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REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2026

FOR

RUILS

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Statutory Auditors
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RUILS

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FOR THE YEAR ENDED 31 MARCH 2026

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RUILS

CHAIR'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2026

It gives me great pleasure in presenting the Ruils Annual Report and Accounts for the year ending 31 March 2026.

We exist to remove the barriers Disabled people face, be they emotional, physical or institutional, and this has been a year in which that purpose was tested. Rising National Insurance contributions and reductions in funding placed considerable pressure on our finances, and the Board took the difficult decision to implement a pay freeze in order to protect the services our community depends on. I am very grateful to our staff, who met that decision with understanding and resilience, and who never let it show in the quality of support they gave to local people.

Despite those pressures we continued to deliver, and in places to grow. Our health and wellbeing services expanded their reach, our children's services remained a lifeline to families navigating an increasingly complex system, and our Direct Payment support continued to help residents in Richmond and Wandsworth live the lives of their choosing. I am especially proud of our Proactive Anticipatory Care service, which this year was recognised with the Collaborative Working Award at the 2025 Personalised Care Awards. An independent audit found that clients on the programme experienced significant reductions in unplanned hospital care, evidence of what can be achieved when health, social care and the voluntary sector work as genuine partners. As a Disabled people led organisation, we continue to show the particular value we bring to that work.

Our campaigning has gone from strength to strength. We have amplified the voices of Disabled people in Richmond and, for the first time, in Wandsworth, where we launched the Disabled People's Forum. Nationally, we stood alongside Disabled people and organisations across the country to challenge the proposed cuts to disability benefits. That collective effort helped secure important amendments, with the proposed cuts to Personal Independence Payment set aside pending further review. It was a hard won success for the Disabled community, and one I hope signals a greater willingness to listen.

It has been a challenging financial year, one the Board planned for with a deficit budget. I am glad to say that our community fundraising again performed exceptionally well, and I want to thank everyone who gave their time and generosity to raise much-needed funds for Ruils. That support matters more than ever.

We remain committed to ensuring our staff feel supported and valued, and even in a hard year we continued to invest in their wellbeing and development. Our people are our greatest strength, and everything we achieve rests on their commitment to one another and to the people we serve.

This year we said a fond farewell to Debbie Bloud, who retired after a remarkable twenty years as a trustee. Her insight as a Direct Payment user, her support of our consultations and fundraising events, leave a lasting mark on Ruils. On behalf of the Board, thank you.

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 an uncertain environment, with further changes to benefits on the horizon and the cost of living still biting, but I remain confident that we have the people, the infrastructure and the determination to go on delivering high quality services that make a difference to the lives of Disabled people.

J. Getley

Jane Getley Chair

August 2026

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 2026. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

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

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

For the year ending 31 March 2026, 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), Trailblazers (an employment project).

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, the Richmond Transport and Mobility Forum and the Wandsworth Disabled People's 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.

OBJECTIVES AND ACTIVITIES

Public benefit

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

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

Year 25/26 was a financially challenging, but successful and rewarding year for Ruils. Against a backdrop of increasing financial pressures across the voluntary, health and social care sectors, we continued to deliver high quality services that made a difference to local people. The increases in National Insurance contributions, combined with reductions in overall funding, created significant challenges for us during the year. To safeguard the services our community rely on, we took the difficult decision to implement a pay freeze. Our staff responded with remarkable resilience, commitment and professionalism, understanding that our aim was to safeguard the closure of much needed services.

Operationally, we continued to develop and deliver: the Direct Payments Support Service in Richmond and Wandsworth; our local inclusive activities and our counselling service. Our health and wellbeing services continued to grow and evolve, supporting residents across the borough to take greater control of their health and wellbeing. Our children's services remain a vital lifeline to families, helping parents and young people navigate challenges and achieve the best possible outcomes.

The extension of our Proactive Anticipatory Care (PAC) service is an exemplar of partnership working across the social care, health and voluntary sectors and demonstrates what the new Integrated Neighbourhood Teams focus can achieve. As a trusted partner to the NHS and local authority, we continued to demonstrate the unique value that a Disabled people-led organisation can bring in supporting people to live independently. Our campaign work is a testament to this and this year we made great strides in amplifying the voices of Disabled people in Richmond and now in Wandsworth too.

We are proud to play an increasingly important role within the wider system while remaining true to our roots, our values and our commitment to putting Disabled people at the heart of everything we do.

We are incredibly proud of our team of staff and volunteers, whose dedication and determination continue to achieve great outcomes for our clients. We continued to invest in staff wellbeing and development, recognising that our people are our greatest asset. Their commitment to their clients, their colleagues and to Ruils remains truly exceptional and is the foundation of everything we achieve.

1. Getting the Right Start

Family Matters (Richmond & Hounslow)

Family Matters supports SEND families, enabling and empowering parents to access services, behaviour strategies and information, helping their children and young people to live independent and inclusive lives. This year we worked with 287 families in Richmond and 181 in Hounslow.

Over the last year we saw positive outcomes for our SEND families. Families who benefited from longer-term case work support and one-to-ones felt better informed and more aware of their local resources and reported feeling more confident in advocating for their young people. Many parents come to us feeling socially isolated, but left feeling heard, understood and well supported. Through our workshops and events parents gained valuable knowledge and built supportive relationships with other families facing similar experiences.

In Richmond, we responded to gaps in support services by developing offers for the SEND LGBTQIA+ community through mini workshops and fortnightly mental health sessions for identified parents. An unexpected outcome of these offerings was the creation by attendees of external WhatsApp groups for friendship and peer support.

