

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.

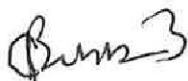
Our wonderful, dedicated team of staff delivered our services with skill, professionalism, and good humour. They were guided by the management team, with overall leadership being provided by Cathy Maker, our inspirational CEO. Our band of volunteers provided additional support and we thank them all for 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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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 organisations 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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 4-5 months 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 counsellors 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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 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' 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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 remit 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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.

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 Harley 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		<u>1,098,555</u>	<u>470,900</u>	<u>1,569,455</u>	<u>1,410,327</u>
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		<u>1,082,883</u>	<u>463,134</u>	<u>1,546,017</u>	<u>1,406,335</u>
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		<u>205,428</u>	<u>30,217</u>	<u>235,645</u>	<u>212,207</u>

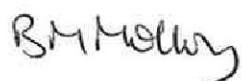
The notes form part of these financial statements

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
		<u>564,098</u>	<u>381,612</u>
CREDITORS			
Amounts falling due within one year	17	(339,520)	(169,405)
NET CURRENT ASSETS		<u>224,578</u>	<u>212,207</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>235,645</u>	<u>212,207</u>
NET ASSETS		<u>235,645</u>	<u>212,207</u>
FUNDS	19		
Unrestricted funds		205,428	189,756
Restricted funds		30,217	22,451
TOTAL FUNDS		<u>235,645</u>	<u>212,207</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 14 September 2023 and were signed on its behalf by:



B M Molloy - Trustee

RUILS**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**

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

The notes form part of these financial statements

RUILS

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	<u>190,327</u>	<u>52,012</u>

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
	<u>278,824</u>	<u>179,486</u>	<u>458,310</u>
Total	<u>278,824</u>	<u>179,486</u>	<u>458,310</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.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

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.

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****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.

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

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	<u>110,466</u>	<u>93,445</u>

4. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	<u>1,609</u>	<u>25</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

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
	<u>955,009</u>	<u>858,676</u>
Restricted contract income		
City Bridge Trust - Bright Futures (grant in current year)	-	36,400
NHS - PAC Project	37,780	31,483
	<u>37,780</u>	<u>31,483</u>
Total contract income	<u>992,789</u>	<u>926,559</u>
Unrestricted grant income (including £20,000 donated facilities)	<u>47,122</u>	<u>49,469</u>
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	-
	<u>332,511</u>	<u>210,779</u>
Total grant income	<u>379,633</u>	<u>260,248</u>
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
	<u>84,958</u>	<u>123,060</u>
Total income from charitable activities	<u>1,457,380</u>	<u>1,310,867</u>

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

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	-
	<u>45,090</u>	<u>34,027</u>

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
	<u>1,380,336</u>	<u>120,591</u>	<u>1,500,927</u>

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
	<u>1,380,336</u>	<u>1,276,248</u>

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
	<u>115,139</u>	<u>5,452</u>	<u>120,591</u>

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

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
	<u>5,452</u>	<u>5,355</u>

10. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Computer software amortisation	<u>1,383</u>	<u>-</u>

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
	<u>1,192,445</u>	<u>1,069,819</u>

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).

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

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	-

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

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
	<u>105,788</u>	<u>102,788</u>

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
	<u>339,520</u>	<u>169,405</u>

	2023 £	2022 £
Deferred income		
Balance at 1 April 2022	113,416	47,452
Amounts released to incoming resources	(113,416)	(47,452)
Amounts deferred in year	<u>250,356</u>	<u>113,416</u>
Balance at 31 March 2023	<u>250,356</u>	<u>113,416</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. Restricted deferred income totalled £119,098 (2022 £65,913).

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

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)
	<u>205,428</u>	<u>30,217</u>	<u>235,645</u>	<u>212,207</u>

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)
	<u>189,756</u>	<u>22,451</u>	<u>212,207</u>

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
	<u>22,451</u>	<u>7,766</u>	<u>-</u>	<u>30,217</u>
TOTAL FUNDS	<u>212,207</u>	<u>23,438</u>	<u>-</u>	<u>235,645</u>

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

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
	<u>470,900</u>	<u>(463,134)</u>	<u>7,766</u>
TOTAL FUNDS	<u>1,569,455</u>	<u>(1,546,017)</u>	<u>23,438</u>

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
	<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>

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

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
	<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>

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.

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

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 Richmond'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.