond Mayor Fund)	4,792	(8,943)	(4,151)
Catalyst	6,000	(5,934)	66
Chamber Trust	2,988	(1,664)	1,324
Grocery Card	2,187	(2,187)	-
Richmond Charities	15,905	(15,569)	336
	486,480	(466,646)	19,834
TOTAL FUNDS	1,949,159	(1,899,419)	49,740

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	189,756	15,672	-	205,428
Restricted funds				
Family Matters Richmond	2,918	(2,922)	-	(4)
Family Matters Hounslow	(2,394)	-	-	(2,394)
Pathways	10,302	(2,818)	-	7,484
Parent Carer Forum	(509)	663	-	154
Sitting and Befriending Kingston	2,954	-	(2,954)	-
SEND Advice	5,008	(2,113)	-	2,895
Covid Response	1,136	38	-	1,174
Welfare Grants	-	2	-	2
Bright Futures (City Bridge Trust)	1,341	(654)	-	687
PAC Project (NHS)	222	(222)	-	-
PA Training	454	2,630	-	3,084
FriendBee (HF)	-	(2,954)	2,954	-
Active From Home	-	3,116	-	3,116
South Western Railways - Bridging the GAP	1,019	-	-	1,019
Children services (Richmond Mayor Fund)	-	13,000	-	13,000
	22,451	7,766	-	30,217
TOTAL FUNDS	212,207	23,438	-	235,645

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,098,555	(1,082,883)	15,672
Restricted funds			
Family Matters Richmond	48,532	(51,454)	(2,922)
Family Matters Hounslow	40,039	(40,039)	-
Pathways	46,000	(48,818)	(2,818)
Parent Carer Forum	19,409	(18,746)	663
SEND Advice	38,509	(40,622)	(2,113)
Covid Response	7,101	(7,063)	38
Welfare Grants	14,586	(14,584)	2
Bright Futures (City Bridge Trust)	44,400	(45,054)	(654)
PAC Project (NHS)	37,780	(38,002)	(222)
PA Training	12,868	(10,238)	2,630
FriendBee (HF)	126,324	(129,278)	(2,954)
Active From Home	22,352	(19,236)	3,116
Children services (Richmond Mayor Fund)	13,000	-	13,000
	470,900	(463,134)	7,766
TOTAL FUNDS	1,569,455	(1,546,017)	23,438

19. MOVEMENT IN FUNDS - continued

Funded by City Bridge Trust, Bright Futures, SEND Transitions supports parents and their young people to navigate the changes to their education, social and health care as they move from children to adults' services. The restricted funding of £45,500 covers salaries and associated costs, workshop delivery and the development of an online resource. This year a further £1,370 was awarded to us by CBT and was allocated to Children Services core cost for FriendBee Befriending service.

SEND (Special Educational Needs and Disabilities) Advice - Specialist advice and advocacy services supporting families to get the right support for their children and young people at home, at school and in the community. During the year this service received a restricted community grant of £30,000 from the Hampton Fund and £8,508 from Richmond Parish Lands towards the salary and associated costs of the SEND Advisors.

Family Matters Richmond - a support service for families with children and young people with SEND. During the year this service received a restricted grant from Richmond Parish Lands of £15,232 and received a restricted community grant of £28,300 from the Hampton Fund towards the salary and associated costs of two part-time parent support worker and admin support.

Family Matters Hounslow - a support service for families with children and young people with SEND. A restricted grant from Children in Need for core costs of £31,334 and £4,509 from Hounslow Thriving Communities was allocated to fund the salary and associated costs of a full-time family support worker, workshop delivery and admin support.

Parent carer Forum - during the year this service received a restricted grant of £17,285 from the Department of Education to facilitate the running of the forum.

FriendBee (SEND Befriending) - a specialist befriending service for children and young people with SEND enabling them to get out into the community and participate in activities and develop social skills. During the year this service a restricted grant from City Bridge Trust, £1,370 and £48,063 from the Big Lottery Fund.

Pathway - Information, advice and advocacy to disabled people and people with mental health conditions who are struggling with housing, benefits or social care issues. During the year this service received a restricted fund of £48,400 from Trust for London and £33,079 from Propel.

Skills for care awarded us £10,416 to deliver Personal Assistant (PA) & Employer Training with our partners Action on Disability (AoD) and Disability Action Haringey (DAH) on Zoom and in person. Funding covered the cost of specialist trainers, venues, PA expenses and administration costs.

The Janus Henderson Charity Challenge awarded £5,000 to fund the administration of our befriending project supporting isolated residents to re-engage with their community.

A restricted grant of £15,733 was awarded by Richmond Charities and £6,000 from Richmond Parish Lands to be distributed to vulnerable residents in need.

20. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. Pension contributions totalling £10,889 (2023 £9,328) were payable to the fund at the balance sheet date and are included in creditors.

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

22. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1.

RUILS

England & Wales - Charity number 1127896

Accounts

REGISTERED COMPANY NUMBER: 06682677 (England and Wales)
REGISTERED CHARITY NUMBER: 1127896

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

FOR

RUILS

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RUILS

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

	Page
Chair's Statement	1
Report of the Trustees	2 to 12
Report of the Independent Auditors	13 to 15
Statement of Financial Activities	16
Balance Sheet	17
Cash Flow Statement	18
Notes to the Cash Flow Statement	19
Notes to the Financial Statements	20 to 31

RUILS

CHAIR'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

I have great pleasure in presenting the Ruils Annual Report and Accounts for the year to 31 March 2023.

Although the pandemic diminished during the year there was not a return to normality for many of the people we support. There was an increase in demand for our services, especially to help those who remained isolated, are disabled, and/or had cost of living concerns. We have continued to work to deliver valuable services including providing Social Prescribing, which helps people with non-medical problems, Pathways, which gives advice and advocacy support to people with disabilities, and giving support to disabled children and their families. We also continued to provide befriending services, such as FriendBee, for disabled children and case work support to parents in Richmond and Hounslow. During the year we recognised that Ruils would benefit from a more positive campaigning approach, including growing our membership, and established a new role to develop this.

Our wonderful, dedicated team of staff delivered our services with skill, professionalism, and good humour. They were guided by the management team, with overall leadership being provided by Cathy Maker, our inspirational CEO. Our band of volunteers provided additional support and we thank them all for their time and commitment to the people of Richmond. Our trustee board welcomed Sian Bates, who has already applied her expertise gained from the NHS.

We welcomed the news that Ruils was chosen by Cllr Julia Cambridge, Mayor of Richmond, to be her charity for the year. She took a keen interest in the charity and helped promote the work we are doing, at the same time raising a not insignificant amount of money through mayoral activities. Thank you, Julia.

The charity has had another sound financial year. We continued to deliver a range of services including Direct Payment Support which assisted clients who have decided to receive payments directly to choose, arrange and manage their own care. We have provided this service in Richmond and Hammersmith & Fulham boroughs and we thank these councils for their continued financial support. We look forward to delivering this service to people in the London Borough of Wandsworth in 2023, and welcome staff who will transfer to Ruils from Wandsworth.

We provided additional services facilitated by grants from key funding partners such as Children in Need, Comic Relief, the City Bridge Trust, Trust for London, and our wonderful local funders, the Hampton Fund and Richmond Parish Lands. We continue to raise funds via the efforts of Ruils team themselves and once again exceeded our fundraising target. Finally, we also thank the Richmond GP alliance for funding the Social Prescribing service.

Ruils has had another good year and has continued to grow its reputation and services in Richmond and beyond. The team has again worked well together but will not rest on its laurels. We will endeavour to do even better in the year to come for our customers



Gareth Bubbins
Chair

14 September 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted 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 applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our purpose, as set out in the objects of our memorandum of association, is to alleviate the needs of disabled people, and others in need by reason of ill-health, financial hardship or other disadvantage, to live independent, equal and inclusive lives.

Ruils exists to remove the barriers that prevent disabled people from living independent lives. Our vision is for a society where all individuals have choice and control to live independent lives. It is our mission to provide a range of services to enable individuals to be independent and to live the life of their choice.

For the year ending 31 March 2023 our principal objectives were as follows:

- Develop and deliver activities and services that make a difference to our clients
- Influence attitudes, policies & practices to remove barriers to independent living for disabled people
- Be sustainable and financially and operationally resilient
- Have a committed, high performing team of staff, volunteers and trustees
- Have our work recognised for its excellence.

Significant activities

We deliver a range of holistic, outcome-focused services that aim to remove the barriers to living an independent life. This year there were four main strands to our activities:

Getting the Right Start
Our children's services provide parents with information, advice and support to enable them to get their young person with additional need and disabilities the education, community and home support they need to thrive. Services included:
- Family Matters - Hounslow and Richmond
- SEND Specialist Advice
- FriendBee - SEND Befriending
- Bright Futures - SEND Transition Service

Living Independently
We provide a range of services that enable residents to remain living at home and connected to their community, including
- Direct Payment support in Richmond and Hammersmith
- Social Prescribing
- Pathways - benefits, housing & social care advice and support
- Proactive Anticipatory Care (PAC) working with NHS & social care colleagues to coordinate care & support
- Counselling
- Health in your Hands
- Special Projects - Homes for Ukraine (supporting Ukrainian guests to access health & community activities) and the Core20+ programme.

Connected with the Community
Ruils' community and befriending services enable people to engage in accessible, peer led activities in their community. Activities include: a community choir, allotment keeping, indoor bowls, creative writing, mental health support group, Breathworks & Mindfulness group, and theatre workshops.

Community Voice
Our peer led community involvement groups, Your Say and the Richmond Transport and Mobility Forum, aim to ensure disabled people's voices are heard and that their views influence local decision-making. We also collaborate with other organisations to campaign for change on a national level.

OBJECTIVES AND ACTIVITIES

Public benefit

We review our aims, objectives and activities each year and in so doing, the trustees have taken in to account the guidance on public benefit published by the Charity Commission. In reviewing these aims and planning future activities and services we consider and evaluate the outcomes of each activity and the impact it will have on our beneficiaries and stakeholders.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

2022/2023 was an exceptionally busy year for Ruils with increased demand for all of our services resulting in increased waiting times for some clients of some of our services. We continue to monitor our services closely, increasing capacity where possible and ensuring that we communicate clearly with our clients whilst prioritising those most in need.

Emerging from Covid with the majority of services and activities operating as normal, we have transitioned from supporting people over the phone and web-based platforms to reaching out to our local communities by hosting local health and wellbeing fairs. The Cost of Living crisis and the war in the Ukraine, have placed additional demands on services as we continue to support residents and latterly refugees through these difficult times.

Staff wellbeing has remained of utmost importance; we have worked hard to ensure that we have resilient structures in place to ensure that staff are trained, resourced and well supported in their roles. The commitment of staff to their clients, their team and to Ruils continues to be exceptional.

We were delighted to be chosen as the Mayor of Richmond's charity of the year for 2022/2023. Working with Cllr Julia Cambridge and her deputy Cllr Rhi Lee has been such a rewarding experience and we are very grateful for their fundraising support as well as the time and energy they have brought to our events and activities.

1. Getting the Right Start

Our children's services team work with local parents to remove the barriers facing their disabled children and young people to create a more level playing field so they can reach their full potential. With our new Children's Team manager in post, these services have gone from strength to strength. Additionally, we have set up the new Richmond Collective Thinking Group that brings together voluntary sector organisations working in SEND to collate and discuss the issues facing disabled young people and their families. Working together we hope to find and provide creative solutions to the complex issues facing our families.

Family Matters (Richmond & Hounslow)

Our SEND Family Matters Advisors (FMAs) for Richmond and Hounslow continued to support parents of young people with SEND through one-to-one advice sessions, in-depth casework, workshops on SEND topics as well as delivering parent well-being programmes and events. They worked with 238 families (103 in Hounslow and 135 in Richmond). In addition, 280 parents attended 16 workshops organised by our Family Matters Services.

Our advisors saw an increase in the number of parents with significant mental health challenges that often resulted in longer, more complex casework, and this has had an impact on waiting times. As a response our FMAs introduced more targeted one-to-one sessions with parents and tried to focus casework on a few key priorities for parents.

Cost of living increases have had a dramatic impact on families using the service. FMAs offered increased support around grant applications. The service has encountered more clients living in inadequate/poor housing conditions, which negatively impacts all aspects of family life.

Our Richmond FMAs delivered two Parent Wellbeing Programmes which received an overwhelmingly positive response and is set to become a recurring event. Our Hounslow service has also partnered with various schools in the borough in order to increase our reach to parents.

FriendBee

The team of 32 befrienders have delivered 5,000 hours supporting 35 young people in the boroughs of Richmond and Kingston Boroughs. This has enabled young people with SEND to be more independent, become more confident and to try new activities. Recruitment and retention of befrienders has been an ongoing challenge. Sadly, this is a challenge across the social care and community landscape and our team have worked tirelessly to attract young people in particular to the service. The website continues to support with the registration and matching process.

In response to demand we have created a SEND Minecraft Group. Five young people have been regularly attending the group to enjoy their favourite game in a safe accessible environment. The young people attending this group all experience social challenges and anxieties. We have seen a marked improvement in their behaviour, where now they are engaging positively with their peers. An unexpected outcome has been that parents have also benefited from peer support. The service has also seen a change in Co-ordinator, and we have been delighted to welcome Rachelle Taylor to the team.

SEND Advice
We have supported 197 families this year, through intense one-to-one casework, advocacy, workshops, and phone consultations. We continue to offer constructive feedback to the Local Authority via the SEND Partnership Forum and informal consultations.

We are pleased to have an extra Advisor who has been taking on case work since September 2022. This has helped satisfy increased demand, with particular emphasis on longer and more complex case work. There is still enormous pressure on available placements in the borough, and with new financial constraints on the Local Authority we are seeing increased financial difficulties for families and schools.

The SEND Advice Service continues to provide support around all aspects of the EHCP/SEN support process as well as advocating on behalf of parents during this highly stressful time of their lives.

Bright Futures, SEND Transition(?) support
The Bright Futures service now has 239 clients on its mailing list and has worked with 82 clients either in person or by email, phone or video calls. Six workshops specifically aimed at Bright Futures parents have been delivered, with 86 of our clients attending the full 13 "Transition themed" workshops.

In addition to supporting parents through one to ones and workshops, we have also supported them via parent groups: Post 16 Maze, Supported Living, Able Young People and Universities, with Supported Living events being particularly well attended.

As the service develops we continue to network with other organisations such as the Resilience Network, People Hive and our local special schools. The latter has given us the platform to deliver our first two workshops for young people themselves. They took place at Strathmore School and gave the 16 attendees the chance to have a voice and think about what is important to them in their futures. This successful model will be introduced to other schools.

Another highlight of the year has been the start of 2 social activity groups for more able young people and for severely learning-disabled young people which have been very successful.

2. Living Independently
Our independent living services provide information, advice and practical support to enable residents to live the life of their choice.

Direct Payment Support Service
The Direct Payment Support Service provided support to people in receipt of a Direct Payment in Richmond and Hammersmith & Fulham (the latter in partnership with Action on Disability). We were able to restart making home visits to clients as part of our process. We supported 302 residents in Richmond to manage their Direct Payment and helped 110 new and existing Direct Payment recipients to recruit new Personal (care) Assistants (PA) or set up new support arrangements. In Hammersmith & Fulham, we supported the Council to implement new Direct Payment processes and our Independent Living Advisors supported 105 residents to recruit PAs, as well as continuing the very successful peer group support online and in person. We helped keep clients safe by providing clear information and COVID guidance and have enhanced the skills and experience of clients and PAs by providing training in topics such as, "Being a good employer" and First Aid. Recruitment of PAs remains a challenge - the impact of Brexit, cost of living and competition within the casual work market have resulted in a shortage of care staff across London.

We are delighted to have secured the Direct Payment Support Service Contract for Richmond and Wandsworth which will commence in July 2023. In April 2023 we will be ending our partnership with Action on Disability as the Direct Payment Support Service in Hammersmith & Fulham is now well established.

Assistive Technology
We worked with 71 disabled people to identify appropriate devices (e.g. smart watches, doorbells, laptops, tablets) that allow them to be more independent. Appropriate technology and device solutions have enabled clients to access online courses, attend counselling, stay in touch with family, control their home devices with their voice and even open their curtains from their bed. We continued to support clients that need additional IT support from the first and second year of the project.

Connect to Tech
Working with Richmond Aid, Richmond Mind, Mencap and Age UK, we have been supporting clients experiencing digital exclusion to get connected. Our "Try before you Buy" service enables residents to trial a device e.g. a tablet, smart phone, or Alexa for 3 months for free. We supported 52 clients to identify, set up and manage the appropriate device and to purchase their preferred device at the end of the trial period. Clients were signposted and supported to project partners: RAID, Mind, Mencap and Age UK for one-to-one training, troubleshooting and workshops on popular topics e.g. online shopping. This service has a significant impact on our clients opening up new possibilities and reducing loneliness and isolation.

Social Prescribing
Social Prescribing remains a valuable asset for primary care health professionals and clients. There are 16 Link Workers in post covering 6 Primary Care Networks. The team have received 3,269 referrals, an increase on previous years. The main reasons for referral are still social isolation and mental health and we have seen a small decrease in referrals for weight management. Conversely, we have seen an increase in referrals for benefits advice, due to the Cost of Living crisis. The team have continued to engage with surgeries, and have provided 9,149 prescriptions/interventions.

The team have worked in partnership with Richmond Council to complete home visits to Ukrainian guests sponsored through the Homes for Ukraine scheme. Additionally, working in partnership with the NHS Integrated Care Board, we launched Health in Your Hands, a project aiming to tackle health inequalities in Hampton North, Whitton and Heathfield. The monthly wellbeing events have been very successful offering resident's basic health checks as well as information and signposting to local community activities and services.

We continue to seek new activities, services and support for clients. A gap analysis of the voluntary and community sector to ascertain the challenges organistions are facing in delivering new services and activities in the borough.

Proactive Anticipatory Care (PAC)
We continue to work with residents with complex needs and long-term health conditions, supporting them to become more independent. Working collaboratively in a coordinated manner with primary care, community services and the voluntary sector, we have worked with 85 new clients in addition to supporting existing clients and have had a total of 493 client discussions at Multi-disciplinary Team meetings.

Putting the client at the centre, we work with them to set and achieve goals, providing a coordination role where required. The health & wellbeing outcomes for clients have been significant with unplanned care being reduced by 50%. Clients are more in control of their care and support and have benefited from having a dedicated care coordinator as a point of contact, improving communication between professionals and client.

