

Queen Elizabeth's Foundation for Disabled People

Annual Review 2010-11



investing
in life

achieving
goals for life

qef.org.uk



QEF

queen elizabeth's
foundation for
disabled people

Chairman's Statement



The reception at St James's Palace in January, attended by His Royal Highness The Earl of Wessex, marked the close of QEF's 75th Anniversary Year. Although this was a year of celebration it did not escape anyone's notice that it was also a year of austerity and challenge particularly for charities.

Despite the uncertainties QEF directly supported around 1150 disabled people across its range of services; finding sustainable employment, enabling mobility, restoring lost abilities and discovering independence.

Perhaps the biggest challenge for QEF was to our Vocational Services, which needed to restructure to take account of substantial Government cuts while also adjusting for the transition to the Qualifications Credit Framework.



Although significant progress has been made on restructuring, we still await further Government decisions. Importantly our Big Build Campaign reached its £1m fundraising target so we are poised to upgrade our accommodation facilities.

Service users at our Independent Living Services faced potential cuts to their Mobility Allowance and took it on themselves to lobby at Westminster with the Disability Alliance, achieving a postponement until the Personal Independence Payments come into force in 2013. The lobbying prompted Tom Brake, MP for Wallington and Carshalton, to visit our service users at Dorincourt, listen to their views and subsequently make representations to Maria Miller MP, Minister for Disability. But it is not all politics. Sports, fitness, art, mobility and music have all featured highly in our independent living programmes. And confidence building through sessions such as Assertiveness Training, Debating, Disability Awareness, Drama and Coping with Change play an essential part in achieving personal goals.

At Banstead our Neuro-rehabilitation Services are now accredited to award formal qualifications in adult literacy, computer literacy and sports leadership. As ever there was a full programme of internal and external events. The Christmas Panto, although delayed by snow, went ahead with great enthusiasm. Also hugely enjoyed were the Banstead's Got Talent Show, the Mobile Ark visit, a poetry workshop, Parents' Open Day and the annual Culture and Diversity Day. As well as being enjoyable these events make a vital contribution to rehabilitation on many levels and provide a strong

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focus for motivation. Getting out for adventure in Exmoor, the Mime Festival on the South Bank and photography in Sutton were, amongst other outings, of great value and benefit to those involved. In addition, work experience on a farm, in a children’s play group, a supermarket, a constituency office and a mentoring project with a children’s charity provided real opportunities to familiarise our service users with the issues or demands they might face in the future.

QEF Mobility Services enjoyed the spotlight with Motability filming for their video Choosing a WAV(Wheelchair Adapted Vehicle)and the College of Occupational Therapists filming for The Job of an OT. Mobility Services expanded its global footprint to Malta with training the trainer and Lithuania and Ghana are in the pipeline. A new service, Try b4 You Fly, was provided in partnership with local charity Meru to display a range of on-aircraft postural support, for children with complex physical needs, for parents to try. Mobility Services have also begun to offer mobility products for sale.

Thanks to the generous support of ExxonMobil, the most memorable event of the year was the Big Top Fun Day; a beautiful sunny day in July which brought QEF service users, trainees, staff and trustees together to celebrate the 75th Anniversary in Big Top style in a fun-filled day. It really brought home the real difference that QEF can make with your help.

Finally, I should like to thank my fellow trustees for all their support to QEF during the year, particularly Peter Sedgwick, who stepped down after 5 year outstanding years as Chairman in October and the vice-chair, James Wates, who was acting Chair until my own arrival. I should also like to thank Jonathan Powell, his executive team and all the staff for their hard work and dedication during what was a very challenging year.

Rob Douglas CBE – Chairman



Activities from sports and fitness to mobility and music have all featured highly in our independent living programmes.

About QEF

Investing in Life...

QEF's vision is of a society where disabled people have the same opportunities as everyone else and live life to the full.

QEF works in partnership not just with those who use our services but with their families, local communities and other organisations, supporting disabled people in developing their independence, improving life skills and fulfilling their potential.

In 2010-11...

Independent Living Services

Raised the skills and confidence of 38 young adults with physical and learning difficulties through life coaching and a range of appropriate services, activities and therapies to promote greater levels of independent living, awareness of choice and enabling them to become as self-sufficient as possible.

Mobility Services

Carried out 783 assessments of mobility requirements, advising on specialist adaptations, conducting product trials and training where necessary, and provided driver instruction for 78 learner drivers.

Neuro-rehabilitation Services

Assessed the needs of 50 young people with disabilities and associated learning difficulties as a result of acquired brain injury and provided them with intensive neuro-rehabilitation therapies and education.

