

Spring/Summer 1982- Anniversary Edition



QEF

queen elizabeth's
foundation for
disabled people

Happening

Achieving goals for life

qef.org.uk



Celebration time!

Celebrating 40 years of QEF Mobility Services



Page 9 Bugzi wheelchairs for children

Welcome to the Spring/Summer issue of Happening

Contents

- 3 Message from Karen Deacon
- 4 Celebrating 40 years of QEF mobility services
- 7 Spotlight: the importance of nutrition to the rehabilitation journey
- 8 Careers in care/ accessible technology
- 9 Adapted toys
- 10 Fundraising updates
- 11 Free Will writing service
- 12 QEF events calendar

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Front cover photo: Selection of mobility service images.

At QEF we work together to deliver caring and creative solutions for people with disabilities of all ages, enabling them to live life to the full.



QEF
Queen Elizabeth's
Foundation for
Disabled People



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disabilities to possibilities

VASD
making your life easier

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Follow MERU: @MERU.org @MERUcharity
Follow The Grange: @thegrange2016 or visit: thegrangekent.co.uk

Your feedback

London Marathon



Helena Fawcett

Well done to you all 👍

Harry Potter Experience



Helen Winstanley

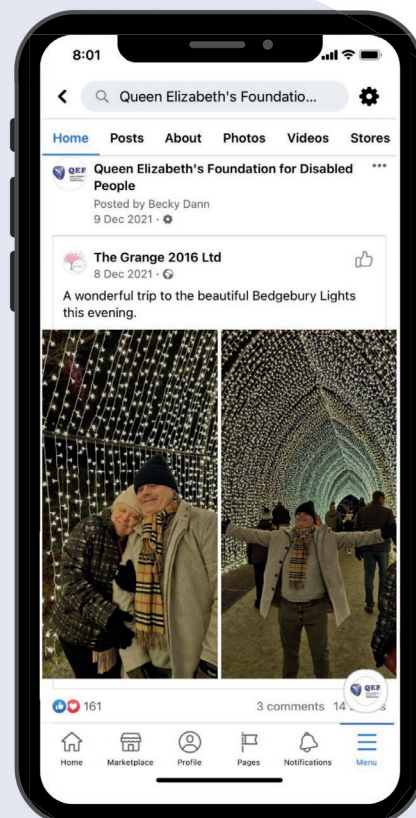
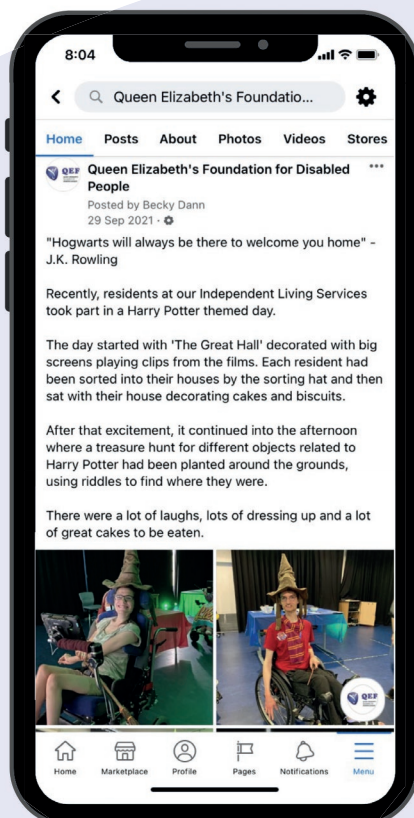
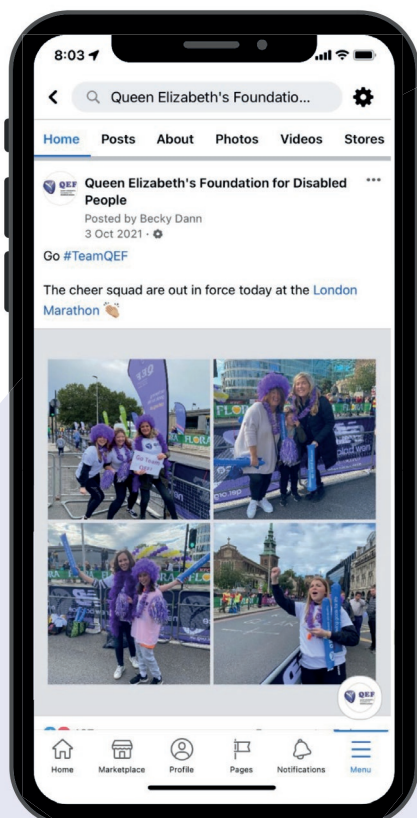
Great photos looks like you had a wonderful time you all look great.xx

