

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
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RUILS

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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.

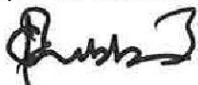
Ruils staff continued to respond wonderfully well, in often challenging circumstances, to the many problems faced by our clients, either disabled (visible and non-visible), or older people. During the pandemic our clients were especially prone to being isolated and lacked human contact. The Ruils team 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 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

RUILS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 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.

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

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 from 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.

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

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.

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Pathways

A successful and busy year for Pathways with unprecedented 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.

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

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 to 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

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

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.

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

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.

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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

RUILS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RUILS

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RUILS

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 Hatley 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		<u>1,109,371</u>	<u>300,956</u>	<u>1,410,327</u>	<u>1,288,017</u>
EXPENDITURE ON					
Raising funds	6	34,027	-	34,027	21,113
Charitable activities					
Independent Living	7	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		<u>1,094,791</u>	<u>311,544</u>	<u>1,406,335</u>	<u>1,215,994</u>
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		<u>189,756</u>	<u>22,451</u>	<u>212,207</u>	<u>208,215</u>

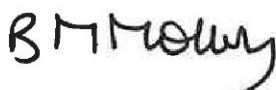
The notes form part of these financial statements

RUILS**BALANCE SHEET
31 MARCH 2022**

		2022 £	2021 £
CURRENT ASSETS	Notes		
Debtors	14	102,788	111,761
Cash at bank		278,824	226,787
		<u>381,612</u>	<u>338,548</u>
CREDITORS			
Amounts falling due within one year	15	(169,405)	(130,333)
		<u>212,207</u>	<u>208,215</u>
NET CURRENT ASSETS			
		<u>212,207</u>	<u>208,215</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		212,207	208,215
NET ASSETS		<u>212,207</u>	<u>208,215</u>
FUNDS	17		
Unrestricted funds		189,756	175,176
Restricted funds		22,451	33,039
TOTAL FUNDS		<u>212,207</u>	<u>208,215</u>

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 - Trustee

RUILS**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>52,012</u>	<u>29,129</u>
Net cash provided by operating activities		<u>52,012</u>	<u>29,129</u>
Cash flows from investing activities			
Interest received		<u>25</u>	<u>10</u>
Net cash provided by investing activities		<u>25</u>	<u>10</u>
Change in cash and cash equivalents in the reporting period		<u>52,037</u>	<u>29,139</u>
Cash and cash equivalents at the beginning of the reporting period		<u>226,787</u>	<u>197,648</u>
Cash and cash equivalents at the end of the reporting period		<u><u>278,824</u></u>	<u><u>226,787</u></u>

The notes form part of these financial statements

RUILS

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	<u>52,012</u>	<u>29,129</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21 £	Cash flow £	At 31/3/22 £
Net cash			
Cash at bank	<u>226,787</u>	<u>52,037</u>	<u>278,824</u>
	<u>226,787</u>	<u>52,037</u>	<u>278,824</u>
Total	<u>226,787</u>	<u>52,037</u>	<u>278,824</u>

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.

RUILS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

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 and 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.

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

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	<u>93,445</u>	<u>76,341</u>

4. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>25</u>	<u>10</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

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	-
	<u>858,676</u>	<u>739,853</u>
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
	<u>926,559</u>	<u>751,081</u>
Total contract income	<u>926,559</u>	<u>751,081</u>
Grant income (unrestricted)	<u>29,469</u>	<u>12,452</u>
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
	<u>260,248</u>	<u>351,366</u>
Total grant income	<u>271,855</u>	<u>363,818</u>
Client Contributions	98,316	84,150
Sales of Service	11,897	11,232
Other Income	13,847	1,395
Total income from charitable activities	<u>1,310,867</u>	<u>1,211,676</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

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
	<u>34,027</u>	<u>21,113</u>

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
	<u>1,276,248</u>	<u>96,060</u>	<u>1,372,308</u>

	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	2022	2022	2022	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
	<u>906,465</u>	<u>232,435</u>	<u>1,138,900</u>	<u>973,087</u>
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
	<u>1,050</u>	<u>109</u>	<u>1,159</u>	<u>1,562</u>

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

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 supervision	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)
	<u>74,875</u>	<u>61,314</u>	<u>136,189</u>	<u>143,717</u>
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
	<u>78,374</u>	<u>17,686</u>	<u>96,060</u>	<u>97,567</u>
Less costs attributable to fundraising	-	-	-	(21,052)
Total Charitable Activities Expenditure	<u>1,060,764</u>	<u>311,544</u>	<u>1,372,308</u>	<u>1,194,881</u>

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

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
	<u>90,705</u>	<u>5,355</u>	<u>96,060</u>

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
	<u>5,355</u>	<u>7,803</u>

9. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Auditors' Remuneration	3,750	3,750
Auditors' Remuneration - non audit	<u>750</u>	<u>750</u>

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	<u>21,270</u>	<u>14,358</u>
	<u>1,045,634</u>	<u>952,810</u>

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).

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

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

COST	Fixtures and fittings £
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	-

RUILS**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****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
	<u>102,788</u>	<u>111,761</u>

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
	<u>169,405</u>	<u>130,333</u>

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	<u>113,416</u>	<u>47,452</u>
Balance at 31 March 2022	<u>113,416</u>	<u>47,452</u>

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	<u>(169,280)</u>	<u>(125)</u>	<u>(169,405)</u>	<u>(130,333)</u>
	<u>189,756</u>	<u>22,451</u>	<u>212,207</u>	<u>208,215</u>

Comparatives for net assets between funds

	Unrestricted funds	Restricted funds	2021 Total funds
	£	£	£
Current assets	263,128	75,420	338,548
Current liabilities	<u>(87,952)</u>	<u>(42,381)</u>	<u>(130,333)</u>
	<u>175,176</u>	<u>33,039</u>	<u>208,215</u>

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

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
	<u>33,039</u>	<u>(10,588)</u>	<u>22,451</u>
TOTAL FUNDS	<u>208,215</u>	<u>3,992</u>	<u>212,207</u>

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
	<u>300,956</u>	<u>(311,544)</u>	<u>(10,588)</u>
TOTAL FUNDS	<u>1,410,327</u>	<u>(1,406,335)</u>	<u>3,992</u>

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

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
	<u>32,511</u>	<u>528</u>	<u>33,039</u>
TOTAL FUNDS	<u>136,192</u>	<u>72,023</u>	<u>208,215</u>

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
	<u>423,166</u>	<u>(422,638)</u>	<u>528</u>
TOTAL FUNDS	<u>1,288,017</u>	<u>(1,215,994)</u>	<u>72,023</u>

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.

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

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.

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

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.