As a result of the positive outcomes, all Primary Care Networks across the borough will have their own dedicated Care Coordination team in place by the Summer of 2023 and we are proud to be a key delivery partner in this project.

Pathways
The Pathways service has had another busy and successful year. We have been able to support 71 clients and achieved many positive outcomes. The year has been particularly challenging due to the Cost of Living Crisis and recognizing how that impacts on the livelihoods of our disabled residents. It has therefore been crucial to ensure that all clients are receiving the correct entitlements and accessing the appropriate Benefits and grants. This has resulted in spending many hours assisting clients to complete Welfare Benefit forms, attending medical assessments and representing clients at tribunals.

This year we generated a financial outcome of £188,000 on behalf of clients. The service has also made invaluable progress with housing cases due to our strong partnerships with other organisations in the borough. The service has worked particularly closely with the tenant's champion, which has enabled us to work as a team and resolve long standing issues around disrepairs and housing transfers.

We have set up a very positive working relationship with Richmond Aid who provide technical supervision on casework (an AQS requirement), enabling us to submit and pass the first stage of our application for the Advice Quality Standard. The full assessment to be completed in the early stages of 2023/2024.

Counselling
Demand for the Counselling service remains extremely high with clients waiting on average 4-5months to be seen. It is the only free counselling service in the Borough with over 70 people receiving counselling during the year. There has been an increase in the number of younger men and parents with young people with SEND accessing the service. Accessing appropriate and affordable space to host counselling sessions remains a challenge but we are determined to offer all of our sessions face to face as this is important to our clients. We continue to attract and retain councillors ensuring consistency across the service.

Welfare Grants
We receive grant funding from Richmond Charities and funds from a private donor to distribute to people experiencing financial hardship. Typically grants are up to £250 per person. This year we administered 40 grants which were spent on a range of items such as paying for utility bills, essential household items, specialist equipment e.g. a dementia clock, specialist assessments, counselling and respite care.

3. Connected with the Community
There was a significant increase in client engagement with our group activities, including the launch of our bowls group. We achieved 3,003 attendances across 341 group activity sessions which represents a 20% year on year increase, highlighting the demand for clients to get out and interact with others to help their isolation, fitness, confidence and mental health challenges.

There were some wonderful and powerful performances from our Choir and Ignite Theatre Group. Our Ignite Theatre Group performed again at the Joy Festival at the Lyric Theatre, and at the Hampton Hub. Our Choir performed at the Mayor's Christmas Concert at York House, United Response's Queen Platinum Jubilee Tea Party, and Christmas Carols at Richmond train station. Ruils were shortlisted for 3 categories of the Richmond Community Heroes Awards. (Outstanding Volunteer, Volunteer Lifetime Achievement & Project of The Year) And, in partnership with Cambridge Park Bowls Club we won the Project of the Year for our Bowls activity group.

Demand for our befriending and Active-from-Home walking services remains high and we draw from a pool of approximately 90 volunteers to support the delivery of these services. Managing & co-ordinating our befriending, shopping, activities & walking services is an on-going challenge balancing the increased demand for our services, volunteer churn & competition between charities for volunteers. One of the ways we are rising to this challenge is by supporting clients who have been referred to the befriending services to become befrienders themselves. We were delighted to be able to celebrate the work of our volunteers at our first social gathering in two years and are planning more in-person workshops and activities in the coming year.

We delivered Christmas food parcels to 80 households (approximately 250 people) across the Borough of Richmond. This was made possible due to the generosity of our local community including schools, churches and local businesses and involved coordinating donations from our local community and the incredible effort of over 30 volunteers and staff who helped us pack and deliver.

In December 2022, Ruils was selected to be the NHS South West London Core20Plus5 Connector Partner for the Borough of Richmond. This is part of the NHS Long Term Plan to prevent ill health and tackle health inequalities in deprived areas of London Boroughs. Our localities of focus are Heathfield/Whitton, Hampton North and Ham.

We organised 3 Health & Wellbeing events in our target localities that brought together a collaboration of organisations to advise, inform and signpost local residents to appropriate support. We achieved good levels of engagement with approximately 100 residents attending and 17 organisations contributing to the events. Our team carried out 33 free health checks and 49 health and wellbeing surveys.

4. Community Voice

Your Say & The Transport & Mobility Forum
Covid-19 continued to cast a shadow over how the group functions. Some members continued to restrict contacts to protect their health and as a result much of the work of the group remained virtual. Whilst this was more accessible for some members, others found this more of a challenge. The economic and social care climate also continued to be difficult which increased the need for the work of the group and made participation harder, particularly for those who use support.

The group tackled issues including housing, healthcare changes, accessible streetscapes and access to businesses. We continued engagement with the council offering them advice and challenge through the community team.

The Transport and Mobility Forum remained popular with members and continued to receive good support from transport providers in the area. Topics covered included quality of support and assistance post Covid and the new step free improvement plans for Barnes and Teddington stations.

Towards the end of the year we saw improved engagement following the appointment of our Campaigns and Communication Manager, herself a disabled person, who is able to provide support. This is reinvigorating both groups.

Parent Carer Forum
Hosted by Ruils, the Parent Carer Forum gathers and promotes the views of local parents and works with the Local Authority to co-produce services for children/young people with Special Educational Needs and Disabilities (SEND.)
The Parent Carer Forum currently has 622 members.

The Forum has taken an active role in the SENDIASS Recommissioning Consultation resulting in a specification designed with strong parental input. The Forum has run a co-production workshop with the Local Authority, Achieving for Children, Health, Education and Social Care. It has also hosted Secondary Transition Events (helping parents to make the right choices for secondary school), Coffee Mornings and workshops on numerous topics including, Therapies, short breaks, Neurodevelopmental pathways and EDS. By creating videos outlining the changes and what they mean for children/young people, they have supported parents/carers to contribute to the consultation on the SEND Review Green Paper.

Representatives of the Forum attended the SEND Futures Conference, leading a workshop for parents and professionals exploring the fundamental concepts of co-production and organising events for parents/carers to meet with Achieving for Children, local councillors and health and social care colleagues to give their views on the Written Statement of Action and local leisure facilities and improvements. They have also supported family wellbeing by organising events such as trip to the Postal Museum and the ever-popular outdoor Christmas trail - the Enchanted Woodland Winter Event at Syon Park.

Engagement
We have been communicating with our members, supporters and the local community via our quarterly newsletter reaching 2,987 people. We sent out 27 newsletters across the year with an average open rate of 48% (17-28% is deemed good) and 3.5% click rate (over 2.3% is deemed good).

Social media is a powerful tool keeping us up to date with national trends as well as being a platform to share our work. Our following has grown by by 710 people across our channels and our posts have reached an audience of 196K people. We currently have 1,149 followers on Facebook, 1,695 followers on Twitter, 592 on LinkedIn and 651 on Instagram. We reached a total of 196k people, a 34k increase from the previous year. We have seen a significant increase in engagement rate, which has doubled from 6.69% to 12.37%.

At present we have 163 fully registered members; 71 members have been added since January 2023. We have 130 full members, 31 associate and 2 corporate members.

Our campaigning work focused on social housing disrepairs in Richmond. We worked with Multicultural Richmond and a collective of other voluntary organisations to collect feedback from local residents on their experiences with disrepairs. Once we complete the information gathering phase of the project, we will work with our collective to develop a report and action plan for change.

We are also engaged in a strategic communication piece with Inclusion London and partners which is examining and trying to influence the discourse on disability.

Quality Standards
We hold the ISO 9001-2015 Quality mark and are working towards achieving the Advice Quality Standard.

ACHIEVEMENT AND PERFORMANCE

Fundraising activities

We continue to build on our community fundraising success, raising over £74,000 to fund our Counselling and FriendBee SEND Befriending projects as well raising our profile. Challenge events raised over £20,000 and our rugby dinner raised over £16,000. Individual donations brought in £19,000, of which over £9,000 came through direct debits. We are pleased to have diversified these income streams over the past few years enabling us to respond flexibly to fluctuating funding and demand for new services.

FINANCIAL REVIEW

Financial position

Total income for the year was £1,569,455 (2021/22 £1,410,327). Total expenditure for the year was £1,546,017 (2021/22 - £1,406,335). Staffing costs account for 77% of total costs (2021/22 - 76%).

Principal funding sources

The principal funding sources for the charity are NHS and Local Authority contracts, grant income, donations and fundraising.

During the year we received funding from Richmond General Practice Alliance (RGPA), NHS SWL ICB, the London Borough of Richmond, Hampton Fund, Richmond Parish Lands, Children in Need, Lottery (Awards for All), the Community Lottery, Aviva Community Fund, City Bridge Trust, Action on Disability, Trust for London, Transport for London, Heathrow Community Trust and Hounslow Thriving Communities.

Reserves policy

Our Reserves Policy is designed to ensure that we hold sufficient unrestricted funds to maintain the charity's core and essential activities, to pay for unexpected costs and to meet contractual liabilities in the case of closure. Our aim is to hold in reserve the equivalent of 3 months operational running costs. In to 2022/2023, the Board agreed a deficit budget. It was important to the Board to acknowledge the hard work and dedication of the staff team as well as the financial pressures that our staff were experiencing with the cost of living increases. We have had a very successful year; community fundraising exceeded all expectations and we managed to deliver new projects which have improved our financial position.

From a deficit position, we have ended the year with a surplus and have therefore managed to make a small contribution to our reserves this year. Unrestricted reserves have therefore increased by £15,672 from £189,756 to £205,428. Restricted reserves increased from by £7,766 from £22,451 to £30,217.

PLANS FOR THE FUTURE

Strategy

We are delivering against our three year plan with a particular focus on securing the Direct Payment Support service contract as well as responding to opportunities as and when they arise.

Funding

Funding from the Community Lottery and Children in Need have secured the FriendBee Befriending and Family Matters (Hounslow) services. It has also enabled us to divert community funding to the counselling service and our new campaign work. Having secured the Direct Payment Support Service for Richmond and Wandsworth and with our Proactive Anticipatory Care (PAC) pilot set to be rolled out across the borough, we have secured future income. We are working with the Richmond GP Alliance to ensure that the Social Prescribing contract is renewed in March 2024.

Staff Wellbeing and Retention

Staff wellbeing and retention are an important focus for the organisation. We have been implementing a new appraisal and development programme that helps managers to identify staff key strengths and areas for development. We have continued to support staff mental health by providing external support, coaching and mentoring as well as by providing opportunities for staff to unwind with colleagues at Away Days and at social events.

Back office support

The work we have undertaken to improve our staffing infrastructure has started to bear fruit. Having a permanent Social Prescribing and Community Development Manager, Children's Services Manager and a strong Finance lead in post has alleviated some of the pressure on senior management. It has also enabled some staff to progress in to more senior roles enabling us to retain our talented and experienced staff.

Property
We continue to work out of a Council owned property and pay nominal rent. Staff working from home has reduced the pressure on the charity to seek alternative accommodation. However, we are still considering alternatives as the current space is not fit for purpose.

Board of Trustees
Having undertaken a skills audit and governance review, we have actively recruited a parent of a disabled young person to represent this client group on the Board. We have implemented a programme of mandatory training for the board, appointed a Safeguarding lead and are currently working on a scheme of delegation.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Governing document
The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Ruils is a charitable company limited by guarantee and a registered charity. It was founded in 1999 and registered as a charity in 2002 (number 1099930). The company was incorporated as a charitable company limited by guarantee in August 2008 and is registered in England and Wales (company no: 06682677 & charity no: 1127896).

This year the board reviewed our Memorandum and Articles of Association and agreed to make two substantive changes;1) one parent of a child/young person with Special Educational Needs and/or Disabilities to be elected to the board and 2) a new definition of disabled people was added. The new definition is as follows:

"Disabled people" means people who are disabled by barriers in society, not by their impairment or difference. Barriers can be physical or they can be caused by people's attitudes to difference, such as by assuming that people cannot do certain things.

We recognise and respect that some of the groups (in our definition) do not think of themselves as being disabled but we believe we are united by the disabling barriers we face in society.

Our Membership
Ruils is a user-led charity and a membership organisation. There are three types of membership: full, associate and corporate. Full Membership is available to a disabled person aged 16 or over and to a person who is not a disabled person, but is a parent or legal guardian of a young person with a special educational need and/or a disability under 16 years, or aged from 16 to 25 (in transition). Full members have voting rights.

Associate Membership is available to an individual who is not eligible to be a full member, but who supports the Charity's Objects. Associate members do not have voting rights at Annual General Meetings (AGM) or Extraordinary General Meetings (EGM), but subject to an available vacancy could server on the Ruils board as part of the 25% non-disabled membership. Corporate Membership is available to organisations who are DPULOs (Disabled People's User-Led Organisations), or other organisations who support Ruils' Objects, and/or whom the Board decides to admit to membership. Corporate members have a right to send a representative to attend the AGMs or EGMs, but have no voting rights.

In total we have 163 members. 20 associate and 2 corporate members. The liability of the full members is limited to an amount not exceeding £1.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

Under the requirements of our Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a maximum period of three years after which they must stand down. They may seek re-election for a further term Each year one-third of the elected trustees are subject to retirement by rotation. The appointment of trustees takes place by nomination and election at the AGM.

Ruils is a user-led organisation and has made a commitment to ensure that a minimum of 75% of the board is made up of disabled people. Trustees must be representative of their constituents and/or be people with skills, knowledge and experience necessary to run an effective registered charitable company limited by guarantee.

The number of trustees cannot be less than four or greater than fifteen. When considering co-opting trustees, the Board will consider the specialist knowledge or skills required on the Board and the credentials of the individual co-opted.

Organisational structure

Ruils has a Board of Trustees of up to fifteen members who meet bi-monthly as a full Board. They are responsible for the governance, strategic direction and policies of the charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. At present the Board has 13 members from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer also attends board meetings, but has no voting rights.

Trustees are also members of our sub-committees who meet at least 4 times per year: Personnel, Finance, Fundraising & Marketing, Quality Management Review and Strategy. All sub-committees have a Terms of Reference which outline their level of autonomy and decision-making. The Chief Executive Officer also attends sub-committee meetings but has no voting rights.

Register of Interests

Ruils has a comprehensive Conflict of Interest policy and maintains a Register of Interests. Trustees are required to declare their and their family's outside interests.

Equal Opportunities

Ruils operates a policy of equal opportunities. All recruitment, employment practice and service delivery is carried out according to the principle of equal opportunities.

Decision making

This year the Board has reviewed Standing Orders One and Two which define the recruitment and induction of trustees and advisors and the terms of reference for the Board and its sub-committees. The terms of reference for each sub-committee define their remits with the day to day operation of the organisation resting with the CEO who is responsible for ensuring that the charity delivers the services specified and that key objectives and performance indicators are met.

Induction and training of new trustees

All trustees are made aware of their responsibilities and commitments. Through the Induction process, new trustees receive a Trustee Handbook that contains essential information about the charity including the Memorandum and Articles of Association, Standing Orders, key policies, the strategic plan and the latest financial statements. They also meet with the CEO and are given key information on the charity's financial position, the activities of the organisation, objectives and future plans. Training on topics such as the roles and responsibilities of a Trustee, Safeguarding, Data & Cyber Protection and Child Protection is provided.

Pay policy for senior staff

The Charity's trustees and the chief executive comprise the key management personnel of the Charity, with the trustees in charge of the strategic direction of the charity and the CEO running operations on a day to day basis. All trustees give of their time freely and no trustee received remuneration in the year. The pay of all staff is reviewed annually and is normally increased in line with the cost of living indices. This year staff were given a 3.5% increase. Trustees benchmark salaries against comparable roles both locally and nationally.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or a senior manager of the charity with a contracted supplier or trustee/senior manager of a partner organisation must be disclosed. There are no related party transactions as reported in note 18.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a risk management strategy which comprises of a regular review of the major risks or uncertainties to which the charity is exposed, in particular those relating to the operations and finances of the charity. Additionally, the board reviews the procedures, policies and actions taken to mitigate the identified risks. The Risk Register is updated and/or amended as appropriate. Throughout the year risks to operational and financial performance are reviewed by the relevant sub-committees and necessary actions are taken where appropriate. The Risk Register is updated accordingly.

The Board is therefore satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06682677 (England and Wales)

Registered Charity number

1127896

Registered office

Disability Action And Advice Centre
4 Waldegrave Road
Teddington
Middlesex
TW11 8HT

Trustees

G A Bubbins (chair)
J M Getley (vice chair)
B M Molloy (treasurer)
A R Benson (resigned 31/7/23)
D Bloud
A M Debenham
B J Meteyard
D B Prasher
G T Savin (resigned 15/6/23)
A J Winterburn
R A Wilding
A M Harrison (appointed 23/5/22)
S E Bates (appointed 1/10/22)

Chief Executive Officer

Cathy Maker

Senior management

Cathy Maker is supported by Paula Buckton (Adult Team Manager), Sue Hollins (Children's Services Manager), Callum Harvey (Social Prescribing & Community Development Manager).