In Hounslow our one to one support, delivered through schools, Council Community Hubs and partner organisations, has been particularly valued. Families were supported over a wide range of issues, including grant applications, housing concerns and benefit claims such as Disability Living Allowance (DLA), Personal Independence Payment (PIP) and Blue Badge applications. Many parents also sought support around mental health and emotional wellbeing - for themselves and their children - reflecting a growing challenge facing families in our community.

The team saw an increase in economic and mental health pressures on SEND parents and their children and young people. Anxiety-based school avoidance (and lack of appropriate in-school support) is on the rise, and needs remain largely unmet in the community. Partnership working is key to successful outcomes. We continue to elaborate closely with local organisations through Community Hubs, the Collective Thinking Groups in both Richmond and Hounslow, bringing together expertise, experiences and resources to support families better.

Demand for the service continued to grow. With limited specialist services available across the borough, many families rely on our support while waiting for help elsewhere. Although this has resulted in a waiting list, we work hard to ensure families receive timely guidance wherever possible. Over the last year we have successfully helped many families secure grants from the local council and the Family Fund, providing much needed financial assistance and improving their quality of life. Looking ahead, we expect demand for support around mental health, housing and benefits to remain high.

FriendBee (Befriending Service)
FriendBee is a befriending service matching young people (up to age 25) with SEND living in Kingston and Richmond with a paid befriender to help them access social and leisure activities. 52 families used the service this year, with a further 40 young people benefitting from group sessions - many returning multiple times. We recruited 26 new befrienders, and our team delivered 7,592 hours of befriending - an average of 146 hours per family. Although recruitment of staff remained a challenge, we were pleased to see an improvement in befriender retention this year.

Our success with group sessions and partnership with other local organisations meant we were able to reach more families in different ways. Young people continued to enjoy the Minecraft and Cooking Up sessions; we offered: Arts, Craft and Movie sessions with Buddy Up, funded leisure memberships through Better Gym, and a relaxed, accessible pantomime performance at The Rose Theatre. This year 90% of families told us their young person had tried a new activity and 82% felt their overall family wellbeing had improved.

Due to increases in the cost of living and our commitment to the London Living Wage, some families found the cost of our services challenging. The National Lottery has acknowledged this, awarding us extra funds to support struggling families to pay for befriending time.

SEND Advice
SEND Advice supports families to understand and apply the law concerning Special Educational Needs and Disabilities. We work closely with all the children's services at Ruils and with the main SEND advice and carers' organisations in Richmond.

We specialised in complex cases and supported 263 clients this year, securing Education Health and Care Plans (EHCPs) and much-needed school placements. Ruils SEND Advice is the only service in Richmond that offers this depth of support with cases lasting months or even years. The outcome is that parents have an EHCP that accurately describes their child's needs and required provision, they feel supported, are more confidence to challenge decisions and have a fuller understanding of the law.

All providers have seen workshop attendances dwindle post-Covid. In late 2024 the team reached out to schools directly, offering termly SEND sessions which continued into 2025. Discussions relating to school avoidance were particularly well received and we will offer further resources on this urgent issue throughout the coming year.

In February the Government published its Education Reform Plans. The proposals are deeply concerning both for schools and families. In response, after collating opinions, talking to legal experts and attending related events, we published a detailed guide to the White Paper and Consultation on our website. We will lobby MPs when the paper is debated, and will advise families every step of the way.

Bright Futures, SEND Transition support
Bright Futures offers information, advice and guidance on SEND Transition to parents of disabled young people. This ranges from education, social care and health, through to benefits, supported living, wills and trusts, deputyships, Personal Assistants and activities. This is what sets Bright Futures apart - no other service offers this breadth of knowledge, rooted in experience. Our aim is to ensure parents have the knowledge and confidence to make the best decisions for and with their young people in all aspects of their life during the transition years, broadly age 16 to 25.

Our SEND Transitions Advisor had contact with 212 families during this year. One-to-ones are key to the service, and our Advisor met with 79 clients in this period, with very positive feedback. Attendance at workshops and smaller focused client groups was more challenging though, with disappointing turnouts despite good booking numbers. It became necessary to focus on historically popular topics, and we plan to record online presentations of other subjects to share through the Information Hub.

Activities for young people did not develop in the way that we had hoped and without secured funding, we were unable to continue to organise bespoke activities. We did however encourage our young people to join partner organisation sessions.

We were delighted that our SEND Transitions Information Hub proved to be a huge success, with 21,500 individuals visiting the site, 31,500 views and 95,000 actions taken. The hub has become essential to Bright Futures enabling the SEND Transitions Advisor to provide information more efficiently to clients and make new material readily available.

2. Living Independently
Our independent living services provide information, advice and practical support to enable residents to live the life of their choice. During Year 25/26 we supported 289 clients in Richmond and 446 in Wandsworth. We support Direct Payments (DP) clients to manage their DP and self funders to organise and budget for their needs, whilst supporting both client groups with all aspects of recruiting and employing a PA and providing managed account and payroll services.

This year we focused on improving the skills and knowledge base of both employers and Personal Assistants (PA)s. We continued to offer a range of training workshops online and in-person, but also developed a specialised PA Training entitled: 'What-is-a-PA' which has been extremely popular. We continued to keep clients safe by providing training on 'Being an Individual Employer' and provided training to Social Workers on how Direct Payments should be designed and used. We continued to receive positive feedback from clients and the local authority.