Vocational Services

Carried out 189 assessments on those who have been forced to change career through accident or illness, with 155 trainees commencing accredited training courses focused on achieving sustainable employment. Over 32% of trainees started jobs within 6 months of completing their training and more than 20% were still in work 3 months after starting.



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Financial Summary

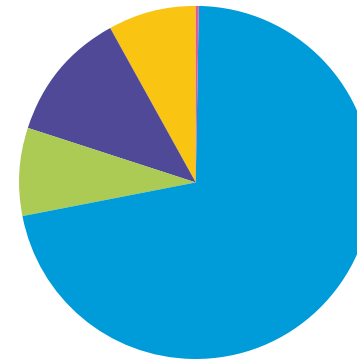
Total expenses reduced by £820k from £12,121k to £11,301k.

Income raised

Overall total income rose by £208k from £12,588k to £12,796k. Legacy income of £1,520k was the highest for many years. Income from Charitable Services fell by 3% in the year as funding for clients became more constrained. In our 75th anniversary year income from Gifts & Donations was up 8% but a decline in the sales of Christmas Cards contributed to a 3% reduction in income from QEF Retail Trading in the year.

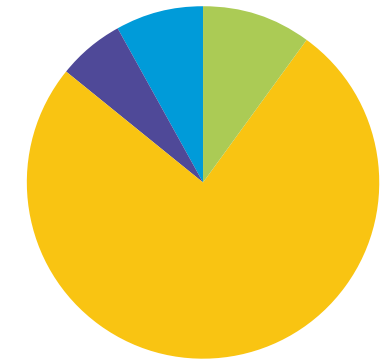
Expenses incurred

Total expenses reduced by £820k from £12,121k to £11,301k. Expenditure was reduced in all categories with the exception of Fundraising, which increased by £42k. Expenditure on both Administration and Charitable Services was reduced in response to the difficulties surrounding client funding. Administration expenses fell by 12% and expenditure on Charitable Services went down by 7% reducing the total cost from £9,182k to £8,575k.



Total Income: £12,796

- 0% Investment income
- 72% Charitable services
- 8% Gifts and donations
- 12% Legacies
- 8% QEF trading



Total Expenses £11,301

- 10% Administration
- 76% Charitable services
- 6% Fundraising
- 8% QEF Trading

Making a Difference

Case Studies

Mobility Services

Yvonne was born with cerebral palsy and encouraged to be independent but her confidence was shattered when, at 16, she was told after an assessment that learning to drive would be too difficult for her.

Living independently at age 23 and having graduated with a degree, the idea of driving recurred and Yvonne nervously approached QEF. A variety of different adaptations were assessed before settling on the recommendations of hand controls, extra lightened steering and a steering ball in an automatic car.

Yvonne now looks forward to her weekly driving lessons and is confident that she will soon pass her test. "I cannot wait to be able to drive myself to the

stables rather than having to rely on my parents. I really would recommend QEF Mobility Services. Everyone is kind and friendly and they have been integral in getting me to believe that I can and will pass my driving test." says Yvonne.



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Vocational Services

James felt very lost and faced a very bleak future following a mishap at work and a spell in hospital in March 2009. His resulting depression spiralled out of control and his family relationships fell apart. No intervention by any agency brought any success until the Braintree Job Centre recommended QEF Vocational Services.

A welder by trade James re-trained on computer aided design. Hard work and diligence paid off when CFB Boilers, the firm that QEF found to provide him with work experience, decided to offer him full-time employment.

James wrote and told us, "I am starting paid work, a day I never thought would ever arrive, better still I love what I do which is CAD, I still struggle when things don't go right but I still love it. CFB Boilers are simply awesome.



"So I just wanted to say once again a huge thank you for all your help and for allowing me to study at QEF."

Independent Living Services



Warren came to QEF in December 2009, having had a road accident and needing to come to terms with his acquired disability. He wanted to move in with his fiancée, but was not ready or able to do so. After

18 months at Dorincourt his mobility is considerably improved. Warren is able to walk short distances and is better able to co-ordinate the use of his

hands for daily living skills and practical activities. He recently moved into one of the Woodside flats, which represents a significant step towards independence and reaching his goals. His fiancée is impressed with the improvement Warren has made in physical ability, communication and confidence and is very appreciative of the hard work and expertise of the care team, life coaches, health psychologist and physiotherapist. This combined effort has ensured that Warren's progress has been as full as possible.

