

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
FOR
RUILS**

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RUILS

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RUILS

CHAIR'S STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

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

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

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

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

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

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


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

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

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

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

Jane Getley Chair



Chair

12 September 2025

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

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

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

For the year ending March 2025, our key objectives were as follows:

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

Significant activities

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

Getting the Right Start

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

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

Living Independently

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

- Direct Payment support in Richmond and Wandsworth
- Social Prescribing
- Pathways - benefits, housing & social care advice and support
- Proactive Anticipatory Care (PAC) - coordination of care and support for Disabled clients at high risk
- Community Health and Wellbeing Programme
- Counselling
- Health in Your Hands
- Special Projects - Homes for Ukraine (supporting Ukrainian guests to access health & community activities) and Core 20+

Connected with the Community

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

Community Voice

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

Public benefit

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

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

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

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

1. Getting the Right Start

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

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

Family Matters (Richmond & Hounslow)

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

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

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

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

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

FriendBee (Befriending Service)

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

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

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

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

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

SEND Advice

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

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

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

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

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

Bright Futures, SEND Transition support

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

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

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

2. Living Independently

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

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

Direct Payment Support Service

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

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

Connect to Tech

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

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

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

Pathways

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

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

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

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

Counselling

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

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

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

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

Welfare Grants

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

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

Social Prescribing

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

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

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

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

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

Proactive Anticipatory Care (PAC)

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

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

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

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

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

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

Health in Your Hands (HIYH)

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

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

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

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

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

Community Health and Wellbeing Programme

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

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

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

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

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

3. Connected with the Community

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

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

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

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

4. Community Voice

Your Say & The Transport & Mobility Forum

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

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

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

Parent Carer Forum

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

Engagement

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

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

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

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

Campaigning

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

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

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

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

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

Quality Standards

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

Fundraising Activities

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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

FINANCIAL REVIEW**Financial position**

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

Principal funding sources

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

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

Reserves policy

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

Principal Risks and Uncertainties

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

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

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

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

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

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

RUILS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

PLANS FOR THE FUTURE

Strategy

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

Funding

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

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

Staff Wellbeing and Retention

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

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

Property

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

Board of Trustees

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

RUILS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

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

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

Our Membership

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

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

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

Recruitment and appointment of new trustees

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

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

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

Organisational structure

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

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

Register of Interests

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

Equal Opportunities

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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT**Decision making**

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

Induction and training of new trustees

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

Pay policy for senior staff

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

Related parties and co-operation with other organisations

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

Risk management

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

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

RUILS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06682677 (England and Wales)

Registered Charity number

1127896

Registered office

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

Trustees

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

Chief Executive Officer

Cathy Maker

Senior management

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

Company Secretary

G Taylor

Auditors

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

Bankers

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

Barclays Bank Plc
Leicester
LE87 2BB

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

RUILS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

In so far as the trustees are aware:

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

AUDITORS

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

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

Approved by order of the Board of trustees on 12 September 2025 and signed on its behalf by:



J M Getley - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RUILS

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

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:

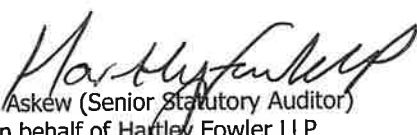
- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;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

22 October 2025

RUILS

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

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

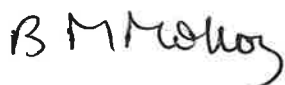
The notes form part of these financial statements

RUILS**BALANCE SHEET
31 MARCH 2025**

		2025 £	2024 £
FIXED ASSETS	Notes		
Intangible assets	14	2,767	6,917
CURRENT ASSETS			
Debtors	16	114,034	190,573
Cash at bank		524,998	345,815
		<u>639,032</u>	<u>536,388</u>
CREDITORS			
Amounts falling due within one year	17	(337,908)	(257,920)
		<u>301,124</u>	<u>278,468</u>
NET CURRENT ASSETS			
		<u>303,891</u>	<u>285,385</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>303,891</u>	<u>285,385</u>
NET ASSETS			
FUNDS	19		
Unrestricted funds		235,367	235,334
Restricted funds		68,524	50,051
TOTAL FUNDS		<u>303,891</u>	<u>285,385</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 12 September 2025 and were signed on its behalf by:



B M Molloy - Trustee

The notes form part of these financial statements

RUILS

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

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

The notes form part of these financial statements

RUILS

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

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

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

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/24 £	Cash flow £	At 31/3/25 £
Net cash			
Cash at bank	<u>345,815</u>	<u>179,183</u>	<u>524,998</u>
	<u>345,815</u>	<u>179,183</u>	<u>524,998</u>
Total	<u>345,815</u>	<u>179,183</u>	<u>524,998</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 2025**

1. GENERAL INFORMATION

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

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

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

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

Preparation of the accounts on a going concern basis

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

Significant judgements and estimates

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

Income

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

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

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

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

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

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

Expenditure

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

Raising funds

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

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

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 2025

2. ACCOUNTING POLICIES - continued

Pension costs

Voluntary help

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

3. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Community Fundraising	<u>123,454</u>	<u>118,227</u>

4. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	<u>11,326</u>	<u>6,140</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

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

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

6. RAISING FUNDS

Raising donations and legacies

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

7. CHARITABLE ACTIVITIES COSTS

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

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

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

9. SUPPORT COSTS

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

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

9. SUPPORT COSTS - continued

Governance Costs

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

10. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Computer software amortisation	<u>4,150</u>	<u>4,150</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

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

12. STAFF COSTS

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

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

	2025	2024
Senior Management Team	4	4
Charitable Activities	<u>50</u>	<u>49</u>
	<u>54</u>	<u>53</u>

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

	2025	2024
£60,001 - £70,000	<u>1</u>	<u>1</u>

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

12. STAFF COSTS - continued

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

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

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

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

14. INTANGIBLE FIXED ASSETS

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

15. TANGIBLE FIXED ASSETS

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

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

Deferred income

	2025	2024
	£	£
Balance at 1 April 2024	157,563	250,356
Amounts released to incoming resources	(157,563)	(250,356)
Amounts deferred in year	219,065	157,563
	<u>219,065</u>	<u>157,563</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. Included in deferred income is restricted deferred income of £166,657 (2024 £110,811).

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

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

Comparatives for net assets between funds - 31 March 2024

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

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

19. MOVEMENT IN FUNDS

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

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

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

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

RUILS

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

19. MOVEMENT IN FUNDS - continued

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

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

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

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

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

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

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

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

19. MOVEMENT IN FUNDS - continued

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

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

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

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

20. EMPLOYEE BENEFIT OBLIGATIONS

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

21. RELATED PARTY DISCLOSURES

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

22. COMPANY LIMITED BY GUARANTEE

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