The team continued to maintain a high standard of service delivery despite facing increased demand; managing historic issues with Wandsworth payroll and managed accounts; and implementing changes to remain compliant with legislative changes. Social care and Direct Payments in particular are being affected by local authority budget pressures. This has resulted in fewer referrals, reduced packages of care, a greater number of DPs ending, a higher number of complex cases and increases in contributions or contributions not being paid. In response, we joined Direct Payment forums and networks to ensure we are meeting clients' needs and advising correctly. We continued to discuss these issues during commissioning meetings to ensure communication is clear and clients are being supported appropriately.

Connect to Tech
Connect to Tech is a digital inclusion project aimed at increasing client access to online services, proficiency with technology, and assisting them to access the digital world independently.

These aims are met by providing either support with devices the client already owns, or by offering a three month trial with a device, which can then be purchased at the end if the client has enjoyed their experience. Devices covered by the project are Smartphones, Tablets, Alexas, Laptops & Chromebooks. A waitlist was put in place this year for laptops due to the number of referrals & cost restrictions preventing them from being met immediately.

We worked with 60 clients over the year with many 2-3 visits and each visit lasting between 1-2 hours. Client referrals ebbed and flowed, causing the service to have varying traffic throughout the year.

Clients often expressed their appreciation for the length of our support sessions and the relaxed atmosphere we create. They often expressed that they feared being judged or seen as stupid for not knowing how to use their device, which they may have experienced speaking to friends or family. By the end of the session, they are usually more confident with using their device on their own. We were glad that clients found the sessions comfortable and nonjudgemental.

Learning how to use technology is often an ongoing process for many people, and this means that there isn't always an immediate result. Clients may require follow up visits to cover more information, or affirm what they have learned. Clients were offered follow-up visits, and were also encouraged to visit group sessions run by partner organisations, if willing. Over time, people found they have a new sense of confidence for using their device on their own.

Pathways
Pathways had a busy and challenging year. We had a number of complex cases ranging from homelessness, benefit appeals and housing disrepair. Pathways sets itself apart from other advice services in the borough as we offer support that takes a client from start to finish with their housing, benefits or social care issue. We don't just offer information and signpost, we take the time to visit clients in their home, in the local community or at the office. We build an extensive file on people's situation and we think creatively about all solutions and pathways to their desired outcome.

We have built strong partnerships with local agencies and organisations to help us resolve long term issues, which is crucial to a successful outcome for our clients. We often take on cases where clients feel they have exhausted all support options in the borough. Pathways also take on the role of representation and advocacy to ensure the client's voice is heard and we supports in person at benefit medical assessments and/or tribunal appeals. The service is committed to tackling the root cause of complex issues and works in a holistic way to ensure clients get the help they need to live independently and be self-sufficient for the future.

Working with 71 clients, Pathways continued to witness and experience challenges with housing, cost of living crisis and proposed changes to disability benefits, such as PIP. We are living in very uncertain times and it is evident that Disabled people continue to be disproportionately impacted by these issues.

Counselling
The counselling service continued to be a highly valued service, offering affordable mental health support, while also giving counselling students the chance to gain the hours they need to qualify. This year, it was especially positive to see some qualified counsellors stay on, helping us to support clients with more complex needs. And when someone's needs go beyond what we can offer, we've been able to connect them with other local services so they still get the right help.

This year we had reduced staff capacity, with the result that we did not complete some of the process work we were hoping to achieve. We prioritised client assessments, wait times and counsellor recruitment and retention working with 28 clients over this period.

Looking ahead, a recent cost review has helped us think about sustainability. From April 2026, session fees for new clients will increase slightly, however, we are making sure that cost doesn't become a barrier by offering clients help to access grants if needed. We have also been streamlining our processes, by introducing group supervision for qualified counsellors, which has been really well received and should strengthen peer support and learning.
Overall, the service remained well used and well regarded, with steady referrals and strong interest from students requiring placements.

Welfare Grants
We received 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 and in addition to covering basic living costs such as utilities, groceries and household basics, we provide grants to purchase items or activities that will make a substantial difference to residents' quality of life. We have administered 115 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, assessments, moving costs, gym/swimming sessions and clearing debts. We also issued 20 one-off £50 shopping vouchers to clients struggling with increased food bills.

These grants not only made a tangible difference to the clients we supported, but enabled staff to be part of a practical solution, which in turn increased their job satisfaction.

Social Prescribing
Our team of Link Workers continued to support clients in accessing local services and engaging with their communities. This year, we received 1,439 referrals, primarily from local GPs in Richmond. This reflected an ongoing decline in referrals compared to previous years, as the team has become smaller and overall capacity has decreased. In spite of this, we remained committed to our partnership with Richmond Council, completing 57 visits to Ukrainian guests supported through the Homes for Ukraine Scheme.

Link Workers continued to complete holistic assessments and co-produced personalised action plans with clients, resulting in 3,253 signposts or referrals to 879 organisations, groups, and services. One challenge has been that three of the Primary Care Networks (PCN) stopped using the Joy case management system, meaning Link Workers in those areas no longer used a shared digital platform. This has not only impacted our day to day delivery, but has limited the data that we record and the onward tracking of service and activity take up.

Referrals for benefits advice continued to rise in response to the ongoing cost of living pressure. Through funding from the Active Richmond Fund, we awarded 54 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.

Clients continued to report that Link Workers listened and understood what mattered to them. This led to improved satisfaction with life and greater confidence to access services.

Proactive Anticipatory Care (PAC)
PAC Care Coordinators continued to work collaboratively with our local GPs and a core team of multi-disciplinary professionals to support individuals with rising complexity and escalating health and care needs in Richmond. The focus remained on supporting clients to build self-resilience, connect with community resources, and develop personalised care plans that ensure clients' needs are met holistically. 325 patients were accepted onto the PAC programme this year with a large number of individuals who did not meet the programme criteria being discussed at the MDT meetings.