Company Secretary

R A Wilding

Auditors

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers
CAF Bank
25 King's Hill Avenue
King's Hill
West Malling
Kent ME19 4JQ

Barclays Bank Plc
Leicester
LE87 2BB

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of RUILS for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- 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 proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

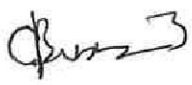
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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 14 September 2023 and signed on its behalf by:



G A Bubbins - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RUILS

Opinion

We have audited the financial statements of RUILS (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charities activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non -compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

-the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

17 October 2023

RUILS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted fund £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	5				
Independent Living		950,221	104,673	1,054,894	956,672
Getting the Right Start		121	292,167	292,288	247,248
Connected with the Community		53,850	29,453	83,303	89,119
Community Voice		7,486	19,409	26,895	17,828
Other trading activities	3	85,291	25,175	110,466	93,445
Investment income	4	1,586	23	1,609	25
Other income		-	-	-	5,990
Total		1,098,555	470,900	1,569,455	1,410,327
EXPENDITURE ON					
Raising funds	6	45,090	-	45,090	34,027
Charitable activities	7				
Independent Living		973,801	176,845	1,150,646	1,068,150
Getting the Right Start		121	241,244	241,365	188,019
Connected with the Community		55,664	26,299	81,963	95,259
Community Voice		8,207	18,746	26,953	20,880
Total		1,082,883	463,134	1,546,017	1,406,335
NET INCOME		15,672	7,766	23,438	3,992
RECONCILIATION OF FUNDS					
Total funds brought forward		189,756	22,451	212,207	208,215
TOTAL FUNDS CARRIED FORWARD		205,428	30,217	235,645	212,207

The notes form part of these financial statements

RUILS (REGISTERED NUMBER: 06682677)

BALANCE SHEET
31 MARCH 2023

	Notes	2023 £	2022 £
FIXED ASSETS			
Intangible assets	14	11,067	-
CURRENT ASSETS			
Debtors	16	105,788	102,788
Cash at bank		458,310	278,824
		564,098	381,612
CREDITORS			
Amounts falling due within one year	17	(339,520)	(169,405)
NET CURRENT ASSETS		224,578	212,207
TOTAL ASSETS LESS CURRENT LIABILITIES		235,645	212,207
NET ASSETS		235,645	212,207
FUNDS	19		
Unrestricted funds		205,428	189,756
Restricted funds		30,217	22,451
TOTAL FUNDS		235,645	212,207

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 14 September 2023 and were signed on its behalf by:

B M Molloy - Trustee

The notes form part of these financial statements

RUILS

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	190,327	52,012
Net cash provided by operating activities		190,327	52,012
Cash flows from investing activities			
Purchase of intangible fixed assets		(12,450)	-
Interest received		1,609	25
Net cash (used in)/provided by investing activities		(10,841)	25
Change in cash and cash equivalents in the reporting period		179,486	52,037
Cash and cash equivalents at the beginning of the reporting period		278,824	226,787
Cash and cash equivalents at the end of the reporting period		458,310	278,824

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023	2022
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	23,438	3,992
Adjustments for:		
Interest received	(1,609)	(25)
Amortisation	1,383	-
(Increase)/decrease in debtors	(3,000)	8,973
Increase in creditors	170,115	39,072
Net cash provided by operations	190,327	52,012

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/22	Cash flow	At 31/3/23
	£	£	£
Net cash			
Cash at bank	278,824	179,486	458,310
	278,824	179,486	458,310
Total	278,824	179,486	458,310

3. MAJOR NON-CASH TRANSACTIONS
Donated facilities

In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent of £20,000 for the provision of office space at the Disability Action and Advice Centre in Teddington.

The valuation of the notional rent has been estimated by management. The notional rent expenditure charge is included within support costs.

The notes form part of these financial statements

1. GENERAL INFORMATION

The private charitable company is incorporated and domiciled in England and Wales. The address of its registered office is The Disability Action and Advice Centre, 4 Waldegrave Road, Teddington, Middlesex, TW11 8HT. The registered number of the company is 06682677. The registered number of the charity is 1127896.

The financial information presented is for the year ended 31 March 2023 and 31 March 2022. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

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

Preparation of the accounts on a going concern basis
The financial statements have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves, the financial position, future plans and the expected level of income and expenditure for 12 months from authorising these financial statements.There are no material uncertainties about the charity's ability to continue as a going concern.

Significant judgements and estimates
The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts for services and grants with the London Borough of Richmond upon Thames.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

Government grants (covid 19 job retention scheme)
Government grants are recognised when the entity has reasonable assurance that conditions attached to the grant will be complied with and that the grant will be received.

Revenue grants are recognised using the accrual model and are therefore recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate. Revenue grants are measured at fair value, being the amount of cash receivable.

2. ACCOUNTING POLICIES - continued

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

Raising funds
Costs of raising funds comprise the costs associated with attracting voluntary income aud the costs of trading for fundraising purposes.

Charitable activities
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
Governance costs include those incurred in the governance of the charity and comprise the production of the statutory accounts and the audit of the charity.

Allocation and apportionment of costs
Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

Intangible fixed assets
Intangible fixed assets acquired separately are initially recognised at cost.

Performance Management System IT software - straight line over 3 years.

Tangible fixed assets
Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Office furniture and equipment over the value of £2,500 - 33% on a straight line basis.

Tangible fixed assets acquired through capital grants over £2,500 are included in fixed assets and depreciation is charged to the appropriate fund over the useful life of the asset.

Cash at Bank
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

Creditors
Creditors are recognised when 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. Creditors are normally recognised at the settlement amount.

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

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

2. ACCOUNTING POLICIES - continued

Fund accounting
Restricted funds can only be used for particular restricted purposes within the objects of the charity.

Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Donated facilities
In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent for the provision of office space at the Disability Action and Advice Centre. The notional rent is considered a gift in kind from the London Borough of Richmond upon Thames.

Pension costs
The charitable company operates a defined contribution pension scheme. Contributions are included in the statement of financial activities in the year they are incurred.

Voluntary help
A certain amount of time is expended on the charitable company's activities which is donated free of charge. In accordance with Charities SORP (FRS 102), volunteer time is not recognised. Details of volunteer support and services are provided in the trustees' annual report and the notes to the accounts.

3. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Community Fundraising	110,466	93,445

4. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	1,609	25

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

	2023 £	2022 £
Unrestricted contract income		
Richmond GP Alliance - Social Prescribing Service	580,657	586,307
London Borough of Richmond Upon Thames - Direct Payments Service	181,207	160,006
Age UK Richmond - Community Independent Living Service - (CILS)	52,805	51,940
Action on Disability - Independent Living Service	20,268	33,938
NHS South West ICB	62,672	-
London Borough of Richmond Upon Thames - Homes for Ukraine	19,138	-
Connect to Tech	38,262	1,236
Department of Work and Pensions - Kickstart	-	15,249
City Bridge Trust - Friendbee (grant in current year)	-	10,000
	955,009	858,676
Restricted contract income		
City Bridge Trust - Bright Futures (grant in current year)	-	36,400
NHS - PAC Project	37,780	31,483
Total contract income	992,789	926,559
Unrestricted grant income (including £20,000 donated facilities)	47,122	49,469
Restricted grant income		
Hampton Fund	59,633	64,666
Trust for London	46,000	43,000
City Bridge Trust - Bright Futures (contract in prior year)	48,588	-
Children in Need	31,220	-
Young Londoners	-	13,536
Department for Education	19,409	17,460
National Lottery	43,790	-
Richmond Parish Lands	29,041	10,923
Skills for Care	12,868	9,730
London Borough of Richmond Upon Thames - Active from Home	-	9,800
Janus Henderson Foundation	22,352	8,000
Hounslow Thriving Communities	4,509	6,314
Heathrow Community Trust	633	14,973
Bridging the Gap	-	11,607
Welfare Grants (Richmond Charities)	5,897	770
Charities Trust	8,571	-
	332,511	210,779
Total grant income	379,633	260,248
Client Contributions (£73,583 restricted, £200 unrestricted)	73,783	98,316
Sales of Service (all unrestricted)	7,239	11,897
Other Income (£1,828 restricted, £2,108 unrestricted)	3,936	13,847
Total income from charitable activities	1,457,380	1,310,867

6. RAISING FUNDS

Raising donations and legacies

	2023	2022
	£	£
Staff costs	21,320	17,859
Project costs	736	2,528
Support costs	1,066	715
Governance costs	717	802
Fundraising expenses	21,171	12,123
Volunteer costs	80	-
	45,090	34,027

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
Independent Living	1,058,306	92,340	1,150,646
Getting the Right Start	222,109	19,256	241,365
Connected with the Community	76,546	5,417	81,963
Community Voice	23,375	3,578	26,953
	1,380,336	120,591	1,500,927

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023	2022
	£	£
Staff costs	1,247,730	1,138,900
Volunteer costs	660	1,159
Project costs	131,946	136,189
	1,380,336	1,276,248

9. SUPPORT COSTS

	Office Overheads	Governance costs	Totals
	£	£	£
Independent Living	88,472	3,868	92,340
Getting the Right Start	18,059	1,197	19,256
Connected with the Community	5,030	387	5,417
Community Voice	3,578	-	3,578
	115,139	5,452	120,591

9. SUPPORT COSTS - continued

Governance Costs

	2023	2022
	£	£
Auditors' Remuneration - audit	4,000	3,750
Auditors' Remuneration - non audit	900	750
Trustee costs and board meeting expenses	103	232
Planning and Development	-	200
Bank charges	449	423
	5,452	5,355

10. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Computer software amortisation	1,383	-

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

12. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	1,053,342	948,783
Social security	87,762	75,581
Pension costs	27,813	21,270
Other staff costs	23,528	24,185
	1,192,445	1,069,819

The average monthly number of employees during the year was 46 (2022 44).

The key management personnel is considered to be the chief executive officer, the adult team manager, the social prescribing manager and the children's team manager. Key management compensation for the year was £150,705 (2022 £128,447).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Independent Living	860,082	96,590	956,672
Getting the Right Start	102,938	144,310	247,248
Connected with the Community	53,165	35,954	89,119
Community Voice	-	17,828	17,828
Other trading activities	87,171	6,274	93,445
Investment income	25	-	25
Other income	5,990	-	5,990
Total	1,109,371	300,956	1,410,327
EXPENDITURE ON			
Raising funds	34,027	-	34,027
Charitable activities			
Independent Living	959,172	108,978	1,068,150
Getting the Right Start	44,088	143,931	188,019
Connected with the Community	57,494	37,765	95,259
Community Voice	10	20,870	20,880
Total	1,094,791	311,544	1,406,335
NET INCOME/(EXPENDITURE)	14,580	(10,588)	3,992
RECONCILIATION OF FUNDS			
Total funds brought forward	175,176	33,039	208,215
TOTAL FUNDS CARRIED FORWARD	189,756	22,451	212,207

14. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
Additions	12,450
AMORTISATION	
Charge for year	1,383
NET BOOK VALUE	
At 31 March 2023	11,067
At 31 March 2022	-

15. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2022 and 31 March 2023	13,302
DEPRECIATION	
At 1 April 2022 and 31 March 2023	13,302
NET BOOK VALUE	
At 31 March 2023	-
At 31 March 2022	-

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	77,052	73,253
Other debtors	3,513	7,374
Accrued income	18,545	17,638
Prepayments	6,678	4,523
	105,788	102,788

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	13,872	8,960
Social security and other taxes	18,411	14,196
VAT	4,243	1,406
Other creditors	9,328	8,257
Deferred Income	250,356	113,416
Accrued expenses	43,310	23,170
	339,520	169,405

Deferred income	2023 £	2022 £
Balance at 1 April 2022	113,416	47,452
Amounts released to incoming resources	(113,416)	(47,452)
Amounts deferred in year	250,356	113,416
Balance at 31 March 2023	250,356	113,416

Deferred income comprises grants and contracts in which the grantor or contract provider has specified that the funds provided are to be used in future accounting periods. Restricted deferred income totalled £119,098 (2022 £65,913).

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Fixed assets	11,067	-	11,067	-
Current assets	414,783	149,315	564,098	381,612
Current liabilities	(220,422)	(119,098)	(339,520)	(169,405)
	205,428	30,217	235,645	212,207

Comparatives for net assets between funds - 31 March 2022

	Unrestricted funds	Restricted funds	2022 Total funds
	£	£	£
Current assets	293,123	88,489	381,612
Current liabilities	(103,367)	(66,038)	(169,405)
	189,756	22,451	212,207

19. MOVEMENT IN FUNDS

	At 1/4/22	Net movement in funds	Transfers between funds	At 31/3/23
	£	£	£	£
Unrestricted funds				
General fund	189,756	15,672	-	205,428
Restricted funds				
Family Matters Richmond	2,918	(2,922)	-	(4)
Family Matters Hounslow	(2,394)	-	-	(2,394)
Pathways	10,302	(2,818)	-	7,484
Parent Carer Forum	(509)	663	-	154
Sitting and Befriending Kingston	2,954	-	(2,954)	-
SEND Advice	5,008	(2,113)	-	2,895
Covid Response	1,136	38	-	1,174
Welfare Grants	-	2	-	2
Bright Futures (City Bridge Trust)	1,341	(654)	-	687
PAC Project (NHS)	222	(222)	-	-
PA Training	454	2,630	-	3,084
FriendBee (HF)	-	(2,954)	2,954	-
Active From Home	-	3,116	-	3,116
South Western Railways - Bridging the GAP	1,019	-	-	1,019
Richmond Mayor Fund	-	13,000	-	13,000
	22,451	7,766	-	30,217
TOTAL FUNDS	212,207	23,438	-	235,645

19. 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	1,098,555	(1,082,883)	15,672
Restricted funds			
Family Matters Richmond	48,532	(51,454)	(2,922)
Family Matters Hounslow	40,039	(40,039)	-
Pathways	46,000	(48,818)	(2,818)
Parent Carer Forum	19,409	(18,746)	663
SEND Advice	38,509	(40,622)	(2,113)
Covid Response	7,101	(7,063)	38
Welfare Grants	14,586	(14,584)	2
Bright Futures (City Bridge Trust)	44,400	(45,054)	(654)
PAC Project (NHS)	37,780	(38,002)	(222)
PA Training	12,868	(10,238)	2,630
FriendBee (HF)	126,324	(129,278)	(2,954)
Active From Home	22,352	(19,236)	3,116
Richmond Mayor Fund	13,000	-	13,000
	470,900	(463,134)	7,766
TOTAL FUNDS	1,569,455	(1,546,017)	23,438

Comparatives for movement in funds

	At 1/4/21 £	Net movement in funds £	At 31/3/22 £
Unrestricted funds			
General fund	175,176	14,580	189,756
Restricted funds			
Family Matters Richmond	5,375	(2,457)	2,918
Family Matters Hounslow	(1,058)	(1,336)	(2,394)
Pathways	13,644	(3,342)	10,302
Parent Carer Forum	2,533	(3,042)	(509)
Sitting and Befriending Kingston	2,954	-	2,954
Sitting and Befriending Website	1,091	(1,091)	-
SEND Advice	1,086	3,922	5,008
Covid Response	2,707	(1,571)	1,136
Welfare Grants	4,707	(4,707)	-
Bright Futures (City Bridge Trust)	-	1,341	1,341
PAC Project (NHS)	-	222	222
PA Training	-	454	454
South Western Railways - Bridging the GAP	-	1,019	1,019
	33,039	(10,588)	22,451
TOTAL FUNDS	208,215	3,992	212,207

19. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,109,371	(1,094,791)	14,580
Restricted funds			
Family Matters Richmond	33,642	(36,099)	(2,457)
Family Matters Hounslow	32,322	(33,658)	(1,336)
Pathways	43,000	(46,342)	(3,342)
Parent Carer Forum	17,828	(20,870)	(3,042)
Sitting and Befriending Website	-	(1,091)	(1,091)
SEND Advice	35,280	(31,358)	3,922
Covid Response	15,894	(17,465)	(1,571)
Welfare Grants	6,804	(11,511)	(4,707)
Bright Futures (City Bridge Trust)	36,400	(35,059)	1,341
PAC Project (NHS)	31,483	(31,261)	222
PA Training	9,730	(9,276)	454
FriendBee (HF)	6,666	(6,666)	-
Active From Home	20,300	(20,300)	-
South Western Railways - Bridging the GAP	11,607	(10,588)	1,019
	300,956	(311,544)	(10,588)
TOTAL FUNDS	1,410,327	(1,406,335)	3,992

Funded by City Bridge Trust, Bright Futures, SEND Transitions supports parents and their young people to navigate the changes to their education, social and health care as they move from children to adults' services. The restricted funding of £44,400 covers salaries and associated costs, workshop delivery and the development of an online resource. This year a further £4,188 was awarded to us by CBT and was allocated to Children Services core cost to part fund the FriendBee Befriending and the Hounslow Family Matters service.

SEND (Special Educational Needs and Disabilities) Advice - Specialist advice and advocacy services supporting families to get the right support for their children and young people at home, at school and in the community. During the year this service received a restricted community grant of £30,000 from the Hampton Fund and £8,508 from Richmond Parish Lands towards the salary and associated costs of the SEND Advisors.

Family Matters Richmond - a support service for families with children and young people with SEND. During the year this service received a restricted grant from Richmond Parish Lands of £15,232 and received a restricted community grant of £28,300 from the Hampton Fund towards the salary and associated costs of two part-time parent support worker and admin support.

Family Matters Hounslow - a support service for families with children and young people with SEND. A restricted grant from Children in Need for core costs of £31,220, a grant of £632 from the Heathrow Community Trust, £4,509 from Hounslow Thriving Communities as well as the monies from City Bridge itemised above was allocated to fund the salary and associated costs of a full-time parent support worker, workshop delivery and admin support.

Parent carer Forum - during the year this service received a restricted grant of £19,408 from the Department of Education to facilitate the running of the forum.

FriendBee (SEND Befriending) - a specialist befriending service for children and young people with SEND enabling them to get out into the community and participate in activities and develop social skills. During the year this service a restricted grant of £1,333 from Hampton Fund, £1,984 from City Bridge Trust, £8,571 from the Aviva Charities Trust and £43,790 from the Lottery Fund.

19. MOVEMENT IN FUNDS - continued

Pathway - Information, advice and advocacy to disabled people and people with mental health conditions who are struggling with housing, benefits or social care issues. During the year this service received a restricted fund of £46,000 from Trust for London.

Skills for care awarded us £12,868 to deliver Personal Assistant (PA) & Employer Training with our partners Action on Disability (AoD) and Disability Action Haringey (DAH) on Zoom and in person. Funding covered the cost of specialist trainers, venues, PA expenses and administration costs.

NHS Charities provided £37,780 of restricted funding for the Proactive Anticipatory care (PAC) project. Working with local partners, we support residents with long term health conditions to be more independent and in control of their care and support.

The Janus Henderson Charity Challenge awarded £22,352 to fund the administration of our befriending project supporting isolated residents to re-engage with their community.

Our Counselling service received restricted funding from Richmond Parish Lands of £5,000 and £3,972 from the Lottery (Awards for All) to cover administration and supervision costs.

A restricted grant of £5,896 was awarded by Richmond Charities to be distributed to vulnerable residents in need.

Richmond Mayor Fund - As the Mayor of Richond's chosen charity for 2023, monies were raised from a number of fundraising events to support the Children's services run by in Richmond including FriendBee, The Send Minecraft Group and Bright Futures.

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

21. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1.

RUILS

England & Wales - Charity number 1127896

Accounts

REGISTERED COMPANY NUMBER: 06682677 (England and Wales)
REGISTERED CHARITY NUMBER: 1127896

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

FOR

RUILS

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RUILS

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

	Page
Chair's Statement	1
Report of the Trustees	2 to 11
Report of the Independent Auditors	12 to 14
Statement of Financial Activities	15
Balance Sheet	16
Cash Flow Statement	17
Notes to the Cash Flow Statement	18
Notes to the Financial Statements	19 to 31

RUILS

CHAIR'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

I have great pleasure in presenting the Ruils Annual Report and Accounts for the year to 31st March 2022. Once again the year was dominated by the impact of Covid 19 but as we slowly return to normality, I'll also look forward a little.