Neuro-rehabilitation Services

Amber sustained a severe brain injury caused by multiple strokes when she was just 19 years of age. This left her with significant communication, physical, cognitive, emotional, social and educational/vocational difficulties. Her brain injury made it impossible for her to complete her University studies or continue her active social life.

Arriving at QEF in February 2010 she was confined to a wheelchair, had severe expressive dysphasia and required assistance with most activities of daily living. With intense

and extensive therapy Amber made substantial progress and is now able to walk without a walking aid and is using public transport with distant support. Amber has also moved into an independent living unit at the service where, with support, she is developing responsibility for her own personal and domestic tasks and routines. Amber has also worked hard towards developing her communication skills and reading ability and her comprehension of written information is improving rapidly, focusing on literacy and numeracy.

Determined on working towards her long-term goals, she has commenced a placement as a support assistant at a local Resource Centre for people with disability. Amber's continued hard work and enthusiasm makes her a role model for other young stroke survivors.

Making a Difference

CEO Vision

At the St James's Palace reception to close our 75th Anniversary Year, I posed the question of how the visionary founders might view QEF's achievements and suggested that the answer might be "...with considerable delight tinged with a little disappointment."

QEF has supported thousands of people with employment-related training into jobs, assessed the driving ability of hundreds of disabled people every year, provided exceptional quality care for people with severe, multiple and usually congenital disabilities and provided outstanding expertise in the form of education, therapy and rehabilitation for hundreds of young people who have survived a traumatic and life-changing illness or accident. So it would be fair to say that our founders would be delighted to see the difference that QEF has made to so many lives.

The "little disappointment" relates to the fact that society has not yet reached the point where disabled people really do have the same opportunities as everyone else. Disability will not just go away and recognition of its nature and extent has broadened over the years to bring fresh challenges. Thanks to our supporters we have been able to meet these challenges and continue to make a difference in the lives of those who

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use our services. The difference QEF can make is considerable not only to the person but to the lives of their families and friends.

Meanwhile the social and economic landscape is undergoing fundamental change that will require QEF to re-direct or even re-model its services accordingly. But our task, and the vision of QEF's founders to support disabled people to achieve their goals, remains clear as we continue to seek to make a positive difference to their lives.

Jonathan Powell – Chief Executive



Fundraising Highlights



Fundraising is an essential activity to manage and grow QEF services.

The Big Build Campaign was launched to support the building of much needed up-to-date accommodation for Vocational Services' trainees and by year-end was in a great position to meet its target.

A number of annual events were held throughout the year the most notable being the Guinness and Oyster Reception at Mansion House, a forty year tradition, the Leatherhead Bikeathon 2010, which doubled in size this year, and the Ladies Lunches in

Spring and Autumn, which featured guest speakers Eve Pollard, and Mary Berry who was a sell-out four months in advance. Additionally QEF was represented at the Virgin London Marathon and the adidas 5K run. None of these, or the many events organised on QEF's behalf, would be possible without the efforts of our dedicated supporters and volunteers.

To bring the 75th Anniversary year into focus, receptions were held at Windsor Castle and St James's Palace to mark the start and finish and in July a wonderfully supported Birthday Party was held at Goldsmiths' Hall.

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The generous support of a number of charitable trusts and foundations allowed QEF to complete a number of projects. One such project was for a vehicle to transport young adults to community activities and recreational

sessions away from their centre. The vehicle now assists clients to lead a full and active social life, explore new interests and develop communication and organisational skills.



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Retail Trading



The scheme enabled us to claim from HMRC an extra 28p from every £1 that we raised.

During the year a Gift Aid scheme was launched into all of our shops. The scheme enabled us to claim from HMRC an extra 28p from every £1 that we raised through the sales of donated clothing, furniture, bric-a-brac, books, and DVDs. The introduction of the scheme was met very positively by our customers and volunteers. The extra income from gift aid has ensured that Retail Trading efforts can add even more to QEF and make a big difference to our clients and trainees.

There are 12 QEF shops offering good quality donated items at fantastic value: Ashted, Caterham, Cheam, Chessington, Chessington (Childrens), East Horsley, East Molesey, Epsom, Leatherhead, Shepperton, Stonleigh and Tolworth.

From our three shops that stock furniture; Cheam, Leatherhead and Shepperton, we offer a deliver and collect service in the local area.

In addition to our shops we provide a fulfilment service to a number of other national charities sending out many thousands of individual orders to all parts of the globe.

For convenience you can also shop online from the QEF website qef.org.uk at your leisure. A variety of gifts, cards and calendars are available.

A big thank you to all of our customers, volunteers and staff, without you we could not make the difference.

QEF Governance Structure as at 20 July 2011

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