The impact of PAC has been widely acknowledged. Clients report feeling more empowered to manage their long-term health conditions and have greater knowledge of who to reach out to when in need. They were able to remain safely living at home, engaging in social activities which reduced feelings of isolation. An Integrated Care Boards (ICB) commissioned external auditor of PAC found evidence of reduced demand across primary, secondary & community services and an estimated NHS activity cost reduction of between £739-£2761 per client. Additionally, Richmond data showed that to date clients on the programme for three months or longer experienced a 34% reduction in unplanned care and a 40% decrease in the length of hospital stays for unplanned, non-elective reasons. This demonstrates the measurable impact on both individual outcomes and system pressures and what can be achieved when the NHS, social care and voluntary sector work together with the client at the centre. We were delighted to have this work recognised with PAC being awarded the Collaborative Working Award at the 2025 Personalised Care Awards.

Health in Your Hands (HIYH)
Health in Your Hands(HIYH) highlights the importance of targeted, community based health support is in tackling health inequalities across Richmond. The focus is on prevention, early identification and self-management of long-term health conditions. Wellbeing Coordinators attended community spaces such as food banks, coffee mornings and faith groups regularly to become a familiar, trusted presence. There they offered basic health checks and provided health and wellbeing advice. Through the 292 Blood Pressure checks undertaken, 61 clients were advised to speak to their GP regarding high or severely high readings; 52% of the 67 clients with a Diabetes UK Risk Score were signposted to their GP for further clinical input and of the 158 ECG recordings taken, 16% required further investigation from their GP.

We noticed a strong relationship between physical health, mental health and financial wellbeing, which was reflected in the most common reasons for referral, which included long term condition management, mild to moderate mental health concerns, and benefits advice. Wellbeing Coordinators were able to work one to one with clients, building rapport and offering holistic person centred support. As a result, clients reported feeling more positive about their lives; felt they know where to go for help and support and had increased confidence to access health services and in managing their health and wellbeing.

This year we delivered 3 Health and Wellbeing Fairs in Whitton, Ham and Mortlake. Each event was a collaboration with local community providers, and NHS and social care colleagues. Attendee benefitted from mental health support, cost of living advice, yoga, massage therapy and a free lunch.

3. Connected with the Community
We have continued to provide a wide range of community based activities, and befriending support, to adults across the borough. Through a strong network of long standing volunteers, we delivered regular group activities (bowling, art, creative writing, gardening), peer-led support and one-to-one befriending, helping people to remain connected, active and independent.

Key highlights included high levels of engagement across activity sessions and befriending matches, alongside consistently positive feedback from clients. The majority of clients reported feeling more confident, independent, happier and more positive as a result of their interaction with the service. Volunteer satisfaction also remained high, with most volunteers feeling well supported and committed to continuing their involvement. With over 30 volunteers, we delivered festive food parcels to 233 residents, which showed our ability to respond to community need.

Partnership working strengthened delivery, as collaborations across health, wellbeing and voluntary sector organisations widened the range of opportunities available to clients. We were also recognised externally through award nominations for both our activity groups and individual volunteers, reflecting the impact and quality of the work.

Demand for our services grew significantly, leading to longer waiting times, particularly in areas with fewer volunteers. Recruitment and retention of volunteers remained an ongoing challenge, alongside reduced staff capacity. To address this, we prioritised outreach, including social media campaigns and word-of-mouth promotion, and encouraged clients to move into volunteering roles, while managing expectations with referrers and clients.

4. Community Voice
User-led Groups
The main focus of our user-led groups is to create a safe space where local residents can share their experiences of having a disability, the barriers they face and to develop campaigns on issues which are important to them.

In Year 25/26 we held 11 Your Say meetings and 4 Transport and Mobility Forums in Richmond. Working in collaboration with our key stakeholders both of our Richmond user groups, Your Say and the Richmond Transport and Mobility Forum, continued to work on a variety of campaigns. Our Your Say group focused on three campaigns this year: getting a Changing Places Toilet installed in the Richmond Borough; a campaign with First Bus London to educate drivers on accessibility, and a High Street Accessibility campaign to help local businesses be more accessible through bespoke audits.

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. This year we worked with Richmond Council on their new Transport Strategy, specifically highlighting the barriers experienced by local Disabled people. We appointed a new Chair for the forum and ran a consultation with local people to gather insights to develop a strategy for the forum, to be launched in Summer 2026.

This year we launched the Wandsworth Disabled People's Forum, providing a pan-disability space for Disabled residents to come together and work toward positive change. Over the year we held 2 launch events, 2 meetings and 4 training sessions focusing on building leadership skills and confidence within the local Disabled people's movement. In January 2026 we appointed a Chair and Vice Chair to lead the forum alongside a steering group, and members voted for the forum to focus on access to services and accessible transport as our focus areas for 2026.

Engagement
We communicated with our members, supporters and the local community via a range of newsletters, reaching 6,568 people this year (a 61% increase from last year). This year we streamlined our communications with email lists through MailChimp to protect client contact data and to send more consistent newsletter content. We sent out 50 newsletters across the year with an average open rate of 30.7% (17-28% is deemed good) and 4.6% click rate (over 2.3% is deemed good). Overall, we increased newsletter subscribers by 2,486 people this year.