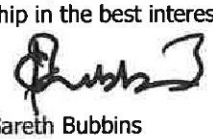
Ruils staff continued to respond wonderfully well, in often challenging circumstances, to the many problems faced by our clients, either disabled (visible and non-visible), or older people. During the pandemic our clients were especially prone to being isolated and lacked human contact The Ruils team were able to make life a little more pleasurable for them. Some of our clients were unable to shop for themselves and working with other charities and our valuable volunteers, we were able again to deliver food to those in need. We were able to do this and maintain or expand our other services by ensuring we remained financially sound. Our success has led to increased demand for our services and, in some instances, growing waiting lists which we continue to manage and prioritize.

We continued to deliver a range of services including Direct Payment Support which assists clients who have decided to receive payments directly to choose, arrange and manage their own care. We have provided this service in Richmond and Hammersmith and Fulham boroughs and we thank these councils for their continued financial support. Our Social Prescribing service, funded by the Richmond GP alliance, has continued to grow. This service enables GPs, nurses and other primary care professionals to refer patients to us whose concerns can be addressed via non-medical intervention.. As our link worker staff have be become more experienced they have been able to deal with a wider range of issues.

We also provided other services enabled by grants from key funding partners such as Children in Need, Comic Relief, the City Bridge Trust, Trust for London, Young Londoners and our wonderful local funders, the Hampton Fund and Richmond Parish Lands. We also continue to raise funds via the efforts of Ruils team themselves, led by the dynamic efforts of Carolyn Jones. All this funding enables us to provide valuable services; Pathways, which gives advice and advocacy support for disabled people, special educational needs (SEN) advice for families with disabled children, FriendBee our SEND befriending service to support disabled children and their families holistically, Family Matters in Richmond and Hounslow providing one to one case work support to parents of disabled children and to offer a subsidized. Counselling service to clients. As a user led organization we also seek to provide new services where a demand becomes apparent, so, for example, we have been pleased to introduce Bright Futures which supports parents and disabled young people between 16 and 25 with transition issues. Finally, we run a Community Independent Living Service, supported by Richmond Council and resourced by our great volunteers of all ages. They continue to offer their time and commitment to facilitate activities for the community.

The Ruils team continues to grow as we take on new work. There are now 40 staff members. They work well with each other and are highly regarded by the service users and trustees alike. Much of this is due to the inspirational leadership of Cathy Maker our CEO who not only leads the team so well but is key in leading the decision as to which work we should do in the best interests of Ruils, and also promoting the charity in Richmond and across a wider area. She has also reviewed the management structure and introduced a Children's Services manager, and re-vamped the structure of the finance team. Thank you Cathy. Your trustee team has remained fairly settled although Bridget Molloy, a recent recruit as Treasurer, has stepped in superbly to assist the Finance work, and produced a good and accurate set of accounts for our auditors. Finally, we welcome Richard Wilding and Mary Harrison who, I'm sure, will be really good additions to the team.

Ruils has come through the pandemic hiatus well. We did this by concentrating on what our clients wanted and how we could best help them. We are not immune from the issues facing other charities, such as the difficulty in recruiting, cost issues, and increases in demand and waiting lists. However, with the determination of the CEO and Board to run a steady ship in the best interests of its clients, Ruils is well placed to meet these challenges.



Gareth Bubbins
Chair

15 September 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted 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 applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our purpose as set out in the objects of our memorandum of association, is to alleviate the needs of disabled people, but also others in need by reason of ill-health, financial hardship or other disadvantage, to live independent, equal and inclusive lives.

Ruils exists to remove the barriers that prevent disabled people from living independent lives. Our vision is for a society where all individuals have choice and control to live independent lives. It is our mission to provide a range of services to enable individuals to be independent and to live the life of their choice.

For year ending March 2022 our principal objectives were as follows:

- Develop and deliver activities and services that make a difference to our clients
- Influence attitudes, policies & practices to remove barriers to independent living for disabled people
- Be sustainable and financially and operationally resilient
- Have a committed, high performing team of staff, volunteer and trustees
- Have our work recognised for its excellence.

As part of the strategic planning process the Board have agreed an updated vision, mission and objectives, and based on this we are reviewing and updating the strategic operational plan.

Significant activities

We deliver a range of holistic, outcome-focused services that aim to remove the barriers to living an independent life. This year there were four main strands to our activities:

Getting the right start

Our children's services provide parents with information, advice and support to enable them to get their young person with additional need and disabilities the education, community and home support they need to thrive.
- Family Matters - Hounslow and Richmond
- SEND Specialist Advice
- FriendBee - SEND Befriending
- Bright Futures - SEND Transition Service

Living Independently

We provide a range of services that enable residents to stay living at home and connected to their community:
- Direct Payment support in Richmond and Hammersmith
- Social Prescribing
- Pathways - benefits, housing & social care advice and support
- Proactive Anticipatory Care (PAC) working with NHS & social care colleagues to coordinate care & support
- Counselling.

Connected with the community

Ruils' community and befriending services enable people to engage in accessible, peer led activities in their community. Activities include: community choir, allotment, creative writing, mental health support group, Breathworks & Mindfulness, art group and theatre workshops.

Community Voice

Our peer led community involvement groups, Your Say and the Richmond Transport and Mobility Forum, ensure disabled people's voices are heard and that these views influence local decision-making. Additionally, we collaborate with other organisations to campaign for change on a national level.

OBJECTIVES AND ACTIVITIES

Public benefit

We review our aims, objectives and activities each year and in so doing, the trustees have taken in to account the guidance on public benefit published by the Charity Commission. In reviewing these aims and planning future activities and services we consider and evaluate the outcomes of each activity and the impact it will have on our beneficiaries and stakeholders.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

2021/2022 has been a busy and challenging year for Ruils. Demand for all of our services has increased and at times we have had waiting lists running on a number of our services. Prioritising referrals, increasing capacity where possible and clear communication with our clients has enabled us to continue to deliver high quality services that meet our clients' needs and expectations.

Against the backdrop of Covid guidance and restrictions, we have continued to provide person-centred services and adapted delivery accordingly. The impact of Covid on our residents' mental health continues to be felt across all services with demand for our counselling services doubling and the need for in-person face to face befriending at its highest ebb. The opening up of activities across the borough has opened new opportunities for our clients and it has been wonderful seeing people engaging in our groups once more.

As we learn to live with Covid, we have seen some benefits form hybrid working. Our remote workshop attendance numbers, for example, have increased and we have supported clients to make use of technology to interact with their families or complete simple tasks.

The wellbeing of staff has remained of utmost importance and we have worked hard to ensure that staff are trained and resourced and well supported in their roles. The commitment of staff to their clients, their team and to Ruils has been exceptional.

1. Getting the right start

Our children's services team work with local parents to remove the barriers that their disabled children and young people face to create a more level playing field so that young people can reach their full potential.

Family Matters (Richmond & Hounslow)
At the start of the pandemic, Family Matters saw a fall in referrals, but as the services moved to remote provision, demand increased dramatically. Family Matters supported 154 parents of young people with additional needs and disabilities (79 in Hounslow and 75 Richmond) to access services, activities and grants towards specialist equipment. Across both boroughs we have seen an increase in parents requiring grants for IT equipment, food, bills and essential household items. In Richmond, support with managing behavioural issues and the parents' own mental health has also increased. In Hounslow, support with getting on to the Housing Register or moving to more appropriate accommodation, demand for filling various benefits forms have increased. Demand for PA (personal assistant), befriending support is also very high in Hounslow.

350 parents attended 18 workshops organised by Richmond and Hounslow Family Matters. Parents gained knowledge and learning on specialist topics, by attending the Ruils workshops. A positive impact of Covid is the change from in-person to remote workshop delivery, which has meant that more parents have been able to attend. We plan to continue to deliver the workshops in a blended format of face to face and remotely.

FriendBee
FriendBee, our SEND Befriending service, supports disabled young people to access social and leisure activities to increase independence, confidence and wellbeing. Our team of 38 Befrienders worked over 6000 hours supporting 41 young people across Richmond and Kingston this year. The service was fully reopened to new clients in April 2021 and we officially launched the new custom-built FriendBee website in January 2021. The website has allowed families to register and match with Befrienders in their own time and involve their young person in the process. As a result, family registrations have doubled and the number of matches has also increased in the few months that it has been live.

SEND Advice
Demand for Special Educational Provision in Richmond is greater than ever, and resources are scarcer. The Local Authority is under huge financial pressure and schools are struggling to cope. We supported 190 families to understand and undertake the complex Education Health and Care Plan (EHCP) processes to secure appropriate provision for their children and young people. We ran four workshops on related specialist topics, raised concerns to the Local Authority via Partnership Forums and liaised regularly with other local and national SEN support organisations to ensure that our advice and information is as accurate and effective as possible.

Bright Futures, SEND Transitions support
This new service supports parents and their young people to navigate the changes to their education, social and health care as they move from children's services into services for adults. We have run 9 workshops for parents on topics such as benefits, Lasting Power of Attorney and deputyships, mental capacity assessments, EHCPs and choosing schools and colleges which have been attended by over 80 parents with many attending more than one workshop. We have worked 1-2-1 with over 90 clients and have 130 parents on our mailing list, some from some distance away. We have set up 3 peer led parent support groups bringing parents together who share similar issues on a regular basis.

2. Living independently

Our independent living services provide information, advice and practical support to enable residents to live the life of their choice.

Direct Payment Support Service
This year the Direct Payment Support Service provided support to people in receipt of a Direct Payment in Richmond and in Hammersmith & Fulham (the latter in partnership with Action on Disability). Although we were still offering a telephone based service to clients, we restarted home visits towards the end of the year. We supported 283 residents in Richmond to manage their Direct Payment and helped 118 new and existing Direct Payment recipients to recruit new Personal (care) Assistants (PA) or set up new support arrangements. In Hammersmith and Fulham, we supported the Council to set up and implement new Direct Payment process and our Independent Living Advisors supported 93 residents to recruit Pas, as well as continuing the very successful peer group support online. We continued to help keep clients safe by providing clear information and COVID guidance, securing free PPE and ensuring PAs were prioritized in the vaccines roll out.

Assistive Technology
This year we worked with 48 disabled people to identify appropriate devices (e.g. smart watches, doorbells, laptops, tablets) to give them the opportunity to be more independent. Technology and device solutions have enabled clients to access online courses, attend counselling, stay in touch with family, control their home devices with their voice and even open their curtains from their bed. We have also continued to support clients that need additional IT support from the first year of the project.

Social Prescribing
Social prescribing has gone from strength to strength this year and there are now 17 Social Prescribing Link Workers in post covering 6 Primary Care Networks. The team have received 3103 referrals and provided 2350 social prescriptions. There has been a small decrease of referrals for social isolation, but the number of referrals for mental health have almost doubled. The team have started to attend GP surgeries and to undertake face to face appointments which is enhancing the service.
As well as issuing the 2350 social prescriptions the team have signposted to over 5000 different service/activities. We are continually seeking new activities and services for the residents of Richmond, identifying unmet needs and creatively finding the right matches and solutions for residents.

Proactive Anticipatory Care (PAC)
This is a new partnership with the NHS. We work with residents with long term health conditions to coordinate their care and support and connect them with local voluntary sector services. Over the past 10 months, we have worked with a dedicated team to plan and organise proactive and preventative support to over 100 clients in the Teddington Primary Care Network. With primary care, community services and the voluntary sector working collaboratively we have been able to work with individuals and their families to improve their self-resilience, introduce and signpost activities and services in the community and ensure care and support needs are met. This empowers them to make decisions about their present and future wellbeing, thus improving quality of life and outcomes.

Pathways
A successful and busy year for Pathways with unpreceded demand for benefit and housing support. We have supported 51 disabled people in the Richmond borough and have generated a financial outcome of £186,283 in client payments. Client feedback has been exceptional and has illustrated the huge need for helping those in need to navigate the complex and ever changing benefits system. We expect the demand to increase in line with the current cost of living increases. We plan to achieve AQS accreditation next year.

Counselling
Demand for the Ruils Counselling service increased substantially. In spite of having 10 counsellors working with approximately 30 clients at a time, the waiting list has expanded from a few weeks to 4-5 months. We have worked with 60 clients for 12-16 sessions on average. Our counsellors are students working towards their qualifications. Two of our counsellors qualified during the year, and continued to work with us to add to their hours. As we return to face to face counselling, we continue to offer phone and Zoom sessions where appropriate.

Welfare Grants
We receive grant funding from Richmond Charities and funds from a private donor to distribute to people experiencing financial hardship. Typically grants are up to £250 per person. This year we administered 40 grants which were spent on a range of items - paying for utility bills, essential household items, specialist equipment e.g. a SAD light, Dementia clock and relevant activities e.g. counselling and a holiday club for a disabled child.

3. Connected with the community

As the year saw a series of transitions directly related to the easing of pandemic restrictions. Through April to the end of May, our main focus was our telephone befriending, foodbank and shopping services. These services were needed with the pandemic exacerbating issues already prevalent pre-Covid 19. such as isolation, loneliness, mental health challenges and food poverty. All of which led to greater client anxiety, loss of confidence, disengagement with the community and deterioration in people's overall wellbeing. With the easing of restrictions from the end of May onwards, we started to open up our group community activities to in-person gatherings and allow for telephone befrienders and clients to meet outside.

We ended the year with approximately 105 active volunteers across all our community services We received over 35 new volunteer applications. At the height of the pandemic in 2020, we had over 160 volunteers. Over the course of the pandemic due to furlough ending, new job opportunities and re-engaged family commitments, our volunteer numbers declined. There was also the challenge of charities competing with each other for volunteers as their operations returned to pre-pandemic scale.

At the end of May 2021, we ceased our foodbank operation. This service was set up as a short term, direct response to a Covid need that we ended up running for 15 months. We maintained the shopping service for clients that were on our books who also benefitted from the personal, regular contact akin to our befriending service.
We also, provided Christmas food parcels to all of the clients who had benefited from the food bank over the pandemic and we are still able to support emergency provision when required.

From May 2021 increased our community engagement through our group activities (Choir, Art, Together As One, Creative Writing, Theatre, Allotment, Breath & Body & Wellbeing Walks). The total number of attendances across these activities for the year was 2478 over 290 activity sessions. This is a very positive outcome and shows the need for people to engage in their communities, enjoy a passion, build their confidence, and improve their wellbeing.

We also launched a new service called Active from Home 1-2-1 Walks. This has been another success. Through the year, we've had 20 clients come through our scheme for differing periods of time depending on their needs. At any one time we had 6-8 active clients. These 1-2-1 walks are a real tonic in terms of wellbeing, fitness and confidence.

4. Community Voice

Your Say and the Richmond Transport and Mobility Forum
Like many areas within Ruils, Covid-19 had a major impact on the work of Your Say. With many members shielding, Your Say responded by meeting regularly on Zoom, being a social space to share frustrations and coping strategies, and taking up members' issues especially with housing associations where there can be significant delays. We also continued to participate in the Borough community conversations to help shape the services they are delivering to disabled people. We discussed how we could take forward campaigning issues especially how we can better communicate the work of Your Say, and get disabled people to take a more proactive approach in raising issues that impact them and their community. Creating opportunities for disabled people to influence local and national decision-making is a key objective for Ruils and to this end we have made a commitment to employ a Campaign and Membership manager in the coming year.

The Mobility Forum continued to meet remotely. We heard from the Council about their streetscape changes in response to social distancing and heard from operators about their efforts to open up as restrictions were lifted. The group was particularly pleased that after many years of campaigning the Council acted against an epidemic of pavement parking in the Whitton area. We also had regular attendance from transport companies in London, bus and rail operators in particular, and it was pleasing to note their increased empathy with accessible transport issues.
Our members have welcomed the actions they have taken to improve their experiences and frustrations. We look forward to continuing cooperative working.

Parent Carer Forum
Hosted by Ruils, the Parent Carer Forum gathers and promotes the views of local parents and works with the Local Authority to co-produce services for children/young people with Special Educational Needs and Disabilities (SEND.) This year they have seen a 40% increase in membership, and have supported members to share their views with inspectors during the 2021 Joint Local Area SEND Inspection by OFSTED/CQC, hosted a co-production workshop, have offered training with IPSEA in SEND Law to 60 parents and have run consultations on post 16 transition and the new SENDIASS re-commissioning process. We have also supported both parents and family wellbeing by hosting a range of activities including e.g. yoga, wellbeing walks, coffee mornings and family sessions at Syon Park's Enchanted Woodland and the Children's Garden at Kew.

Engagement
We continue to communicate with our members, supporters and the local community via our newsletter which has 1,490 subscribers with an additional 1,223 people receiving targeted updates from us. Social media remains a powerful tool in keeping us up to date with national trends as well as being a platform to share our work. It has been a big focus over the last year and we have grown our following by over 100 people per active account and have reached 45K people through our posts. We currently have 1,047 followers on Facebook, 1,446 followers on Twitter, 358 on LinkedIn and 509 on Instagram. This year we also created a Next Door organisation page and hope to expand this over the next year.

We completed the Stronger Voices programme with the Media Trust - a 6 month digital communications course that helped us to refine and focus our digital assets and create a digital content strategy.

Quality Standards
We hold the ISO 9001-2015 Quality mark and are working towards achieving the Advice Quality Standard.

Fundraising activities
We continue to build on our community fundraising success, raising over £74,000 to fund our Counselling and FriendBee SEND Befriending projects as well raising our profile. Challenge events raised over £20,000 and our rugby dinner raised over £16,000. Individual donations brought in £19,000, of which over £9,000 came through direct debits. We are pleased to have diversified these income streams over the past few years enabling us to respond flexibly to fluctuating funding and demand for new services.

FINANCIAL REVIEW

Financial position

Total income for the year was £1,410,327 (2020/21 £1,288,017). Total expenditure for the year was £1,406,335 (2020/21 - £1,215,994). Staffing costs account for 76% of total costs (2020/21 - 80%).

Principal funding sources

The principal funding sources for the charity are NHS and Local Authority contracts, grant income, donations and fundraising.

During the year we received funding from Richmond General Practice Alliance (RGPA), the London Borough of Richmond, Hampton Fund, Richmond Parish Lands, City Bridge Trust, Action on Disability, Young Londoners, Trust for London, Transport for London, South Western Railways Customer and Communities Improvement Fund, Heathrow Community Trust and Hounslow Thriving Communities.

