

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

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
RUILS**

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RUILS

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FOR THE YEAR ENDED 31 MARCH 2024**

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RUILS

CHAIR'S STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

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

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

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

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

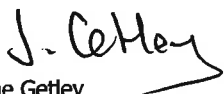
We believe strongly that Direct Payments open the door to greater choice and control for Disabled individuals and are delighted to have retained the Direct Payment Support Service for Richmond and been awarded it in Wandsworth. We have also managed to increase the capacity of our Pathways (Benefits and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

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

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

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

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



Jane Getley
Chair
27 September 2024

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

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

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

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

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

Significant activities

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

Getting the Right Start

Our children's services provide parents with information, advice and support to enable them to get their young person with additional needs and disabilities the education, community and home support they need to thrive. Services included:

- Family Matters - Hounslow and Richmond
- SEND Specialist Advice
- FriendBee - SEND Befriending
- Bright Futures - SEND Transition Service

Living Independently

We provide a range of services that enable residents to remain living at home and connected to their community, including:

- Direct Payment support in Richmond and Wandsworth
- Social Prescribing
- Pathways - benefits, housing & social care advice and support
- Proactive Anticipatory Care (PAC) working with NHS & social care colleagues to coordinate care & support
- Counselling
- Health in Your Hands
- Core 20+ Programme
- Special Projects - Homes for Ukraine (supporting Ukrainian guests to access health & community activities)

Connected with the Community

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

Community Voice

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

Public benefit

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

**REPORT OF THE TRUSTEES
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ACHIEVEMENT AND PERFORMANCE

Charitable activities

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

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

1. Getting the Right Start

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

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

Family Matters (Richmond & Hounslow)

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

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

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

FriendBee (Befriending Service)

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

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

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

SEND Advice

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

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

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

Bright Futures, SEND Transition support

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

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

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

2. Living Independently

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

Direct Payment Support Service

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

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

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

Connect to Tech

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

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

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

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Pathways

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

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

Counselling

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

Welfare Grants

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

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

Social Prescribing

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

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

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

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

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

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

Community Conversations

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

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

Proactive Anticipatory Care (PAC)

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

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

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

Health in Your Hands (HIYH)

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

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

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

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

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

3. Connected with the Community

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

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

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

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

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

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4. Community Voice

Your Say & The Transport & Mobility Forum

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

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

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

Parent Carer Forum

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

The Parent Carer Forum currently has 649 members.

Engagement

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

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

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

Campaigning

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

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

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

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

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

Quality Standards

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

Fundraising Activities

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

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FINANCIAL REVIEW

Financial position

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

Principal funding sources

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

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

Reserves policy

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

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

Principal Risks and Uncertainties

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

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

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

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

- (i) Change in NHS strategy or funding that reduces the demand for voluntary sector organisations to deliver key services. We are working with our NHS partners to demonstrate the added value our work delivers.
- (ii) Loss of key staff - Staff retention is a Board priority as service delivery is dependent on our talented and experienced staff team. We have therefore invested in our staff supervision, support and wellbeing programmes to ensure staff feel valued and supported.
- (iii) Failure to secure further funding - three year Trust funding is coming to an end in March 2025. We are applying for continuation funding as well as looking at alternative funding.

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PLANS FOR THE FUTURE

Strategy

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

Funding

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

Staff Wellbeing and Retention

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

Property

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

Board of Trustees

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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

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

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

Our Membership

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

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

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

Recruitment and appointment of new trustees

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

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

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

Organisational structure

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

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

Register of Interests

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

Equal Opportunities

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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Decision making

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

Induction and training of new trustees

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

Pay policy for senior staff

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

Related parties and co-operation with other organisations

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

Risk management

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

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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06682677 (England and Wales)

Registered Charity number

1127896

Registered office

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

Trustees

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

Chief Executive Officer

Cathy Maker

Senior management

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

Company Secretary

R A Wilding

Auditors

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

Bankers

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

Barclays Bank Plc
Leicester
LE87 2BB

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

RUILS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

AUDITORS

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 27 September 2024 and signed on its behalf by:



J M Getley - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RUILS

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

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

Date:4/10/2024.....