Social media remains a powerful tool keeping us up to date with national trends as well as being a platform to share our work. Our following grew by 593 people across our channels (a 32% increase on last year) and our posts had 458k impressions across networks. All of our accounts now have over 1.2k followers. We reached a total of 170k individual people. Engagement rate remained steady, averaging 9.7% across platforms. We also created a new Instagram account @RuilsYourSay to highlight our campaigning work in the borough. This year, we made the decision to leave X as we felt that recent activities did not align with our values and have been focusing our improving our presence on BlueSky instead.

We continued to co-host the Richmond Communications Network with Age UK Richmond. This is a peer network of 26 communication professionals working in the voluntary and public sector in Richmond Borough. This network brings people together to learn from one another and troubleshoot sector wide challenges in the comms space.

Our membership offering was strengthened significantly over the last year, with the introduction of member events to celebrate Disability Pride, socials, free tickets to rugby and tennis events and a group outing to the Royal Albert Hall. At present we have 314 fully registered members, a 36% increase on the last year.

Campaigning
We continued to amplify the voices of local Disabled people through campaigning on the issues that mattered most to them. Over the past year, we built on our Social Housing Disrepairs campaign, holding regular quarterly meetings with Richmond Housing Partnership (RHP) and PA Housing to monitor progress against agreed recommendations. We also expanded our housing support offer by introducing monthly PA Housing drop-in sessions at our office, alongside existing RHP drop-ins. These sessions provided an accessible and supportive environment where residents could meet housing providers face-to-face to resolve concerns. As a result, more than 25 people had their housing issues successfully addressed over the past year.

Alongside this, we continued to play an active role in supporting scrutiny of the Council's Social Housing Improvement Plan (SHIP). Looking ahead, we are planning a Richmond Social Housing Access Summit for summer 2026, bringing together key stakeholders to explore barriers to access and identify practical solutions. A particular highlight of this work has been the development of several co-production projects with RHP's Business Transformation team, focused on improving the accessibility of internal systems for residents. With many of our original campaign asks now achieved, we are transitioning into more collaborative ways of working with providers to sustain and build on this progress.

In summer 2025, we joined Disabled people and organisations across the UK to challenge proposed cuts to disability benefits, including PIP and the health element of Universal Credit. Through attending protests, contributing to national advocacy efforts, and gathering evidence, we supported a campaign that led to significant amendments to the bill, with proposed PIP cuts removed pending further review-a major success for the Disabled community.

Our Campaigns Internship programme also continued to grow. Our interns contributed significantly, leading projects such as the High Street Access Campaign and the Schools Disability Awareness Project, while developing their own skills and strengthening connections within the wider Disabled People's Movement.

Parent Carer Forum
The Richmond Parent Carer Forum, hosted by Ruils, gives parent carers of children and young people with SEND a voice and works with statutory services to improve the local offer for Richmond families. With 680 registered members, and supported by the Parent Carer Participation Grant, the Forum delivered a year of engagement, training and wellbeing activities. Regular coffee mornings gave parent carers space for peer support and the opportunity to give their views on issues from children's mental health to secondary transition and the Schools White Paper. Events such as Holistic Outcomes Training, National Playday and a Christmas arm knitting workshop brought families and professionals together. The Forum's Annual General Meeting drew its highest ever attendance, and across the year 152 parent carers took part in its events. Steering Group members also represented parent carers across a wide range of local SEND boards and workstreams, from the SEND Partnership Board to Family Hubs and SEND reform planning, ensuring that parent voices helped shape local developments.

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 are delighted to have continued building on our community fundraising success, raising £176,371 to support our Counselling Service, campaign work, local inclusive activities, SEND advice, and Befriending Service. Our supporters' passion and enthusiasm made our events a huge success, raising £65,450 for the May Ball, Golf Day £18,255, Rugby Dinner £12,585, Thames Path Challenge £12,104, and Three Peaks Challenge £9,547. We also received £18,384 in individual donations and £23,512 from corporate supporters. We are grateful to our local community for their support. This diversified income stream enables us to respond flexibly to fluctuating funding and demands for new services.

FINANCIAL REVIEW
Financial performance and position
In 2025/2026, we generated a total income of £1,975,172 (which is a down from 2024/2025 which was £2,083,881). Total spending was £1,961,764 of which staffing costs were £1,497,714 representing 76% of total costs. The overall surplus for the year is £13,408 however the restricted fund made a deficit of £(29,680). The unrestricted surplus for the year was £43,088.

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, the Community Lottery, National Lotter, City Bridge Trust, Inclusion London, Propel, Disability Action Haringey, Skills for Care, Heathrow Community Trust and Hounslow Thriving Communities.

Reserves policy
Our Reserves Policy is designed to ensure that we hold sufficient unrestricted funds to maintain the charity's core and essential activities, to pay for unexpected costs and to meet contractual liabilities in the case of closure. Our aim is to hold in reserve the equivalent of 3 months' operational running costs. In order to safeguard the charity, this year, the trustees agreed; to create a designated Close Down Costs fund, allocating £85k to be ringfenced and invested, and they agreed to allocate 10% of fundraising income to a new Unrestricted fund. This would only be applicable in years where we project a net income gain and not when we project a loss. The goal is to gradually increase our Reserves over time and keep some of the fundraising income for future projects.

In 2025/2026, the Board agreed a deficit budget - this was mainly due to the increase in expenditure due to the National Insurance contributions (which were not covered by funders). As a London Living Wage (LLW) employer we did implement the LLW uplift, but were unable to award any other staff pay increases over the year. We had a very successful year with community fundraising exceeding expectations, however we also lost funding for two projects which resulted in 3 roles being made redundant.