Reserves policy

Ruils operates a Reserves Policy designed to ensure that it holds sufficient unrestricted funds to maintain the charity's core and essential activities, to pay for unexpected costs and to meet contractual liabilities in the case of closure. Our aim is to hold in reserve the equivalent of 3 months running costs.Due to economic challenges and the global pandemic,we were not able to add to our Reserves in the way we had planned this financial year. We believe that 2022/2023 will bring further challenges. Increasing our Reserves remains a strategic priority and we will continue to carefully monitor our financial situation as well as identifying opportunities to increase unrestricted income.

Unrestricted reserves increased by £14,580 from £175,176 to £189,756. Restricted reserves decreased by £10,588 from £33,039 to £22,451.

PLANS FOR THE FUTURE

Strategy

Work continues on our three year strategy. After a period of accelerated growth, the focus this year has been on consolidation. Whilst we have made significant changes e.g. moving our finance function in-house, we continue to work on creating the right infrastructure to support our team and services. This year we will finalise the three year plan and will create an operational framework to ensure its successful delivery.

Funding

At the end of this financial year, we obtained three year funding from the Community Lottery and Children in Need. This has been a boost to our Children Services and has enabled us to focus on funding for our Counselling service and our Campaigning role. Over the coming year we will be tendering for the Direct Payment Support Service and will be working with our NHS partners to secure further funding for the Social Prescribing Service.

Staff Wellbeing and Retention

Staff wellbeing and retention remain an important focus for the organisation. Over the next year, we will be implementing a new appraisal and development programme that aims to identify staff key strengths and areas for development. We will continue to support staff mental health by providing external support, coaching and mentoring.

Back office support

We will continue to focus on infrastructure changes to ensure that Ruils is fit for purpose. Over the next year, we will increase the capacity of the finance officer role providing greater support to the senior management team. A Children's Services Manager has been appointed and they will alleviate some of the pressure on the executive team and will be able develop the team and the services we provide.

Property

We continue to work out of a Council owned property and pay nominal rent. Covid restrictions and staff working from home have reduced the pressure on the charity to seek alternative accommodation. However, we are still considering alternatives as the current space is not fit for purpose.

Board of Trustees

Having undertaken a skills audit and governance review, we have actively recruited a parent of a disabled young person to represent this client group on the Board. We have implemented a programme of mandatory training for the board, appointed a Safeguarding lead and are currently working on a scheme of delegation

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Ruils is a charitable company limited by guarantee and a registered charity. It was founded in 1999 and registered as a charity in 2002 (number 1099930). The company was incorporated as a charitable company limited by guarantee in August 2008 and is registered in England and Wales (company no: 06682677 & charity no: 1127896).

Our Membership

Ruils is a user-led charity and a membership organisation. There are three types of membership: full, associate and corporate. Full Membership is available to older people, disabled people, carers eligible for their own social care support, people with long term health and mental health conditions and parents of disabled children (up to the age of 25). Full members have voting rights. Associate Membership is available to non-disabled relatives, friends, allies, advocates and close supporters of Ruils. Associate members do not have voting rights at Annual General Meetings (AGM) or Extraordinary General Meetings (EGM). Corporate Membership is available to user-led organisations and other organisations that support Ruils' aims.

In total we have 130 members. We 110 full, 20 associate and 2 corporate members. The liability of the full members is limited to an amount not exceeding £1.

Recruitment and appointment of new trustees

Under the requirements of our Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a maximum period of three years after which they must stand down. They may seek re-election for a further term. Each year one-third of the elected trustees are subject to retirement by rotation. The appointment of trustees takes place by nomination and election at the AGM.

Ruils is a user-led organisation and has made a commitment to ensure that a minimum of 75% of the board is made up of disabled people. Trustees must be representative of their constituents and/or be people with skills, knowledge and experience necessary to run an effective registered charitable company limited by guarantee.

The number of trustees cannot be less than four or greater than fifteen. When considering co-opting trustees, the Board will consider the specialist knowledge or skills required on the Board and the credentials of the individual co-opted.

Organisational structure

Ruils has a Board of Trustees of up to fifteen members who meet bi-monthly as a full Board. They are responsible for the governance, strategic direction and policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. At present the Board has 11 members from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer also attends board meetings but has no voting rights.

Trustees are also members of our sub-committees who meet at least 4 times per year: Personnel, Finance, Fundraising & Marketing, Quality Management Review and Strategy. All sub-committees have a Terms of Reference which outline their level of autonomy and decision-making. The Chief Executive Officer also attends sub-committee meetings but has no voting rights.

Register of Interests

Ruils has a comprehensive Conflict of Interest policy and maintains a register of Interests. Trustees are required to declare their and their family's outside interests.

Equal Opportunities

Ruils operates a policy of equal opportunities. All recruitment, employment practice and service delivery is carried out according to the principle of equal opportunities.

Decision making

The Board is currently reviewing the Standing Orders and creating a new scheme of delegation which will clearly define the delegation of decision-making from the board, its sub-committees to the CEO. The day to day operation of the organisation rests with the CEO who is responsible for ensuring that the charity delivers the services specified and that key objectives and performance indicators are met.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new trustees

All trustees are made aware of their responsibilities and commitments. Through the Induction process, new trustees receive a Trustee Handbook that contains essential information about the charity including the Memorandum and Articles of Association, Standing Orders, key policies, the strategic plan and the latest financial statements. They also meet with the CEO and are given key information on the charity's financial position, the activities of the organisation, objectives and future plans. Training on topics such as the roles and responsibilities of a Trustee, Safeguarding, Data & Cyber Protection and Child protection is provided.

Pay policy for senior staff

The Charity's trustees and the chief executive comprise the key management personnel of the Charity, with the trustees in charge of the strategic direction of the charity and the CEO running operations on a day to day basis. All trustees give of their time freely and no trustee received remuneration in the year. The pay of all staff is reviewed annually and is normally increased in line with the cost of living indices. This year, however, due to the uncertainty of Covid a small increase of 1.8% was awarded. Trustees benchmark salaries against comparable roles both locally and nationally.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or a senior manager of the charity with a contracted supplier or trustee/senior manager of a partner organisation must be disclosed. There are no related party transactions as reported in the notes to the accounts.

Risk management

The trustees have a risk management strategy which comprises of an annual review of the major risks or uncertainties to which the charity is exposed, in particular those relating to the operations and finances of the charity. Additionally, the board reviews the procedures, policies and actions taken to mitigate the identified Risks. The Risk Register is updated and/or amended as appropriate. Throughout the year risks to operational and financial performance are reviewed by the relevant sub-committees and necessary actions are taken where appropriate. The Risk Register is updated accordingly.

Ruils has experienced a period of rapid growth and is still in the process of adapting our management structure and key processes and procedures to reflect this growth. Increasing management capacity by introducing new roles and investing in a staff retention programme has been an important focus of the latter part of this financial year. Additionally, we have addressed concerns over staff wellbeing by continuing to provide external support, flexible working and by rewarding the staff at an Away Day. In terms of financial risk, we have continued to diversify our income and have managed to secure further funding for our Children's Services. This has reduced the pressure on community fundraising. We remain committed to increasing our Unrestricted Reserves and have targets in place to achieve this.

The Board is therefore satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06682677 (England and Wales)

Registered Charity number
1127896

Registered office
Disability Action And Advice Centre
4 Waldegrave Road
Teddington
Middlesex
TW11 8HT

Trustees
G A Bubbins (chair)
J M Getley (vice chair)
B M Molloy (treasurer)
A R Benson
D Bloud
A M Debenham
B J Meteyard
D B Prasher
G T Savin
A J Winterburn
R A Wilding (appointed 6/1/22)
A M Harrison (appointed 23/5/22)

Chief Executive Officer
Cathy Maker

Senior management
Cathy Maker is supported by Paula Buckton (Adult Team Manager) and Jeanne Davey (Interim Social Prescribing Manager).

Company Secretary
G T Savin

Auditors
Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Bankers
CAF Bank
25 King's Hill Avenue
King's Hill
West Malling
Kent ME19 4JQ

Barclays Bank Plc
Leicester
LE87 2BB

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of RUILS for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- 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 proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

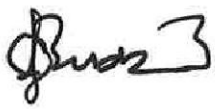
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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 15 September 2022 and signed on its behalf by:



G A Bubbins - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RUILS

Opinion

We have audited the financial statements of RUILS (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charities activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non -compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

-the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

21 October 2022

RUILS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted fund £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities					
Independent Living		860,082	96,590	956,672	775,547
Getting the Right Start		102,938	144,310	247,248	250,739
Connected with the Community		53,165	35,954	89,119	171,481
Community Voice		-	17,828	17,828	13,899
Other trading activities	3	87,171	6,274	93,445	76,341
Investment income	4	25	-	25	10
Other income		5,990	-	5,990	-
Total		1,109,371	300,956	1,410,327	1,288,017
EXPENDITURE ON					
Raising funds	6	34,027	-	34,027	21,113
Charitable activities	7				
Independent Living		872,232	108,978	981,210	745,173
Getting the Right Start		131,028	143,931	274,959	273,709
Connected with the Community		57,494	37,765	95,259	157,157
Community Voice		10	20,870	20,880	18,842
Total		1,094,791	311,544	1,406,335	1,215,994
NET INCOME/(EXPENDITURE)		14,580	(10,588)	3,992	72,023
RECONCILIATION OF FUNDS					
Total funds brought forward		175,176	33,039	208,215	136,192
TOTAL FUNDS CARRIED FORWARD		189,756	22,451	212,207	208,215

The notes form part of these financial statements

RUILS

BALANCE SHEET
31 MARCH 2022

	Notes	2022 £	2021 £
CURRENT ASSETS			
Debtors	14	102,788	111,761
Cash at bank		278,824	226,787
		381,612	338,548
CREDITORS			
Amounts falling due within one year	15	(169,405)	(130,333)
NET CURRENT ASSETS		212,207	208,215
TOTAL ASSETS LESS CURRENT LIABILITIES		212,207	208,215
NET ASSETS		212,207	208,215
FUNDS	17		
Unrestricted funds		189,756	175,176
Restricted funds		22,451	33,039
TOTAL FUNDS		212,207	208,215

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 15 September 2022 and were signed on its behalf by:

B M Molloy

B M Molloy - Trustee

The notes form part of these financial statements

RUILS

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	52,012	29,129
Net cash provided by operating activities		52,012	29,129
Cash flows from investing activities			
Interest received		25	10
Net cash provided by investing activities		25	10
Change in cash and cash equivalents in the reporting period		52,037	29,139
Cash and cash equivalents at the beginning of the reporting period		226,787	197,648
Cash and cash equivalents at the end of the reporting period		278,824	226,787

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	3,992	72,023
Adjustments for:		
Interest received	(25)	(10)
Decrease/(increase) in debtors	8,973	(31,922)
Increase/(decrease) in creditors	39,072	(10,962)
Net cash provided by operations	52,012	29,129

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21 £	Cash flow £	At 31/3/22 £
Net cash			
Cash at bank	226,787	52,037	278,824
	226,787	52,037	278,824
Total	226,787	52,037	278,824

3. MAJOR NON-CASH TRANSACTIONS
Donated facilities

In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent of £20,000 for the provision of office space at the Disability Action and Advice Centre in Teddington.

The valuation of the notional rent has been estimated by management. The notional rent expenditure charge is included within support costs.

The notes form part of these financial statements

1. GENERAL INFORMATION

The private charitable company is incorporated and domiciled in England and Wales. The address of its registered office is The Disability Action and Advice Centre, 4 Waldegrave Road, Teddington, Middlesex, TW11 8HT. The registered number of the company is 06682677. The registered number of the charity is 1127896.

The financial information presented is for the year ended 31 March 2022 and 31 March 2021. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

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

Preparation of the accounts on a going concern basis
The financial statements have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves, the financial position, future plans and the expected level of income and expenditure for 12 months from authorising these financial statements.There are no material uncertainties about the charity's ability to continue as a going concern.

Significant judgements and estimates
The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts for services and grants with the London Borough of Richmond upon Thames.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

Government grants (covid 19 job retention scheme)
Government grants are recognised when the entity has reasonable assurance that conditions attached to the grant will be complied with and that the grant will be received.

Revenue grants are recognised using the accrual model and are therefore recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate. Revenue grants are measured at fair value, being the amount of cash receivable.

2. ACCOUNTING POLICIES - continued

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

Raising funds
Costs of raising funds comprise the costs associated with attracting voluntary income aud the costs of trading for fundraising purposes.

Charitable activities
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
Governance costs include those incurred in the governance of the charity and comprise the production of the statutory accounts and the audit of the charity.

Allocation and apportionment of costs
Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Office furniture and equipment over the value of £2,500 - 33% on a straight line basis.

Tangible fixed assets acquired through capital grants over £2,500 are included in fixed assets and depreciation is charged to the appropriate fund over the useful life of the asset.

Cash at Bank
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

Creditors
Creditors are recognised when 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. Creditors are normally recognised at the settlement amount.

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

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2. ACCOUNTING POLICIES - continued

Donated facilities
In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent for the provision of office space at the Disability Action and Advice Centre. The notional rent is considered a gift in kind from the London Borough of Richmond upon Thames.

Pension costs
The charitable company operates a defined contribution pension scheme. Contributions are included in the statement of financial activities in the year they are incurred.

Voluntary help
A certain amount of time is expended on the charitable company's activities which is donated free of charge. In accordance with Charities SORP (FRS 102), volunteer time is not recognised. Details of volunteer support and services are provided in the trustees' annual report and the notes to the accounts.

3. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Community Fundraising	93,445	76,341

4. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	25	10

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

	2022 £	2021 £
Contract income (unrestricted)		
Richmond GP Alliance - Social Prescribing Service	586,307	488,369
London Borough of Richmond Upon Thames - Direct Payments Service	160,006	165,606
Age UK Richmond - Community Independent Living Service - (CILS)	51,940	51,940
Action on Disability - Independent Living Service	33,938	33,938
Department of Work and Pensions - Kickstart	15,249	-
City Bridge Trust - Friendbee	10,000	-
Connect to Tech	1,236	-
	858,676	739,853
Contract income (restricted)		
City Bridge Trust - Bright Futures	36,400	-
NHS - PAC Project	31,483	-
London Borough of Richmond Upon Thames - Direct Payments (covid response)	-	11,228
Total contract income	926,559	751,081
Grant income (unrestricted)	29,469	12,452
Grant income (restricted)		
Hampton Fund	64,666	58,000
Trust for London	43,000	47,500
Children in Need	-	29,797
London Community Response Fund	-	26,981
Young Londoners	13,536	25,784
Coronavirus Emergency Grant Fund	-	19,301
Department for Education	17,460	14,950
Comic Relief	-	13,702
Richmond Parish Lands	10,923	11,280
Skills for Care	9,730	-
London Borough of Richmond Upon Thames - Active from Home	9,800	-
Janus Henderson Foundation	8,000	-
CAF Bank	-	9,965
Hounslow Thriving Communities	6,314	
Heathrow Community Trust	14,973	8,768
Bridging the Gap	11,607	-
Welfare Grants (Richmond Charities)	770	5,200
London Borough of Richmond Upon Thames - Donated facilities	20,000	20,000
JRS Grant	-	60,138
	260,248	351,366
Total grant income	271,855	363,818
Client Contributions	98,316	84,150
Sales of Service	11,897	11,232
Other Income	13,847	1,395
Total income from charitable activities	1,310,867	1,211,676

6. RAISING FUNDS

Raising donations and legacies

	2022	2021
	£	£
Staff costs	17,859	17,389
Project costs	2,528	1,334
Support costs	715	1,427
Governance costs	802	902
Fundraising expenses	12,123	61
	34,027	21,113

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Independent Living	906,077	75,133	981,210
Getting the Right Start	260,892	14,067	274,959
Connected with the Community	89,792	5,467	95,259
Community Voice	19,487	1,393	20,880
	1,276,248	96,060	1,372,308

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	£	£	£	£
Staffing costs				
Salaries	727,711	203,210	930,921	771,436
Pension	16,702	4,567	21,269	14,358
Employers NI	59,349	16,231	75,580	64,177
Casual Staff	86,940	-	86,940	102,844
Travel and Subsistence	2,118	282	2,400	2,112
Training and Development	2,837	1,343	4,180	9,987
Payroll processing charges	1,106	283	1,389	720
Staff gifts	126	25	151	675
DBS costs	813	79	892	979
Recruitment costs	5,563	2,532	8,095	5,205
Other staff costs	3,200	3,883	7,083	594
	906,465	232,435	1,138,900	973,087
Volunteer costs				
Travel and expenses	27	3	60	1,452
Gifts	63	27	90	74
Training	390	-	390	-
Volunteer Support	451	-	451	-
Volunteer Payments	-	79	79	-
Volunteer DBS	119	-	119	36
	1,050	109	1,159	1,562

7. CHARITABLE ACTIVITIES COSTS - continued

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Project costs				
Design costs	750	4,555	5,305	2,400
Printing costs	1,685	6,503	8,188	5,335
Sensory communication	(146)	895	749	131
Trainer's fees	225	6,330	6,555	-
Advertising	60	-	60	-
Venue Hire	691	1,752	2,443	1,427
Workshop expenses	1,019	4,877	5,895	3,258
Website development	989	4,492	5,481	19,054
Database development	791	183	975	1,615
External supervison	9,407	2,973	12,380	6,082
Welfare Grant payments	-	11,510	11,510	6,545
Client supplies	1,290	14,512	15,802	44,502
PPE	-	-	-	12,081
Client Tech	19,151	23	19,174	14,747
Project Partners	-	-	-	13,641
AT- IT Support	14,617	5	14,622	8,070
Community Activities	13,467	703	14,170	7,056
Bad Debts	1,878	-	1,878	1,454
Project costs - other	9,001	2,021	11,022	(3,681)
	74,875	61,314	136,189	143,717
Support costs				
Broadband & Internet	636	147	783	1,258
Mobile phones	6,805	2,601	9,406	7,097
Postage	3,372	747	4,119	3,559
Stationery	1,428	673	2,101	1,046
IT Support	6,071	1,548	7,619	5,989
Insurance	4,896	1,574	6,470	3,226
Subs and publications	1,152	899	2,051	2,425
IT software	767	139	906	1,184
Licence & building management	36,697	4,279	40,976	44,267
Office Hospitality	231	59	290	57
General office expenses	1,060	263	1,323	2,033
Legal expenses	-	-	-	1,200
Equipment repairs & renewals	2,581	1,800	4,381	8,025
HR Expense	210	-	210	1,890
Events & conferences	49	-	49	(60)
Telephone costs	70	18	88	-
IT back up charges	61	8	69	45
Memberships	157	145	302	1,002
Finance consultancy	2,128	372	2,500	3,890
Quality management	955	255	1,210	500
Other support costs	4,680	1,172	5,852	1,131
Governance costs	4,368	987	5,355	7,803
	78,374	17,686	96,060	97,567
Less costs attributable to fundraising	-	-	-	(21,052)
Total Charitable Activities Expenditure	1,060,764	311,544	1,372,308	1,194,881

8. SUPPORT COSTS

	Office Overheads	Governance costs	Totals
	£	£	£
Independent Living	71,223	3,910	75,133
Getting the Right Start	13,338	729	14,067
Connected with the Community	4,932	535	5,467
Community Voice	1,212	181	1,393
	90,705	5,355	96,060

Governance Costs

	2022	2021
	£	£
Auditors' Remuneration - Audit	3,750	3,750
Auditors' Remuneration - Non Audit	750	750
Independent Examination - Accountancy	-	2,062
Trustee costs and board meeting expenses	232	30
Planning and Development	200	-
Bank charges	423	1,211
Support costs (note 7)	5,355	7,803

9. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Auditors' Remuneration	3,750	3,750
Auditors' Remuneration - non audit	750	750

10. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

11. STAFF COSTS

	2022	2021
	£	£
Wages and Salaries	948,783	874,275
Social Security	75,581	64,177
Pension Costs	21,270	14,358
	1,045,634	952,810

The average monthly number of employees during the year was 44 (2021 35). No employees received emoluments in excess of £60,000.