Magical Christmas



Barbara Fowler

Beautiful



Welcome



WELCOME TO OUR SPRING 2022 EDITION OF HAPPENING.

Whilst continuing to be careful we are also really looking forward to getting back to normal and enjoying in-person events again, such as our recent Rugby Legends Gala Dinner and Mobility Open Day. Take a look at our calendar of upcoming events on page 12.

This year QEF Mobility Services are celebrating 40 years since opening the UK's first mobility centre in 1982. Since then, we have supported over 200,000 people with mobility advice, provided 35,000 assessments and more than 30,000 hours of tuition! On 24 March we held our first post-pandemic Mobility Open Day, offering free mobility assessments for adults and children, as well as specialist exhibitors demonstrating the latest mobility equipment. Find out more on pages 4, 5 and 6.

I am delighted that the Care and Rehabilitation Centre has enabled us to expand the number of people we can support; helping more people to rebuild their lives after an acquired brain injury or neurological condition. We recently opened the fourth accommodation wing, so are now operating at full capacity,

and have been able to offer new client pathways including non-neuro rehabilitation, as part of our ongoing support for the NHS, and respite care.

In November 2021, we were excited to hear that through our technology provider, Imperium Building Solutions Ltd, the accessible technology in bedrooms at the CRC had won two International CEDIA awards, reflecting the impact this 'smart home' technology offers clients. You can read more on page 8.

Our retail teams are back to full strength, and we are receiving some fantastic donations from you. Some novel items have been spotted and sent for auction, with one picture raising an incredible £10,000 for QEF! We've also had people from costume departments buying clothes for the BBC production of Luther which was being filmed locally.

Now is a great time to join us and we have some interesting vacancies across QEF. We are especially keen to recruit support workers at our residential services - so if you know someone who is caring and would enjoy making a difference every day, please ask them to consider QEF. Training is provided and the work we do changes peoples' lives. Search [#QEFEveryoneMatters](#) on Facebook to find our latest recruitment activity.

I hope you are well and please keep safe as we all return to business as usual and make the most of the warmer months.