At year end, the unrestricted reserves have moved from £235,367 to £278,455 and Restricted funds decreased from £68,524 to £38,844.

FINANCIAL REVIEW

Principal Risks and Uncertainties

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

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

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

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

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

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

PLANS FOR THE FUTURE

Strategy

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

Funding

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

Our Community Fundraising remains extremely strong and with an exciting partnership secured for 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. We continue to feature Ruils Benefits in our monthly staff bulletin and at our team meeting, encourage staff to utilize the Employee Assistance programme and our external coach. Our team of Wellbeing Champions provide one to one support, organize activities to support staff providing opportunities for staff to unwind with colleagues and benefit from peer support. We continue to recognize the dedication of our staff, through our long service awards and are delighted that this year we had 16 staff members celebrating 5 plus years of service.

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. This year we moved from our premises at the Light Blub in Wandsworth to Tooting Works in Tooting. 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.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

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

This year the trustees reviewed our Memorandum and Articles of Association. After lengthy discussions and due process, it was agreed that to ensure that Ruils continues to promote diversity on the board and to adhere to best practice, that the number of terms a trustee can serve should be limited to three, three year terms and that only in exceptional circumstance would a fourth term be agreed. Having been approved by the board, the proposed change was ratified by the members at our Annual General Meeting. The Articles have been amended accordingly.

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 314 members - 238 full members, 75 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 three year period up to a maximum of three terms.

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.

Current Board of Trustees

Debbie Bloud's retired after a remarkable 20 year trusteeship, during which she actively supported board and subcommittee work, contributed valuable insight as a Direct Payment user, assisted with events and consultations, and took an active role in fundraising. Having been co-opted as a trustee, Jenny Cooper was elected for her first term, Mary Harrison and Sian Bates for their second term, and Amanda Winterburn for her third.

STRUCTURE, GOVERNANCE AND MANAGEMENT

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 on an annual basis.

Equal Opportunities

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

Decision making

The Board continues to operate according to our Memorandum and Articles of Association 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, however this year although we did match the LLW increase, no other staff pay awards were given.

Related parties and co-operation with other organisations

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

Risk management

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

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06682677 (England and Wales)

Registered Charity number
1127896

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

Trustees
J M Getley (chair)
B M Molloy (treasurer)
A M Debenham (joint vice chair) (resigned 30/4/25)
S E Bates (joint vice chair)
G A Bubbins
D Bloud (resigned 28/11/25)
B J Meteyard
D B Prasher
A J Winterburn
A M Harrison
P Lloyd
G Taylor
J P Cooper
R A W Maryniak (resigned 2/10/25)
C M D Xiberras (appointed 21/5/26)
B L Brewer (appointed 21/5/26)

Chief Executive Officer
Cathy Maker

Senior management
Cathy Maker is supported by Charlotte du Toit (Adult Team manager) Sue Hollins (Children's Services Manager), Callum Harvey (Health & Wellbeing Manager - resigned Oct '25), Lucy Bish (Health & Wellbeing Manager) Bei Yang (Finance Manager) and Hallie Banish (Communication and Campaigns Manger).

Company Secretary
G Taylor

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

Bankers

CAF Bank	Nationwide Building Society
25 King's Hill Avenue	Kings Park Road
King's Hill	Moulton Park
West Malling	Northampton
Kent ME19 4JQ	NN3 6NW

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the trustees must not approve the financial statements unless they are satisfied that they 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 Charities 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 21 September 2026 and signed on its behalf by:

J M Getley - Trustee

Opinion
We have audited the financial statements of RUILS (the 'charitable company') for the year ended 31 March 2026 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 2026 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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

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

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

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

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

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

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

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Our procedures to respond to risks identified included the following:

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

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

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

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

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

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

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

Use of our report

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

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

12 October 2026

RUILS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2026

	Notes	Unrestricted funds £	Restricted funds £	2026 Total funds £	2025 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	5				
Independent Living		1,154,129	125,445	1,279,574	1,443,706
Getting the Right Start		-	400,167	400,167	368,712
Connected with the Community		63,821	5,000	68,821	61,774
Community Voice		13,831	26,717	40,548	74,909
Other trading activities	3	159,684	16,685	176,369	123,454
Investment income	4	9,693	-	9,693	11,326
Total		1,401,158	574,014	1,975,172	2,083,881
EXPENDITURE ON					
Raising funds	6	66,120	-	66,120	49,712
Charitable activities	7				
Independent Living		1,197,968	137,283	1,335,251	1,509,049
Getting the Right Start		-	429,183	429,183	396,781
Connected with the Community		67,610	5,773	73,383	67,853
Community Voice		26,372	31,455	57,827	41,980
Total		1,358,070	603,694	1,961,764	2,065,375
NET INCOME/(EXPENDITURE)		43,088	(29,680)	13,408	18,506
RECONCILIATION OF FUNDS					
Total funds brought forward		235,367	68,524	303,891	285,385
TOTAL FUNDS CARRIED FORWARD		278,455	38,844	317,299	303,891

The notes form part of these financial statements

RUILS

BALANCE SHEET
31 MARCH 2026

	Notes	2026 £	2025 £
FIXED ASSETS			
Intangible assets	14	-	2,767
CURRENT ASSETS			
Debtors	16	127,747	114,034
Cash at bank		559,629	524,998
		687,376	639,032
CREDITORS			
Amounts falling due within one year	17	(370,077)	(337,908)
NET CURRENT ASSETS		317,299	301,124
TOTAL ASSETS LESS CURRENT LIABILITIES		317,299	303,891
NET ASSETS		317,299	303,891
FUNDS	19		
Unrestricted funds		278,455	235,367
Restricted funds		38,844	68,524
TOTAL FUNDS		317,299	303,891