The key management personnel is considered to be the chief executive officer, the adult team manager and the social prescribing manager. Key management compensation for the year was £128,447 (2021 £118,012).

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Independent Living	721,147	54,400	775,547
Getting the Right Start	8,301	242,438	250,739
Connected with the Community	64,932	106,549	171,481
Community Voice	-	13,899	13,899
Other trading activities	70,461	5,880	76,341
Investment income	10	-	10
Total	864,851	423,166	1,288,017
EXPENDITURE ON			
Raising funds	21,113	-	21,113
Charitable activities			
Independent Living	694,874	50,299	745,173
Getting the Right Start	25,207	248,502	273,709
Connected with the Community	52,162	104,995	157,157
Community Voice	-	18,842	18,842
Total	793,356	422,638	1,215,994
NET INCOME	71,495	528	72,023
RECONCILIATION OF FUNDS			
Total funds brought forward	103,681	32,511	136,192
TOTAL FUNDS CARRIED FORWARD	175,176	33,039	208,215

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2021 and 31 March 2022	13,302
DEPRECIATION	
At 1 April 2021 and 31 March 2022	13,302
NET BOOK VALUE	
At 31 March 2022	-
At 31 March 2021	-

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	73,253	95,041
Other debtors	7,374	-
Accrued income	17,638	15,820
Prepayments	4,523	900
	102,788	111,761

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	8,960	2,334
Social security and other taxes	14,196	36,855
VAT	1,406	5,067
Other creditors	8,257	22,298
Deferred Income	113,416	47,452
Accrued expenses	23,170	16,327
	169,405	130,333

Deferred income

	2022	2021
	£	£
Balance at 1 April 2021	47,452	74,659
Amounts released to incoming resources	(47,452)	(74,659)
Amounts deferred in year	113,416	47,452
Balance at 31 March 2022	113,416	47,452

Deferred income comprises grants and contracts in which the grantor or contract provider has specified that the funds provided are to be used in future accounting periods

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Current assets	359,036	22,576	381,612	338,548
Current liabilities	(169,280)	(125)	(169,405)	(130,333)
	189,756	22,451	212,207	208,215

Comparatives for net assets between funds

	Unrestricted funds	Restricted funds	2021 Total funds
	£	£	£
Current assets	263,128	75,420	338,548
Current liabilities	(87,952)	(42,381)	(130,333)
	175,176	33,039	208,215

17. MOVEMENT IN FUNDS

	At 1/4/21 £	Net movement in funds £	At 31/3/22 £
Unrestricted funds			
General fund	175,176	14,580	189,756
Restricted funds			
Family Matters Richmond	5,375	(2,457)	2,918
Family Matters Hounslow	(1,058)	(1,336)	(2,394)
Pathways	13,644	(3,342)	10,302
Parent Carer Forum	2,533	(3,042)	(509)
Sitting and Befriending Kingston	2,954	-	2,954
Sitting and Befriending Website	1,091	(1,091)	-
SEND Advice	1,086	3,922	5,008
Covid Response	2,707	(1,571)	1,136
Welfare Grants	4,707	(4,707)	-
Bright Futures (City Bridge Trust)	-	1,341	1,341
PAC Project (NHS)	-	222	222
PA Training	-	454	454
South Western Railways - Bridging the GAP	-	1,019	1,019
	33,039	(10,588)	22,451
TOTAL FUNDS	208,215	3,992	212,207

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,109,371	(1,094,791)	14,580
Restricted funds			
Family Matters Richmond	33,642	(36,099)	(2,457)
Family Matters Hounslow	32,322	(33,658)	(1,336)
Pathways	43,000	(46,342)	(3,342)
Parent Carer Forum	17,828	(20,870)	(3,042)
Sitting and Befriending Website	-	(1,091)	(1,091)
SEND Advice	35,280	(31,358)	3,922
Covid Response	15,894	(17,465)	(1,571)
Welfare Grants	6,804	(11,511)	(4,707)
Bright Futures (City Bridge Trust)	36,400	(35,059)	1,341
PAC Project (NHS)	31,483	(31,261)	222
PA Training	9,730	(9,276)	454
FriendBee (HF)	6,666	(6,666)	-
Active From Home	20,300	(20,300)	-
South Western Railways - Bridging the GAP	11,607	(10,588)	1,019
	300,956	(311,544)	(10,588)
TOTAL FUNDS	1,410,327	(1,406,335)	3,992

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	At 31/3/21 £
Unrestricted funds			
General fund	103,681	71,495	175,176
Restricted funds			
Family Matters Richmond	479	4,896	5,375
Family Matters Hounslow	759	(1,817)	(1,058)
Pathways	8,156	5,488	13,644
Parent Carer Forum	7,466	(4,933)	2,533
Sitting and Befriending Kingston	-	2,954	2,954
Sitting and Befriending Website	15,367	(14,276)	1,091
SEND Advice	284	802	1,086
Covid Response	-	2,707	2,707
Welfare Grants	-	4,707	4,707
	32,511	528	33,039
TOTAL FUNDS	136,192	72,023	208,215

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	864,851	(793,356)	71,495
Restricted funds			
Family Matters Richmond	39,280	(34,384)	4,896
Family Matters Hounslow	34,853	(36,670)	(1,817)
Pathways	47,500	(42,012)	5,488
Parent Carer Forum	13,899	(18,832)	(4,933)
Sitting and Befriending Kingston	132,494	(129,540)	2,954
Sitting and Befriending Website	6,111	(20,387)	(14,276)
SEND Advice	30,000	(29,198)	802
Covid Response	107,699	(104,992)	2,707
Welfare Grants	11,330	(6,623)	4,707
	423,166	(422,638)	528
TOTAL FUNDS	1,288,017	(1,215,994)	72,023

Restricted Funds

Funded by City Bridge Trust, Bright Futures, SEND Transitions supports parents and their young people to navigate the changes to their education, social and health care as they move from children to adults' services. The restricted funding of £46,400 covers salaries and associated costs, workshop delivery and the development of an online resource. With agreement from the Trust this year £10,000 was diverted to Children Services core cost to help re-start the FriendBee SEND Befriending service post lockdowns.

17. MOVEMENT IN FUNDS - continued

SEND (Special Educational Needs and Disabilities) Advice - Specialist advice and advocacy services supporting families to get the right support for their children and young people at home, at school and in the community. During the year this service received a restricted community grant of £30,000 from the Hampton Fund and £5,280 from Richmond Parish Lands towards the salary and associated costs of the SEND Advisor.

Family Matters Richmond - a support service for families with children and young people with SEND. During the year this service received a restricted grant from Richmond Parish Lands of £13,542 and received a restricted community grant of £28,000 from the Hampton Fund towards the salary and associated costs of two part-time parent support worker and admin support.

Family Matters Hounslow - a support service for families with children and young people with SEND. During the year this service received a restricted grant from Young Londoners of £13,536.48, a restricted grant of £14,973.29 from the Heathrow Community Trust and a restricted grant of £6,312.83 towards the salary and associated costs of a full time parent support worker, workshop delivery and admin support.

Parent Carer Forum - during the year this service received a restricted grant of £17,459.38 from the Department of Education to facilitate the running of the forum.

FriendBee (SEND Befriending) - a specialist befriending service for children and young people with SEND enabling them to get out into the community and participate in activities and develop social skills. During the year this service a restricted grant of £6,666 from Hampton Fund and £1,428.57 from the Aviva Charities Trust.

Pathway - Information, advice and advocacy to disabled people and people with mental health conditions who are struggling with housing, benefits or social care issues. During the year this service received a restricted fund of £43,000 from Trust for London.

Skills for Care awarded us £9,730 to deliver Personal Assistant (PA) & Employer Training with our partners Action on Disability (AoD) and Disability Action Haringey (DAH) on Zoom and in person. Funding covered the cost of specialist trainers, venues, PA expenses and administration costs.

NHS Charities provided £31,483 of restricted funding for the Proactive Anticipatory Care (PAC) project. Working with local partners, we support residents with long term health conditions to be more independent and in control of their care and support.

Funded by the London Borough of Richmond and the Janus Henderson Charity Challenge - Richmond Get Active received £9,800 and £8,000 respectively to increase the capacity of the volunteer team at Ruils to provide volunteers to support isolated residents to re-engage with their community.

Bridging the Gap is a guide to mental health and mental health services written by service users. South Western Railway Customer and Communities Improvement Fund provided a restricted grant of £11,607.50 to fund digital and printed versions of the guide for Kingston and Richmond Boroughs.

Our Counselling service received restricted funding from Richmond Parish Lands of £5,000 and £5,561.50 from Lottery (Awards for All) to cover administration and supervision costs.

Richmond Charities provided a £5,000 restricted grant for Ruils to administer, £770 of this grant related to this financial year, the remaining balance of £4,230 relates to next year and is deferred. Grants up to £250 are awarded to residents in need.

18. RELATED PARTY DISCLOSURES

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

19. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1.

RUILS

England & Wales - Charity number 1127896

Accounts

REGISTERED COMPANY NUMBER: 06682677 (England and Wales)
REGISTERED CHARITY NUMBER: 1127896

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

FOR

RUILS

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RUILS

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

	Page
Chair's Statement	1
Report of the Trustees	2 to 10
Report of the Independent Auditors	11 to 13
Statement of Financial Activities	14
Balance Sheet	15
Cash Flow Statement	16
Notes to the Cash Flow Statement	17
Notes to the Financial Statements	18 to 30

RUILS

CHAIR'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

I have great pleasure in presenting the Ruils Annual Report and Accounts for the year to 31st March 2021. The year was of course dominated by the impact of Covid 19. We were challenged in so many different ways and I am proud to say that Ruils responded magnificently. We recognised that the lives of our clients, the people we support, would be affected profoundly, due in particular to increased isolation and lack of human contact. In response we led a team of volunteer telephone befrienders who provided crucial contact for those who were isolated, and especially those who were disabled. These individuals, in many cases, were suddenly unable to shop for themselves and working with other charities and a group of brilliant volunteers, we were also able to deliver food and other essential items to our clients.

Every member of Ruils team have worked so hard, diligently, inventively and with good humour to support our clients during lockdown. In many instances carrying out a role different to normal. They have been wonderful even though working remotely, and our policy of provisioning the whole team with laptops and mobiles proved an effective strategy that enabled us to continue to deliver essential services effectively. Ruils has had a very successful year of growth. The charity is financially sound, we have doubled in size and income, the detailed results are shown below in our financial statements. We have continued to provide services to help clients to live independently, particularly supporting people who decide to receive payments directly so they can choose, arrange and manage their own care. Our thanks go to the continued support of Richmond and Hammersmith & Fulham councils for enabling us to provide these services.

We continue to provide a range of other services; Pathways which provides advice and advocacy support for disabled people, special educational needs (SEN) advice for families with disabled children, FriendBee our SEND befriending service to support disabled children and their families holistically, Family Matters in Richmond and Hounslow providing one to one case work support to parents of disabled children and to offer a subsidised Counselling service to clients using student counsellors. We could not deliver these services without the generous financial support of key funding partners including Children in Need, Comic Relief, The London funders Covid Response, Hampton Fund, Richmond Parish Lands, Trust for London and Young Londoners. We offer them our thanks for their continued confidence in Ruils. Additional funding has come from our team's magnificent collective and individual efforts in community fundraising. Well done and thank you to them all!

We operate a Community Independent Living service to facilitate activities for those in the community with mental health and disabilities, and provide a Volunteer Befriending service supported by Richmond Council. This has been particularly important during lockdown and we have been pleased so many people, particularly the younger members of the community, have volunteered to support people in isolation. Our new Social Prescribing service, funded by the Richmond GP Alliance, has grown rapidly. The service enables GPs, nurses and other primary care professionals to refer patients to our Ruils team who then access local non-clinical services for them. Designed to be a face to face service, it was disrupted soon after launch by lockdown in April, but the team has nevertheless flourished remotely and handled a rapidly increasing number of cases.

As we continue to grow we are pleased to have been able to continue to recruit very capable new additions to the team. They are joining an already highly regarded team and I am proud of how every member of the team has risen to meet the challenges we have faced in the exceptional circumstances of the last twelve months. I would like to make special mention of our Chief Executive, Cathy Maker, who has worked tirelessly and led the team inspirationally. She has managed to increased Ruils' profile and reputation in the borough amongst businesses, MPs and council members and other voluntary organisations and this augurs well for our future. On behalf of the Trustees I want to express sincere gratitude to Cathy and the team for all their efforts and fantastic results. There have been changes to the Board of Trustees. Andrew Gairdner and Elizabeth Chambers have retired after many years of superb service support and friendly advice to Ruils. We are delighted that Andrew has taken up the role of President and remains very much connected to Ruils and our work. Kate Saunders and Roger Gray also stepped down from the board and we wish them well. We welcomed Bridget Molloy as our new Treasurer and she has already impressed with her financial acumen and enthusiasm for Ruils.

Looking Ahead

As we return to what will be viewed as the 'new' normal, Ruils will face a different set of challenges which we will tackle with determination, skill and enthusiasm. Ruils will however remain a user-led organisation whose focus is on helping anybody with a physical disability or mental health condition live a full, rewarding and independent life. We are coming out of lockdown in a strong financial position offering impactful and robust services and will continue to work with our existing partners to deliver new and existing services, which have a positive impact on the lives of our members and clients.

Gareth Bubbins (Chair of the Trustees) - 19 October 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted 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 applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our purpose as set out in the objects of our memorandum of association, is to alleviate the needs of disabled people, but also others in need by reason of ill-health, financial hardship or other disadvantage, to live independent, equal and inclusive lives.

Our vision is for a society where all individuals have choice and control to live independent lives. It is our mission to provide a range of services to enable individuals to be independent and to live the life of their choice.

For year ending March 2021 our principal objectives were as follows:
- Engage and deliver services that meet our clients' needs,
- Influence local and national policy through engagement and collaboration,
- Diversify our income streams to ensure that our services are sustainable,
- Continue to develop our organisation's infrastructure to be able to adapt and deliver services that meet our clients' changing needs,
- Continue to support and develop the capacity and skills of our staff and volunteers to deliver effective services to clients all ages and impairments,

We are in the process of reviewing our aims and objectives and developing a new Strategic plan for 2021-2023.

Significant activities

We deliver a range of holistic, outcome-focused services that aim to remove the barriers to living an independent life. This year there were four main strands to our activities:

Getting the right start
Our children's services provide parents with information, advice and support to enable them to get their young person with additional need and disabilities the education, community and home support they need to thrive.
- Family Matters - Hounslow and Richmond,
- SEND Specialist Advice,- FriendBee - SEND Befriending.

Living Independently
We a range of services that enable people to stay living at home and connected to their community:
- Direct Payment support in Richmond and Hammersmith,
- Social Prescribing,
- Pathways - benefits, housing & social care advice and support
- Counselling

Connected with the community
Ruils community and befriending services enable people to engage in accessible, peer led activities in their community. Activities include: community choir, allotment, creative writing, mental health support group, Breathworks & Mindfulness, art groups and theatre workshops.

Community Voice
Our peer led community involvement groups Your Say and the Richmond Transport and Mobility Forum ensure disabled people's voices are heard and that these views influence local decision-making. Additionally, we collaborate with other organisations to campaign for change on a national level. Like many areas within Ruils, Covid-19 has had a major impact on the work of Your Say. With many members shielding from early on, Your Say responded by meeting more frequently, and becoming a social space to share frustrations and coping strategies. We also engaged with housing associations and the Borough community conversation to help shape the services and organisations we are delivering to disabled people.

The Mobility Forum continued to meet this year, although many of the attendees did not venture far from their homes. We heard from the Council about their streetscape changes in response to social distancing and heard from operators about their efforts to open up as restrictions were lifted. The group was particularly pleased that after many years of campaigning the Council took action against an epidemic of pavement parking in the Whitton area.

OBJECTIVES AND ACTIVITIES

Public benefit

We review our aims, objectives and activities each year and in so doing, the trustees have taken in to account the guidance on public benefit published by the Charity Commission. In reviewing these aims and planning future activities and services we consider and evaluate the outcomes of each activity and the impact it will have on our beneficiaries and stakeholders.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

This has been an extraordinary year. Extremely challenging yet very successful for Ruils. Within hours of the first lockdown, the Ruils team was up and running at home adapting their services to telephone and online provision. The newly recruited Social Prescribing team launched their service two months ahead of schedule providing vital support to residents who suddenly found themselves cut off and shielding. And Befriending+ was born - a volunteer led service providing telephone befriending, shopping and prescription pick-ups and welfare food parcel delivery.

Over the year the Ruils team has doubled in size, staff have been redeployed to support Covid response services and services have been adapted and changed to meet changing need and government Covid guidelines.

For our clients this has been an extremely challenging time. They have been shielding, cut off from their normal support networks and activities. Some have experienced financial hardships, others a shortage of appropriate care. Many have felt isolated, anxious and even with the reductions in restrictions, many have found it difficult to re-engage in their communities. Throughout the pandemic our team have offered telephone and online support and with appropriate measures in place have continued to provide home visits. Thanks to the support from the London Community Response, the CAF Emergency Fund, The Richmond DEFRA grant and Comic Relief we have been able to develop new services supporting our clients' needs through this extremely difficult time.