Karen Deacon
QEF Chief Executive



Celebrating 40 years of Mobility Services



Amazing technology at the CRC



Charity shop treasures

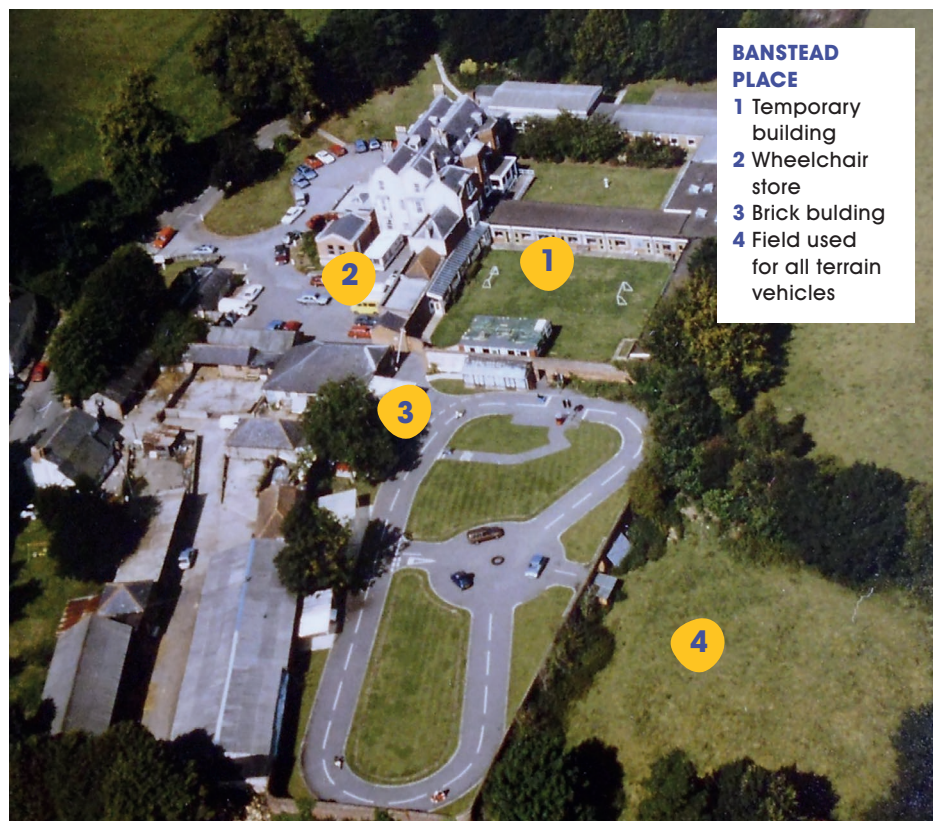


QEF Mobility Services – 40th Anniversary

QEF Mobility Services is celebrating 40 years of helping people with disabilities and age-related impairments to find solutions for mobility independence.

Over the past 40 years, QEF Mobility Services have grown into one of the UK's top providers, completing around 1,400 assessments each year. Providing advice, training, and support to ensure maximum mobility and to give people the freedom to live their lives as they wish, enjoying new and exciting opportunities through adaptations and mobility solutions.

From humble beginnings at Banstead Place in Surrey to Royal visits, the work of QEF Mobility Services has had an immeasurable impact on thousands of lives, bringing about a positive change for disability throughout the UK.



How it all began

1956-74 Banstead Place opened as a residential medical rehabilitation centre in **1956**, and then in **1974** the role changed, and Banstead Place welcomed their first disabled school-leaver. Students arrived when they

were aged 16, with the two most common disabilities being cerebral palsy and spina bifida.

Most students were full-time wheelchair users or able to walk only a few steps indoors. Giving them outdoor mobility skills was key to them developing as young people in society.

At this time, the mobility service was just a department based at Banstead Place which provided support regarding mobility and assistive technology to the students. The two most common styles of assessment included: simple

modification of the car controls to match the abilities of students and more in-depth assessment for students who had cognitive and visual complications.

Recognising a greater need for mobility support, a group of young,

enthusiastic therapists decided that the disused, Victorian walled-garden at Banstead Place would make an ideal and safe area for a specially designed track to assess driver potential, and so a safe, off-road training area was created.

The official opening

1982 The Department of Health and Social Security (DHSS) provided a £10,000 grant to enable the new Mobility Centre to make its services available to the public for the very first time, offering:

- Assessments for car drivers, passengers and wheelchair users
- Training, including driver tuition, approved driving instructor training, car and wheelchair manufacturer and retailer training and therapists and doctors
- Information service for outdoor mobility issues



Portable buildings being hoisted into position



1983 Mobility Centre was running out of space, so the Department of Transport sold QEF two 21-year-old portable buildings for £10 +vat! They were delivered with a police escort, and very gently craned over the wall.



Donated 32-foot Ford Cargo

1984 The Ford Motor Company, approached the Mobility Centre offering to help. They provided a 32-foot, fully equipped Ford Cargo truck, a modified Ford Escort and £20,000 to pay for a therapist and driving instructor to make assessments available around the country.

On the move to new premises

1990 The entire mobility department moved from Banstead Place to a newly refurbished building on the former site of Queen Mary's Hospital for Children in Carshalton, where it remains today. The service now named QEF Mobility Services provided driving assessments, a driving school for people with disabilities, assistance with wheelchairs, scooters, and assistive technology and a support service specially created to reduce the anxieties and stress for people with disabilities before and during air travel.

Mobility STATS from 1990

5,851
Telephone and letter enquiries

867
Completed assessments for drivers and wheelchair users

644
Hours of driver tuition

43
Trained therapists in relation to outdoor mobility solutions

40
Trained driving instructors that worked with disabled pupils



Here's to the next 40 years



QEF Mobility Services has come a very long way in the last 40 years - with so much to celebrate. It is with thanks to many people and organisations for the support and time dedicated to providing this first-rate service.