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 21 September 2026 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 2026

	Notes	2026 £	2025 £
Cash flows from operating activities			
Cash generated from operations	1	24,938	167,857
Net cash provided by operating activities		24,938	167,857
Cash flows from investing activities			
Interest received		9,693	11,326
Net cash provided by investing activities		9,693	11,326
Change in cash and cash equivalents in the reporting period		34,631	179,183
Cash and cash equivalents at the beginning of the reporting period		524,998	345,815
Cash and cash equivalents at the end of the reporting period		559,629	524,998

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2026

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

	2026 £	2025 £
Net income for the reporting period (as per the Statement of Financial Activities)	13,408	18,506
Adjustments for:		
Interest received	(9,693)	(11,326)
Amortisation	2,766	4,150
(Increase)/decrease in debtors	(13,712)	76,539
Increase in creditors	32,169	79,988
Net cash provided by operations	24,938	167,857

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/25 £	Cash flow £	At 31/3/26 £
Net cash			
Cash at bank	524,998	34,631	559,629
	524,998	34,631	559,629
Total	524,998	34,631	559,629

3. MAJOR NON-CASH TRANSACTIONS

Donated facilities

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

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

The notes form part of these financial statements

1. GENERAL INFORMATION

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

The financial information presented is for the year ended 31 March 2026 and 31 March 2025. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

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

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

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

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

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

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

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

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

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

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

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

2. ACCOUNTING POLICIES - continued

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2. ACCOUNTING POLICIES - continued

Pension costs

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

3. OTHER TRADING ACTIVITIES

	2026	2025
	£	£
Community Fundraising	176,369	123,454

4. INVESTMENT INCOME

	2026	2025
	£	£
Deposit account interest	9,693	11,326

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

	2026 £	2025 £
Unrestricted contract income		
Richmond GP Alliance - Social Prescribing Service	369,036	474,246
London Borough of Richmond Upon Thames - Direct Payments Service	374,826	342,066
NHS - PAC Project	208,802	227,269
NHS South West ICB	102,334	202,371
Age UK Richmond - Community Independent Living Service - (CILS)	60,912	59,726
Connect to Tech	28,975	27,748
London Borough of Richmond Upon Thames - Homes for Ukraine	40,754	9,200
Total contract income	1,185,639	1,342,626
Unrestricted grant income	31,897	47,144
Restricted grant income		
Propel	78,680	85,994
Hampton Fund	72,195	58,863
Richmond Parish Lands	55,500	56,618
City Bridge Trust - Bright Futures	48,504	55,200
National Lottery	58,252	52,922
Children in Need	-	31,961
Achieving for Children	15,000	29,950
Skills for Care	19,608	20,000
Department for Education	11,717	17,500
Welfare Grants (Richmond Charities)	14,615	13,430
London Borough of Richmond Upon Thames - Welfare Grant	-	2,955
Heathrow Community trust	1,528	-
LBRUT - Active at Home	5,000	-
Schroders	20,000	-
Inspire Hounslow	23,000	-
	423,599	425,393
Total grant income	455,496	472,537
Client Contributions (£131,892 restricted , 2025: £121,726)	134,075	122,167
Sales of Service (£nil restricted, 2025: £1,000)	6,326	7,523
Other Income (£1,840 restricted, 2025: £811)	7,574	4,249
Total income from charitable activities	1,789,110	1,949,102

6. RAISING FUNDS

Raising donations and legacies

	2026	2025
	£	£
Staff costs	39,493	27,877
Project costs	1,021	59
Support costs	2,098	750
Governance costs	218	182
Fundraising expenses	23,290	20,833
Volunteer costs	-	11
	66,120	49,712

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
Independent Living	1,195,745	139,506	1,335,251
Getting the Right Start	409,077	20,106	429,183
Connected with the Community	71,041	2,342	73,383
Community Voice	53,189	4,638	57,827
	1,729,052	166,592	1,895,644

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2026	2025
	£	£
Staff costs	1,588,170	1,705,566
Volunteer costs	1,706	1,024
Project costs	139,176	146,428
	1,729,052	1,853,018

9. SUPPORT COSTS

	Office Overheads	Governance costs	Totals
	£	£	£
Independent Living	128,754	10,752	139,506
Getting the Right Start	18,666	1,440	20,106
Connected with the Community	2,117	225	2,342
Community Voice	4,638	-	4,638
	154,175	12,417	166,592

9. SUPPORT COSTS - continued

Support Costs - 2025 Comparatives

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

Governance Costs

	2026	2025
	£	£
Auditors' Remuneration - audit	4,500	4,500
Auditors' Remuneration - non audit	1,714	1,403
Trustee costs and Board meeting expenses	5,909	1,650
Planning and Development	-	100
Bank charges	512	625
	12,635	8,278
Support costs (note 9)	218	182
Raising funds (note 6)	12,417	8,096
	12,635	8,278

10. NET INCOME/(EXPENDITURE)

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

	2026	2025
	£	£
Computer software amortisation	2,767	4,150

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2026 nor for the year ended 31 March 2025.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2026 nor for the year ended 31 March 2025.

12. STAFF COSTS

	2026	2025
	£	£
Wages and salaries	1,285,472	1,414,297
Social security	143,525	120,724
Pension costs	35,760	40,263
Other staff costs	32,957	33,468
	1,497,714	1,608,752
Staff costs in raising funds (note 6)	39,493	27,877
Staff costs in direct costs (note 8)	1,588,170	1,705,566
Casual staff costs	(129,949)	(124,691)
	1,497,714	1,608,752

Including in staff costs is a redundancy payment of £2,500 (2025 £nil).