Getting the right start

Young people with additional needs and disabilities face many challenges. Our children's services aim to remove barriers to create a more level playing field so that young people can reach their full potential.

Family Matters (Richmond & Hounslow)

At the start of the pandemic we saw a fall in referrals, but as we moved on to online, video, and telephone provision, demand increased dramatically. Family Matters supported 172 parents of young people with additional needs and disabilities to access services, activities and grants towards specialist equipment. This year we have seen an increase in parents requiring grants for IT equipment, food, bills and essential household items. Support with managing behavioural issues and the parents own mental health have also increased. 390 parents gained knowledge and learning on specialist topics such as coping with challenging behaviour, anxiety and sensory issues by attending the Ruils workshops. A positive impact of Covid is the change from in-person to Zoom workshop delivery has meant that more parents have been able to attend. We plan to continue to deliver the workshops online for the new future.

FriendBee

FriendBee, our SEND Befriending service, supported 55 young people by matching them with befrienders to help them to access social and leisure activities. FriendBee was significantly impacted by Covid with the service being closed from March-July 2020 following government guidelines. The majority of our befrienders were furloughed as only a handful of young people were able to benefit from online befriending. Many of our young people found lockdown particularly difficult and whilst we were unable to fully reopen the service to new clients, we did allow existing matches to resume from August 2020 and will fully reopen the service to existing and new families from April 2021. The work on our FriendBee website continues and we aim to launch this in the latter half of 2021.

SEND Advice

Having an Education, Health and Care Plan is the key that unlocks the door to services and support for young people with additional needs. But getting a plan that works for the young person is no easy task. This year our SEND advisor was busier than ever. School closures, changes to provision and the dilution of the legal responsibility on Local Authorities has had a huge impact on local families. Our SEND Advice service supported 205 families to understand their rights and entitlements and to navigate the planning and implementation processes.

Living independently
Our independent living services provide information, advice and practical support to enable residents to live the life of their choice.

Direct Payment Support Service
This year the Direct Payment Support Service continued to provide support to people in receipt of a Direct Payment in Richmond and we launched the new service with Action on Disability in Hammersmith. Offering a mainly telephone based service was challenging, but many of our clients are extremely vulnerable and therefore we had to ensure remote delivery. Over the year we supported 432 residents in Richmond, helping 65 people to recruit Personal (care) Assistants or set up new care and support arrangements. In Hammersmith we set up the new service on-boarding new Independent Living Advisors who have provided telephone advice and support to over 80 residents as well as continuing the very successful peer group support online.

We helped to keep clients safe, by providing clear information and Covid guidance to employers and Personal (care) Assistants (PA) and securing free PPE and prioritised vaccines for all PAs.

Assistive Technology
This year we launched the Assistive Technology project. We worked with 43 disabled people to identify appropriate devices e.g. smart watches, doorbells, laptops, tablets to give them the opportunity to be more independent. Technology and device solutions have enabled clients to access online courses, counselling, stay in touch with family, order food deliveries and even open their curtains from their bed.

Social Prescribing
Having won the Social Prescribing contract for Richmond in December 2019, the new team of Link Workers were in the process of being inducted when the pandemic hit. Unable to work from the GP practices we launched the service remotely two months ahead of schedule. Over the year the team have worked tirelessly to provide a listening ear, a link to services, activities and practical support to 1,750 residents. Additionally, in response to need, they set up an online bereavement support group and peer led mindfulness sessions.

Pathways
The Pathways service provides information, advice, advocacy and professional representation for disabled people as they negotiate the complex benefits, housing and social care systems. Over the year we supported 61 clients with a range of issues including helping them to understand their rights and entitlements, completion of benefits claims resulting in benefit awards and back dated benefits payments, challenge care contributions and obtain hardship grants. This year Pathways managed to obtain £107,000 worth of claims for local disabled people.

Counselling
The Ruils Counselling service provided medium term counselling (12-16 sessions) to 51 clients with range of mental health needs including anxiety and depression. The service is delivered by student counsellors working towards their diploma. During the pandemic the demand for this service has increased substantially and we have managed to increase capacity by offering telephone and video sessions and increasing the numbers of counsellors.

Welfare Grants
We receive grant funding from Richmond Charities and monies from a private donor to distribute to people experiencing financial hardship. Typically grants will be up to £250 per person. This year we administered 31 grants which were spent on a range of items from paying off debts to essential household items such as a dining room table, microwaves and cookers.

Connected with the community

Activities

Successive lockdowns, shielding and shifting guidelines have made delivering community activities extremely challenging. Some of our groups such as our creative writing, the theatre and our choir events have been successfully delivered online. However, some groups - art, allotment, walking - were suspended for significant parts of the year due to social distancing guidelines. Our partnership with Together As One (peer led mental health support group) continued. Over the year we have provided Breathworks - breathing and mindfulness sessions online which have been very well received.

Befriending+

For many years, Ruils has been providing a face to face Befriending service where volunteers visit isolated clients in their homes. As a result of lockdown this service was delivered over the telephone. This enabled our current volunteers to continue to support their clients and it opened up the service to new clients who were shielding and isolated at home. Over the year the demand for this service has grown substantially and we have provided befriending to just under 100 clients over the course of the year.

As restrictions have eased some of our volunteers have been meeting their clients face to face, others will continue over the phone. Currently we are working on a new service Active from Home that will provide that link to clients who have been isolating enabling them, with the help of a volunteer, to get back out in to their community.

Shopping and food parcels

For many of our clients accessing food supplies during lockdowns has been a real challenge. Without friends and family locally to support them or access to online shopping, people were stuck. We set up a shopping and prescription pick up service using volunteers to deliver food and essential items to 70 clients across the borough. Many clients were also financially vulnerable. In partnership with Richmond Aid, The Greenwood Centre and the Hygiene Bank with support from Age UK Richmond and the Richmond Food Bank we set up the DAAC Food Hub. Through donations from the public and additional partnerships with local groups and businesses we were able to deliver weekly food parcels to over 100 households for over a year. Additionally, we provided one off emergency food parcels to tide people over while we helped them to get food Vouchers or to access benefits.

Volunteers

This has been a phenomenal year for volunteering. Over the year we have recruited and processed over 270 volunteer applications. On average we have had 140 volunteers actively supporting clients. We could not have delivered our Covid Response Services without our dedicated volunteers. In addition to the shopping, befriending and food deliveries, volunteers delivered essential items, activity packs and crucial PPE to the GP surgeries across the borough. We are very grateful for their on-going support.

Community Voice

Like many areas within Ruils, Covid-19 has had a major impact on the work of Your Say. With many members shielding from early on, Your Say responded by meeting more frequently, and becoming a social space to share frustrations and coping strategies. We also engaged with housing associations and the Borough community conversation to help shape the services and organisations we are delivering to disabled people.

The Mobility Forum continued to meet this year, although many of the attendees did not venture far from their homes. We heard from the Council about their streetscape changes in response to social distancing and heard from operators about their efforts to open up as restrictions were lifted. The group was particularly pleased that after many years of campaigning the Council took action against an epidemic of pavement parking in the Whitton area.

Parent Carer Forum

We continue to host the Parent Carer Forum. The forum is completely independent and is run by parents of children/young people who have special educational needs or disability. As they are not a constituted group, we provide infrastructure support for them and offer them support and advice in relation to their ongoing governance.

Engagement

We continue to communicate with our members, supporters and the local community via our newsletter which has 549 subscribers with an additional 1,015 people receiving targeted updates from us. Social media remains a powerful tool in keeping us up to date with national trends as well as being a platform to share our work, our fundraising and key information on local issues. We currently have 900 followers on Facebook, 1,270 followers on Twitter and 396 on Instagram. In 2021/2022 we will be developing our digital strategy to engage more fully with local disabled people.

Quality Standards

We hold the ISO 9001-2015 Quality and are working towards achieving the Advice Quality Standard.

ACHIEVEMENT AND PERFORMANCE

Fundraising activities

We continue to build on our community fundraising success raising over £60,000 to fund our counselling and FriendBee SEND projects as well raising our profile and boosting our unrestricted income. The 2.6 Challenge, a London Marathon initiative, raised over £21,000 helping us to cover the lost income from cancelled fundraising events.

FINANCIAL REVIEW

Financial position

Total income for the year was £1,288,017 (2019/20 - £675,404). Total expenditure for the year was £1,215,994 (2019/20 - £644,974). Staffing costs account for 80% of total costs (2019/20 - 84%)

Principal funding sources

The principal funding sources for the Charity are NHS/Local Authority contracts, grant income, donations and fundraising.

During the year we received funding from Richmond General Practice Alliance (RGPA), the London Borough of Richmond, Hampton Fund, Richmond Parish Lands, Children in Need, Action on Disability, Comic Relief, Young Londoners, Trust for London, CAF Emergency Fund, London Community Response, Transport for London, the Harlequin Foundation, South Western Railways Customer and Communities Improvement Fund and Heathrow Community Trust.

Reserves policy

Ruils operates a Reserves Policy designed to ensure that it holds sufficient unrestricted funds to maintain the charity's core and essential activities, to pay for unexpected costs and to meet contractual liabilities in the case of closure. Our aim is to hold in reserve the equivalent of 3 months running costs. Over the last year our income and relating expenditure has grown substantially which means that the charity is not currently holding sufficient Reserves. Increasing our unrestricted reserves is a priority and has been identified as a key objective in our new Strategic Plan. An ambitious target of increasing Reserves by £61,389 has been set for 2021/2022 with £10k already being earmarked from the community fundraising budget.

Unrestricted reserves increased by £71,495 from £103,681 to £175,176. Restricted reserves increased by £528 from £32,511 to £33,039.

PLANS FOR THE FUTURE

Strategy

The strategic plan 2021-2023 is currently being developed. As part of our planning, we are looking at new ways to support our clients and enhance the level of services we can provide. The charity has been through a period of accelerated growth and for 2021-2022 the focus is on consolidating service delivery and implementing infrastructure changes to ensure that Ruils is fit for purpose. Looking ahead, one of the charity's objectives is to influence attitudes, policies and practice to remove barriers to independent living. To this end, the charity is exploring opportunities to fund a Campaigns Manager to lead this new and exciting project.

Funding

Our funding cycle is mostly with London Borough of Richmond upon Thames and this will have a significant impact on our charity and services we can provide if we are not successful when these contracts are re-bid. Therefore we will undertake a review of other potential funders to enable us to continue providing them in the event we are not successful with London Borough of Richmond upon Thames. We strive to provide services that are relevant and enhance the wellbeing of our clients. As a user-led charity, we focus on the individual and through provision of these services we feel that we are in a strong position to secure future funding based on our current performance and strength of our team, executive and board leadership.

Support Services

We want to focus on our in-house support team to enable us to organise and free our executive team from back-of-house activities. We recently appointed a Finance Officer and have brought our financial support in-house. We are also looking at other support staff i.e. Children's Services Manager and succession planning for key personnel. This will ensure that our leadership team is able to focus on the strategic objectives and deliver further income streams and services.

Property
We currently reside in a council owned property and pay nominal rent. As our charity continues to grow we need to consider how we can accommodate future headcount growth and the provision of on-site services for our clients. We will undertake a review of our property requirements and evaluate how this can support our planned growth over the next 3-5 years as per our strategic plan.

Board of Trustees
We are undertaking a review of our Trustees to ensure we have the appropriate skillset and diversity which matches our continued growth. It is very important to us that 75% of our board are disabled people and that we remain true to our founding principles of inclusivity for all users of our services.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Governing document
The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Ruils is a charitable company limited by guarantee and a registered charity. It was founded in 1999 and registered as a charity in 2002 (number 1099930). The company was incorporated as a charitable company limited by guarantee in August 2008 and is registered in England and Wales (company no: 06682677 & charity no: 1127896).

Our Membership
Ruils is a user-led charity and a membership organisation. There are three types of membership: full, associate and corporate. Full Membership is available to older people, disabled people, carers eligible for their own social care support, people with long term health and mental health conditions and parents of disabled children (under 18). Full members have voting rights. Associate Membership is available to non-disabled relatives, friends, allies, advocates and close supporters of Ruils. Associate members do not have voting rights at Annual General Meetings (AGM) or Extraordinary General Meetings (EGM). Corporate Membership is available to user-led organisations and other organisations that support Ruils' aims.

In total we have 138 members. 116 full, 20 associate and 2 corporate members. The liability of the full members is limited to not exceeding £1.

Recruitment and appointment of new trustees
Under the requirements of our Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a maximum period of three years after which they must stand down. They may seek re-election for a further term. Each year one-third of the elected trustees are subject to retirement by rotation. The appointment of trustees takes place by nomination and election at the AGM.

Ruils is a user-led organisation and has made a commitment to ensure that a minimum of seventy-five per cent of the board is made up of disabled people. Trustees must be representative of their constituents and/or be people with skills, knowledge and experience necessary to run an effective registered charitable company limited by guarantee.

The number of trustees cannot be less than four or greater than fifteen. When considering co-opting trustees, the Board will consider the specialist knowledge or skills required on the Board and the credentials of the individual co-opted.

Organisational structure
Ruils has a Board of Trustees of up to fifteen members who meet bi-monthly as a full Board. They are responsible for the governance, strategic direction and policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. At present the Board has 10 members from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer also attends board meetings but has no voting rights.

Trustees are also members of our sub-committees who meet at least 4 times per year: Personnel, Finance, Fundraising & Marketing, Quality Management Review and Strategy. All sub-committees have a Terms of Reference which outline their level of autonomy and decision-making. The Chief Executive Officer also attends sub-committee meetings but has no voting rights.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Register of Interests

Ruils has a comprehensive Conflict of Interest policy and maintains a register of Interests. Trustees are required to declare their outside interests.

Equal Opportunities

Ruils operates a policy of equal opportunities. All recruitment, employment practice and service delivery is carried out according to the principle of equal opportunities.

Decision making

A scheme of delegation is in place and the day to day operation of the organisation rests with the CEO. The CEO is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Induction and training of new trustees

All trustees are made aware of their responsibilities and commitments. Through the Induction process, new trustees receive a Trustee Handbook that contains essential information about the charity including the Memorandum and Articles of Association, Standing Orders, key policies, the strategic plan and the latest financial statements. They also meet with the CEO and are given key information on the charity's financial position, the activities of the organisation, objectives and future plans. Training on topics such as the roles and responsibilities of a Trustee, Safeguarding, Data Protection and Child protection is provided.

Pay policy for senior staff

The Charity's trustees and the chief executive comprise the key management personnel of the Charity with the trustees in charge of the strategic direction of the charity and the CEO running and operating the Charity on a day to day basis. All trustees give of their time freely and no trustee received remuneration in the year. The pay of all staff is reviewed annually and is normally increased in line with the cost of living indices. This year, however, due to the uncertainty of Covid no cost of living increases were awarded. Trustees benchmark salaries against comparable roles both locally and nationally.

Related parties

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or a senior manager of the charity with a contracted supplier or trustee/senior manager of a partner organisation must be disclosed. There are no related party transactions as reported in note 18.

Risk management

The trustees have a risk management strategy which comprises of an annual review of the major risks or uncertainties to which the charity is exposed, in particular those relating to the operations and finances of the charity. Additionally, the board reviews the procedures, policies and actions taken to mitigate the identified Risks. The Risk Register is updated and/or amended as appropriate. Throughout the year risks to operational and financial performance are reviewed by the relevant sub-committees and necessary actions are taken where appropriate. The Risk Register is updated accordingly.

Ruils has experienced a period of rapid growth and one of the key risks identified is our current level of Unrestricted Reserves. The Board has set a target of 5% of our annual income to be allocated to Reserves in 2021-2022. Progress towards achieving this target will be monitored throughout the year. Attention has also been focused on staff wellbeing. Flexible working, external support and mentoring have been put in place to minimise the risk of staff burnout.

The Board is therefore satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06682677 (England and Wales)

Registered Charity number
1127896

Registered office
Disability Action And Advice Centre
4 Waldegrave Road
Teddington
Middlesex
TW11 8HT

Trustees
Mr G A Bubbins (chair)
J M Getley (vice chair)
B M Molloy (treasurer) (appointed 13/1/21)
Mr A R Benson
D Bloud
A M Debenham
B J Meteyard
Mr D B Prasher
Mr G T Savin
A J Winterburn
E A Chambers (resigned 1/12/20)
Mr A C Gairdner (resigned 4/12/20)
Mr R S Gray (resigned 13/1/21)
K E Saunders (resigned 1/12/20)

Chief Executive Officer
Cathy Maker

Senior management
Cathy is supported by Paula Buckton (Adult Team Manager) and Narinder Dosanjh (Social Prescribing Manager).

Company Secretary
Mr G T Savin

Auditors
Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Bankers
CAF Bank
25 King's Hill Avenue
King's Hill
West Malling
Kent ME19 4JQ

Barclays Bank Plc
Leicester
LE87 2BB

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees (who are also the directors of RUILS for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- 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 proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

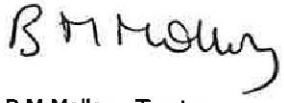
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors
During 2020/2021 Ruils income exceeded a million pounds and therefore a full financial audit is required. Mount Business (our Independent Examiners) were not able to provide this service. After a thorough procurement process the auditors, Hartley Fowler LLP, were appointed by the Board. This process will be presented and ratified by the members at the 2021 AGM.