RUILS

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

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

The notes form part of these financial statements

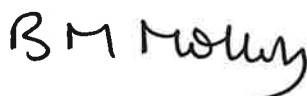
RUILS

BALANCE SHEET 31 MARCH 2024

		2024 £	2023 £
	Notes		
FIXED ASSETS			
Intangible assets	14	6,917	11,067
CURRENT ASSETS			
Debtors	16	190,573	105,788
Cash at bank		345,815	458,310
		<u>536,388</u>	<u>564,098</u>
CREDITORS			
Amounts falling due within one year	17	(257,920)	(339,520)
NET CURRENT ASSETS		<u>278,468</u>	<u>224,578</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>285,385</u>	<u>235,645</u>
NET ASSETS		<u>285,385</u>	<u>235,645</u>
FUNDS	19		
Unrestricted funds		235,334	205,428
Restricted funds		50,051	30,217
TOTAL FUNDS		<u>285,385</u>	<u>235,645</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 27 September 2024 and were signed on its behalf by:



B M Molloy - Trustee

RUILS

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

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

The notes form part of these financial statements

RUILS

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

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

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

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/23 £	Cash flow £	At 31/3/24 £
Net cash			
Cash at bank	<u>458,310</u>	<u>(112,495)</u>	<u>345,815</u>
	<u>458,310</u>	<u>(112,495)</u>	<u>345,815</u>
Total	<u>458,310</u>	<u>(112,495)</u>	<u>345,815</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 2024**

1. GENERAL INFORMATION

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

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

2. ACCOUNTING POLICIES**Basis of preparing the financial statements**

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

Preparation of the accounts on a going concern basis

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

Significant judgements and estimates

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

Income

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

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

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

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

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

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

Expenditure

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

Raising funds

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

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

2. ACCOUNTING POLICIES - continued**Charitable activities**

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

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

Allocation and apportionment of costs

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

Intangible fixed assets

Intangible fixed assets acquired separately are initially recognised at cost.

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

Tangible fixed assets

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

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

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

Cash at Bank

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

Debtors

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

Creditors

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

Taxation

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

Fund accounting

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

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

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

Donated facilities

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

Pension costs

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

2. ACCOUNTING POLICIES - continued

Pension costs

Voluntary help

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

3. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Community Fundraising	<u>118,227</u>	<u>110,466</u>

4. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	<u>6,140</u>	<u>1,609</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

6. RAISING FUNDS

Raising donations and legacies

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

7. CHARITABLE ACTIVITIES COSTS

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

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

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

9. SUPPORT COSTS

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

9. SUPPORT COSTS - continued

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

10. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Computer software amortisation	<u>4,150</u>	<u>1,383</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

12. STAFF COSTS

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

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

	2024	2023
Senior Management Team	4	4
Charitable Activities	49	42
	<u>53</u>	<u>46</u>

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

	2024	2023
£60,001 - £70,000	<u>1</u>	<u>1</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

12. STAFF COSTS - continued

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

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

14. INTANGIBLE FIXED ASSETS

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

15. TANGIBLE FIXED ASSETS

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

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

Deferred income

	2024	2023
	£	£
Balance at 1 April 2023	250,356	113,416
Amounts released to incoming resources	(250,356)	(113,416)
Amounts deferred in year	<u>157,563</u>	<u>250,356</u>
Balance at 31 March 2024	<u>157,563</u>	<u>250,356</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 £110,811 (2023 £119,098).

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

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

Comparatives for net assets between funds - 31 March 2023

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

19. MOVEMENT IN FUNDS

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

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

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

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

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

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

19. MOVEMENT IN FUNDS - continued

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

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

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

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

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

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

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

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

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

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

20. EMPLOYEE BENEFIT OBLIGATIONS

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

21. RELATED PARTY DISCLOSURES

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

22. COMPANY LIMITED BY GUARANTEE

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