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

	2026	2025
Senior Management Team	4	4
Charitable Activities	49	50
	53	54

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

	2026	2025
£60,001 - £70,000	1	1

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 £198,242 (2025 £200,633).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Independent Living	1,311,198	132,508	1,443,706
Getting the Right Start	1,878	366,834	368,712
Connected with the Community	59,726	2,048	61,774
Community Voice	27,369	47,540	74,909
Other trading activities	99,977	23,477	123,454
Investment income	11,299	27	11,326
Total	1,511,447	572,434	2,083,881
EXPENDITURE ON			
Raising funds	49,703	9	49,712
Charitable activities			
Independent Living	1,371,014	138,035	1,509,049

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Getting the Right Start	1,878	394,903	396,781
Connected with the Community	61,451	6,402	67,853
Community Voice	27,368	14,612	41,980
Total	1,511,414	553,961	2,065,375
NET INCOME	33	18,473	18,506
RECONCILIATION OF FUNDS			
Total funds brought forward	235,334	50,051	285,385
TOTAL FUNDS CARRIED FORWARD	235,367	68,524	303,891

14. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
At 1 April 2025 and 31 March 2026	12,450
AMORTISATION	
At 1 April 2025	9,683
Charge for year	2,767
At 31 March 2026	12,450
NET BOOK VALUE	
At 31 March 2026	-
At 31 March 2025	2,767

15. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2025 and 31 March 2026	13,302
DEPRECIATION	
At 1 April 2025 and 31 March 2026	13,302
NET BOOK VALUE	
At 31 March 2026	-
At 31 March 2025	-

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2026	2025
	£	£
Trade debtors	96,254	76,599
Other debtors	388	2,659
Accrued income	14,200	17,144
Prepayments	16,905	17,632
	127,747	114,034

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2026	2025
	£	£
Trade creditors	27,811	18,065
Social security and other taxes	29,370	23,257
VAT	18,345	15,879
Other creditors	13,359	11,580
Deferred Income	235,589	219,065
Accrued expenses	45,603	50,062
	370,077	337,908

Deferred income

	2026	2025
	£	£
Balance at 1 April 2025	219,065	157,563
Amounts released to incoming resources	(193,315)	(157,563)
Amounts deferred in year	209,839	219,065
Balance at 31 March 2026	235,589	219,065

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 £194,874 (2025 £166,657).

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2026 Total funds	2025 Total funds
	£	£	£	£
Fixed assets	-	-	-	2,767
Current assets	453,658	233,718	687,376	639,032
Current liabilities	(175,203)	(194,874)	(370,077)	(337,908)
	278,455	38,844	317,299	303,891

Comparatives for net assets between funds - 31 March 2025

	Unrestricted funds	Restricted funds	2025 Total funds
	£	£	£
Fixed assets	2,767	-	2,767
Current assets	403,851	235,181	639,032
Current liabilities	(171,251)	(166,657)	(337,908)
	235,367	68,524	303,891

19. MOVEMENT IN FUNDS

	At 1/4/25 £	Net movement in funds £	At 31/3/26 £
Unrestricted funds			
General Fund	150,367	43,088	193,455
Close Down Fund	85,000	-	85,000
	235,367	43,088	278,455
Restricted funds			
Pathways	7,484	(7,484)	-
Parent Carer Forum	41,262	(4,738)	36,524
SEND Advice	15,645	(15,646)	(1)
Covid Response	1,691	(308)	1,383
Welfare Grants	-	(281)	(281)
PA Training	204	(204)	-
South Western Railways - Bridging the GAP	1,019	-	1,019
Chamber Trust	785	-	785
Grocery Card	434	-	434
Bridging the Gap	-	(1,019)	(1,019)
	68,524	(29,680)	38,844
TOTAL FUNDS	303,891	13,408	317,299

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	1,401,158	(1,358,070)	43,088
Restricted funds			
Family Matters Richmond	60,447	(60,447)	-
Family Matters Hounslow	43,551	(43,551)	-
Pathways	80,080	(87,564)	(7,484)
Parent Carer Forum	26,717	(31,455)	(4,738)
SEND Advice	59,936	(75,582)	(15,646)
Covid Response	465	(773)	(308)
Welfare Grants	34,629	(34,910)	(281)
Bright Futures (City Bridge Trust)	49,053	(49,053)	-
PA Training	19,608	(19,812)	(204)
FriendBee (HF)	199,528	(199,528)	-
Bridging the Gap	-	(1,019)	(1,019)
	574,014	(603,694)	(29,680)
TOTAL FUNDS	1,975,172	(1,961,764)	13,408

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

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

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

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

19. MOVEMENT IN FUNDS - continued

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 £49,053 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 £40,195 from the Hampton Fund and £19,411 from Richmond Foundation 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 Foundation of £25,411 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 the Lottery for core costs of £18,943, Inspire Hounslow £23,000, Heathrow Community trust £11,000 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 £11,717 from the Department of Education to facilitate the running of the forum and £15,000 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 £39,309 from the Big Lottery Fund and a generous £20,000 donation from Schroders.

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 £78,680, from Propel.

Skills for care awarded us £19,608 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 £14,615 was awarded by Richmond Charities, £10,677 from Richmond Foundation, and £5,000 from LBRuT and £2,988 from a private donor to be distributed to vulnerable residents in need.

Designated Close Down Fund Funds of £85,000 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 £7,929 (2025 £10,751) 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 2026.

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.