AUDITORS
The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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 19 October 2021 and signed on its behalf by:



B M Molloy - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RUILS

Opinion

We have audited the financial statements of RUILS (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

The year ended 31 March 2020 financial statements were not subject to an audit because the company was below the audit threshold. The 31 March 2020 financial statements were subject to an independent examination by another independent examiner.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charities activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non -compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

-the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

1 November 2021

RUILS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	5				
Independent Living		721,157	54,400	775,557	215,722
Getting the Right Start		8,301	242,438	250,739	277,167
Connected with the Community		64,932	106,549	171,481	104,912
Community Voice		-	13,899	13,899	11,332
Other trading activities	3	70,461	5,880	76,341	52,725
Investment income	4	-	-	-	96
Other income		-	-	-	13,450
Total		864,851	423,166	1,288,017	675,404
EXPENDITURE ON					
Raising funds	6	21,113	-	21,113	24,310
Charitable activities	7				
Independent Living		694,874	50,299	745,173	231,685
Getting the Right Start		25,207	248,502	273,709	303,391
Connected with the Community		52,162	104,995	157,157	80,667
Community Voice		-	18,842	18,842	4,921
Total		793,356	422,638	1,215,994	644,974
NET INCOME		71,495	528	72,023	30,430
RECONCILIATION OF FUNDS					
Total funds brought forward		103,681	32,511	136,192	105,762
TOTAL FUNDS CARRIED FORWARD		175,176	33,039	208,215	136,192

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2021

	Notes	2021 £	2020 £
CURRENT ASSETS			
Debtors	14	111,761	79,839
Cash at bank		226,787	197,648
		338,548	277,487
CREDITORS			
Amounts falling due within one year	15	(130,333)	(141,295)
NET CURRENT ASSETS		208,215	136,192
TOTAL ASSETS LESS CURRENT LIABILITIES		208,215	136,192
NET ASSETS		208,215	136,192
FUNDS	17		
Unrestricted funds		175,176	103,681
Restricted funds		33,039	32,511
TOTAL FUNDS		208,215	136,192

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 19 October 2021 and were signed on its behalf by:



Mr G A Bubbins - Trustee

The notes form part of these financial statements

RUILS

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	29,139	40,221
Net cash provided by operating activities		29,139	40,221
Cash flows from investing activities			
Interest received		-	96
Net cash provided by investing activities		-	96
Change in cash and cash equivalents in the reporting period		29,139	40,317
Cash and cash equivalents at the beginning of the reporting period		197,648	157,331
Cash and cash equivalents at the end of the reporting period		226,787	197,648

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income for the reporting period (as per the Statement of Financial Activities)	72,023	30,430
Adjustments for:		
Interest received	-	(96)
(Increase)/decrease in debtors	(31,922)	1,151
(Decrease)/increase in creditors	(10,962)	8,736
Net cash provided by operations	29,139	40,221

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20 £	Cash flow £	At 31/3/21 £
Net cash			
Cash at bank	197,648	29,139	226,787
	197,648	29,139	226,787
Total	197,648	29,139	226,787

3. MAJOR NON-CASH TRANSACTIONS
Donated facilities

In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent of £20,000 for the provision of office space at the Disability Action and Advice Centre in Teddington.

The valuation of the notional rent has been estimated by management. The notional rent expenditure charge is included within support costs.

1. GENERAL INFORMATION

The private charitable company is incorporated and domiciled in England and Wales. The address of its registered office is The Disability Action and Advice Centre, 4 Waldegrave Road, Teddington, Middlesex, TW11 8HT. The registered number of the company is 06682677. The registered number of the charity is 1127896.

The financial information presented is for the year ended 31 March 2021 and 31 March 2020. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

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

Preparation of the accounts on a going concern basis
The financial statements have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves, the financial position, future plans and the expected level of income and expenditure for 12 months from authorising these financial statements.There are no material uncertainties about the charity's ability to continue as a going concern.

Significant judgements and estimates
The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts for services and grants with the London Borough of Richmond upon Thames.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

Government grants (covid 19 job retention scheme)
Government grants are recognised when the entity has reasonable assurance that conditions attached to the grant will be complied with and that the grant will be received.

Revenue grants are recognised using the accrual model and are therefore recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate. Revenue grants are measured at fair value, being the amount of cash receivable.

2. ACCOUNTING POLICIES - continued

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

Raising funds
Costs of raising funds comprise the costs associated with attracting voluntary income aud the costs of trading for fundraising purposes.

Charitable activities
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
Governance costs include those incurred in the governance of the charity and comprise the production of the statutory accounts and the audit of the charity.

Allocation and apportionment of costs
Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Office furniture and equipment over the value of £2,500 - 33% on a straight line basis.

Tangible fixed assets acquired through capital grants over £2,500 are included in fixed assets and depreciation is charged to the appropriate fund over the useful life of the asset.

Cash at Bank
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

Creditors
Creditors are recognised when 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. Creditors are normally recognised at the settlement amount.

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

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2. ACCOUNTING POLICIES - continued

Donated facilities
In accordance with the Charities SORP FRS 102 the charity has included in income the notional rent for the provision of office space at the Disability Action and Advice Centre. The notional rent is considered a gift in kind from the London Borough of Richmond upon Thames.

Pension costs
The charitable company operates a defined contribution pension scheme. Contributions are included in the statement of financial activities in the year they are incurred.

Voluntary help
A certain amount of time is expended on the charitable company's activities which is donated free of charge. In accordance with Charities SORP (FRS 102), volunteer time is not recognised. Details of volunteer support and services are provided in the trustees' annual report and the notes to the accounts.

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Community Fundraising	76,341	52,725

4. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	-	96

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

	2021	2020
	£	£
Contract income (unrestricted)		
Richmond GP Alliance - Social Prescribing Service	488,369	33,547
London Borough of Richmond Upon Thames - Direct Payments Service	165,606	112,108
Age UK Richmond - Community Independent Living Service - (CILS)	51,940	96,652
Action on Disability - Independent Living Service	33,938	11,313
	739,853	253,620
Contract income (restricted)		
London Borough of Richmond Upon Thames - Direct Payments (covid response)	11,228	-
Total contract income	751,081	253,620
Grant income (unrestricted)	12,452	-
Grant income (restricted)		
Hampton Fund	58,000	58,000
Trust for London	47,500	45,500
Children in Need	29,797	37,796
London Community Response Fund	26,981	-
Young Londoners	25,784	25,021
Coronavirus Emergency Grant Fund	19,301	-
Department for Education	14,950	11,332
Comic Relief	13,702	23,704
Richmond Parish Lands	11,280	11,458
London Borough of Hounslow Community Grant	-	14,976
CAF Bank	9,965	-
Heathrow Community Trust	8,768	-
Welfare Grants	5,200	-
London Borough of Richmond Upon Thames - Donated facilities	20,000	-
JRS Grant	60,138	-
	351,366	227,787
Total grant income	363,818	227,787
Client Contributions	84,150	105,846
Sales of Service	11,232	8,691
Other Income	1,395	13,189
Total income from charitable activities	1,211,676	609,133

6. RAISING FUNDS

Raising donations and legacies

	2021	2020
	£	£
Staff costs	17,389	17,590
Project costs	1,334	166
Support costs	1,427	462
Governance costs	902	76
Fundraising expenses	61	6,016
	21,113	24,310

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Independent Living	665,312	79,861	745,173
Getting the Right Start	260,418	13,291	273,709
Connected with the Community	154,360	2,797	157,157
Community Voice	16,621	2,221	18,842
	1,096,711	98,170	1,194,881

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	£	£	£	£
Staffing costs				
Salaries	600,171	171,265	771,436	378,248
Pension	11,248	3,110	14,358	10,139
Employers NI	50,227	13,950	64,177	30,135
Casual Staff	-	102,844	102,844	111,373
Travel and Subsistence	1,570	542	2,112	4,569
Training and Development	5,721	4,266	9,987	2,959
Payroll processing charges	554	166	720	615
Childcare vouchers	-	-	-	90
Staff gifts	413	262	675	91
DBS costs	798	181	979	1,610
Recruitment costs	4,150	1,055	5,205	4,138
Other staff costs	520	74	594	3,000
	675,372	297,715	973,087	546,967
Volunteer costs				
Travel and expenses	75	1,377	1,452	164
Gifts	61	13	74	12
Training	-	-	-	289
Volunteer DBS	36	-	36	474
	172	1,390	1,562	939

7. CHARITABLE ACTIVITIES COSTS - continued

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Project costs				
Design costs	1,885	515	2,400	4,065
Printing costs	4,082	1,253	5,335	3,418
Advertising	-	-	-	601
Venue Hire	1,427	-	1,427	4,889
Workshop expenses	178	3,080	3,258	8,961
Website development	222	18,832	19,054	10,143
Consultancy - supervision	3,795	2,287	6,082	3,635
Welfare Grant payments	-	6,545	6,545	-
Client supplies	463	44,039	44,502	122
PPE	-	12,081	12,081	-
Client Tech	14,731	16	14,747	-
Project Partners	-	13,641	13,641	-
Project costs - other	11,998	1,193	13,191	-
	38,781	103,482	142,263	35,834
Support costs				
Broadband & Internet	323	935	1,258	585
Mobile phones	5,167	1,930	7,097	3,131
Postage	2,911	648	3,559	2,385
Stationery	794	252	1,046	1,456
IT Support	4,358	1,631	5,989	4,544
Insurance	1,743	1,483	3,226	3,396
Subs and publications	1,596	829	2,425	2,034
IT software	993	191	1,184	948
Licence & building management	39,217	5,050	44,267	23,925
Office Hospitality	57	-	57	319
General office expenses	931	1,102	2,033	1,415
Legal expenses	-	1,200	1,200	753
Equipment repairs & renewals	6,028	1,997	8,025	3,576
HR Expense	1,503	387	1,890	-
Events & conferences	(60)	-	(60)	546
Telephone costs	-	-	-	462
IT back up charges	37	8	45	1,241
Memberships	677	325	1,002	1,177
Finance consultancy	2,994	896	3,890	3,890
Quality management	384	116	500	500
Other support costs	2,074	511	2,585	(3,000)
Governance costs	7,243	560	7,803	1,936
	78,970	20,051	99,021	55,218
Less costs attributable to fundraising	(21,052)	-	(21,052)	(18,294)
Total Charitable Activities Expenditure	772,243	422,638	1,194,881	620,664

8. SUPPORT COSTS

	Office Overheads	Governance costs	Totals
	£	£	£
Independent Living	73,499	6,362	79,861
Getting the Right Start	12,765	526	13,291
Connected with the Community	2,787	10	2,797
Community Voice	2,221	-	2,221
	91,272	6,898	98,170

Governance Costs

	2021	2020
	£	£
Auditors' Remuneration - Audit	3,750	-
Auditors' Remuneration - Non Audit	750	-
Independent examiner - independent examination	-	1,300
Independent examiner - accountancy work	2,062	-
Board meeting expenses	27	148
AGM costs	-	117
Bank charges	1,211	371
Allocated to Community Fundraising	(902)	-
	6,898	1,936

9. NET INCOME/(EXPENDITURE)

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

	2021	2020
	£	£
Depreciation - owned assets	-	1
Auditors' Remuneration	3,750	-
Auditors' Remuneration - non audit	750	-

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

11. STAFF COSTS

	2021	2020
	£	£
Wages and Salaries	874,275	378,248
Social Security	64,177	30,135
Pension Costs	14,358	10,139
	952,810	418,522

The average monthly number of employees during the year was 35 (2020 20). No employees received emoluments in excess of £60,000.

The key management personnel is considered to be the chief executive officer, the adult team manager and the social prescribing manager. Key management compensation for the year was £118,012 (2020 £111,034).

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Independent Living	170,222	45,500	215,722
Getting the Right Start	105,156	172,011	277,167
Connected with the Community	104,912	-	104,912
Community Voice	-	11,332	11,332
Other trading activities	52,725	-	52,725
Investment income	96	-	96
Other income	13,450	-	13,450
Total	446,561	228,843	675,404
EXPENDITURE ON			
Raising funds	24,310	-	24,310
Charitable activities			
Independent Living	194,681	37,004	231,685
Getting the Right Start	138,297	165,094	303,391
Connected with the Community	80,434	233	80,667
Community Voice	-	4,921	4,921
Total	437,722	207,252	644,974
NET INCOME	8,839	21,591	30,430
Transfers between funds	466	(466)	-
Net movement in funds	9,305	21,125	30,430
RECONCILIATION OF FUNDS			
Total funds brought forward	94,376	11,386	105,762
TOTAL FUNDS CARRIED FORWARD	103,681	32,511	136,192

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2020 and 31 March 2021	13,302
DEPRECIATION	
At 1 April 2020 and 31 March 2021	13,302
NET BOOK VALUE	
At 31 March 2021	-
At 31 March 2020	-

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	95,041	61,342
Accrued income	15,820	17,404
Prepayments	900	1,093
	111,761	79,839

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	2,334	9,202
Social security and other taxes	36,855	13,413
VAT	5,067	3,935
Other creditors	22,298	34,930
Deferred Income	47,452	74,659
Accrued expenses	16,327	5,156
	130,333	141,295

Deferred income

	2021 £	2020 £
Balance at 1 April 2020	74,659	64,561
Amounts released to incoming resources	(74,659)	(64,562)
Amounts deferred in year	47,452	74,659
Balance at 31 March 2021	47,452	74,659

Deferred income comprises grants and contracts in which the grantor or contract provider has specified that the funds provided are to be used in future accounting periods

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Current assets	263,128	75,420	338,548	277,487
Current liabilities	(87,952)	(42,381)	(130,333)	(141,295)
	175,176	33,039	208,215	136,192

Comparatives for net assets between funds

	Unrestricted funds	Restricted funds	2020 Total funds
	£	£	£
Current assets	155,290	122,197	277,487
Current liabilities	(51,510)	(89,686)	(141,296)
	103,681	32,511	136,192

17. MOVEMENT IN FUNDS

	At 1/4/20	Net movement in funds	At 31/3/21
	£	£	£
Unrestricted funds			
General fund	103,681	71,495	175,176
Restricted funds			
Family Matters Richmond	479	4,896	5,375
Family Matters Hounslow	759	(1,817)	(1,058)
Pathway	8,156	5,488	13,644
Parent Carer Forum	7,466	(4,933)	2,533
Sitting and Befriending Kingston	-	2,954	2,954
Sitting and Befriending Website	15,367	(14,276)	1,091
SEND Advice	284	802	1,086
Covid Response	-	2,707	2,707
Welfare Grants	-	4,707	4,707
	32,511	528	33,039
TOTAL FUNDS	136,192	72,023	208,215

17. 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	864,851	(793,356)	71,495
Restricted funds			
Family Matters Richmond	39,280	(34,384)	4,896
Family Matters Hounslow	34,853	(36,670)	(1,817)
Pathway	47,500	(42,012)	5,488
Parent Carer Forum	13,899	(18,832)	(4,933)
Sitting and Befriending Kingston	132,494	(129,540)	2,954
Sitting and Befriending Website	6,111	(20,387)	(14,276)
SEND Advice	30,000	(29,198)	802
Covid Response	107,699	(104,992)	2,707
Welfare Grants	11,330	(6,623)	4,707
	423,166	(422,638)	528
TOTAL FUNDS	1,288,017	(1,215,994)	72,023

Comparatives for movement in funds

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/20 £
Unrestricted funds				
General fund	94,376	8,839	466	103,681
Restricted funds				
Family Matters Richmond	2,971	(2,492)	-	479
Family Matters Hounslow	759	-	-	759
Pathway	(118)	8,274	-	8,156
Parent Carer Forum	-	7,466	-	7,466
Sitting and Befriending Kingston	6,167	(6,201)	34	-
Sitting and Befriending Website	-	15,367	-	15,367
SEND Advice	1,107	(823)	-	284
Three Winds Trust	500	-	(500)	-
	11,386	21,591	(466)	32,511
TOTAL FUNDS	105,762	30,430	-	136,192

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	446,561	(437,722)	8,839
Restricted funds			
Family Matters Richmond	39,458	(41,950)	(2,492)
Family Matters Hounslow	39,997	(39,997)	-
Pathway	45,500	(37,226)	8,274
Parent Carer Forum	12,388	(4,922)	7,466
Sitting and Befriending Kingston	37,796	(43,997)	(6,201)
Sitting and Befriending Website	23,704	(8,337)	15,367
SEND Advice	30,000	(30,823)	(823)
	228,843	(207,252)	21,591
TOTAL FUNDS	675,404	(644,974)	30,430

Restricted Funds

SEND (Special Educational Needs and Disabilities) Advice - Specialist advice and advocacy services supporting families to get the right support for their children and young people at home, at school and in the community. During the year this service received a restricted community grant of £30,000 from the Hampton Fund towards the salary and associated costs of the SEND Advisor supporting up to 95 children and families in the Hampton Fund area of benefit.

Family Matters Richmond - a support service for families with children and young people with SEND. During the year this service received a restricted grant from Richmond Parish Lands of £11,281 and received a restricted community grant of £28,000 from the Hampton Fund towards the salary and associated costs of two part-time parent support worker and admin support.

Family Matters Hounslow - a support service for families with children and young people with SEND. During the year this service received a restricted grant from Young Londoners of £25,784 and received a restricted grant of £8,768 from the Heathrow Community Trust towards the salary and associated costs of a full time parent support worker and admin support.

Pathway - Information, advice and advocacy to disabled people and people with mental health conditions who are struggling with housing, benefits or social care issues. During the year this service received a restricted fund of £47,500 from Trust for London.

Parent Carer Forum - during the year this service received a restricted grant of £14,950 from the Department of Education.

Sitting and Befriending Kingston (FriendBee) - a specialist befriending service for children and young people with SEND enabling them to get out into the community and participate in activities and develop social skills. During the year this service a restricted grant of £29,798 from Children in Need towards the salaries and associated costs of a two part time project coordinators and admin support.

Sitting and Befriending Website (FriendBee)- during the year this service received a restricted grant of £6,111 from Comic Relief for the development of new website which will empower parents to engage befrienders directly.

17. MOVEMENT IN FUNDS - continued

Covid Response Fund - this fund received income from the following restricted sources:

	£
London Community Response - City Bridge Trust	26,981
London Borough of Richmond upon Thames - Coronavirus Emergency Grants	19,301
CAF Coronavirus Emergency Grant	9,965
Comic Relief Grant	7,594
London Borough of Richmond upon Thames - emergency supplies	11,228
Client contributions	31,480
Donation	1,150
Total Income for Covid Response Fund	107,699

(i) London Community Response - three grants for £14,257, £9,724 and £3,000 - received from the City Bridge Trust for the purpose of acquiring essential and urgent costs to provide support to londoners and to support the mental health and wellbeing of local disabled and isolated people in Richmond.

ii)Coronavirus Emergency Grant - a grant of £19,301 received from the London Borough of Richmond upon Thames for the acquisition of emergency food and essentials and the coordination of the Food Hub.

(iii) CAF Coronavirus Emergency Grant - a grant of £9,965 received from CAF Bank.

(iv) Comic Relief Grant - a grant of £7,594 for two new services to meet the needs of clients who shielding for a 12 week period.

v) London Borough of Richmond upon Thames - £11,228 contract income for the acquisition of personal protective equipment and other related Covid 19 items.

vi) Client Contributions - £31,480 - Contributions made by clients for essential supplies provided by the charity due to Covid 19.

vii) Donation - £1,150 received specifically for spendingon covid 19 supplies.

Welfare Grants - during the year this fund received a restricted grant from The Richmond Charities of £3,000, client contributions of £1,400 and a donation of £4,730.

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

19. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1.