QEF Mobility Services continue to provide driving assessments for people who need additional support, due to disability or age-related impairments. During a driving assessment an individual's capacity to drive safely is reviewed either using our specialist driving rig or on our purpose-built track. This is suitable for those who are hoping to learn to drive, return to the road following a brain injury or any other change in ability, renew a licence or have any concerns they might have allayed. The private track

allows experienced driving instructors to deliver tuition in a safe environment, sometimes using an adapted car, before progressing to the roads.

Currently the main modes of transport for people with a mobility difficulty are: driving (38%), being a passenger in a car (30%), walking (16%), bus (9%), other (8%).

Having access to an adapted vehicle is vital for some to avoid isolation, gain independence and improve self-esteem. It is therefore crucial that QEF Mobility Services have the funding to accommodate this need within communities across the UK. Today, the core mobility services include: driving assessments, transfer and seating support/demonstrations, vocational driving, older driver support, providing wheelchairs and mobility scooters, bicycle and motorbike

support, Trybe4uFly and training courses for professionals.

People who visit can try out all the services we provide in our covered demonstration area and on our specially designed driving circuit. We have a fleet of adapted vehicles, a range of powered scooters, plus electric and manual wheelchairs so we can provide a wide range of mobility opportunities and solutions. Our driving circuit allows young drivers and other people without a driving licence to have the opportunity to drive a vehicle in a safe and controlled environment. It also allows clients to drive vehicles with adapted controls before going out on the public highways, to ensure they are safe and confident.

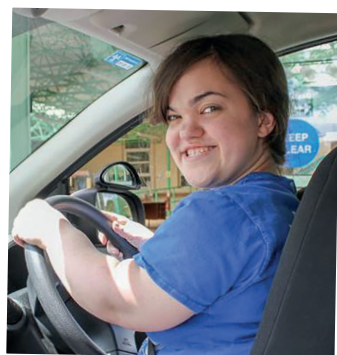
Lauren's story

Lauren was 17 and was very enthusiastic about learning to drive at QEF Mobility Service. Lauren has dwarfism, which means that she requires pedal extensions and extra seat support to drive. After an assessment to establish the most appropriate seating and control adaptations for her, Lauren spent the first four weeks of her driving lessons on the track at the centre, getting used to the car controls in a safe but realistic environment.

She said: "I love driving, it's really fun, and with the adaptations it's the same as anyone else learning to drive. I definitely sense that QEF can deal with any disability and after support."

QEF Mobility Services aims to be there for every disabled adult and child, but it is only through generous donations that this is made possible. Gifts of any size or type allow us to change lives for disabled people and enable us to continue offering vital services. To make a donation visit:

www.qef.org.uk donate



QEF collaboration with SVR

QEF is delighted to announce a new partnership with Specialist Vehicle Rental (SVR). This new partnership supports QEF Mobility Services' work and provides unbiased information about the most suitable option of vehicle and adaptations available to hire, lease or purchase.

It's a win-win situation!

SVR have pledged to give a 5% donation to QEF for every car supplied to a QEF client who uses the code 'QEF' as well as 5% off the cost of the rental, lease or purchase to the client themselves.

Visit their website www.specialistvehiclerental.co.uk to view the vehicles. To hire, lease or purchase a vehicle through SVR, simply email qef@specialistvehiclerental.co.uk, or call **01922 624967**.

Please use code 'QEF' to receive the amazing discount whilst supporting QEF!



Nutrition and dysphagia



At the Care and Rehabilitation Centre (CRC), nutrition might not be something that you would associate immediately with someone's rehabilitation journey following a traumatic brain injury, stroke or other neurological condition.

But nutrition is a key part of someone's care pathway. Hear from Denise Kennedy, QEF Dietitian and the Speech and Language Therapy Team at CRC who will explain the importance of nutrition for the clients they support.

Denise Kennedy,
CRC Dietitian

NUTRITION: QUANTITY AND QUALITY IS THE BEDROCK ON WHICH EVERYTHING ELSE DEPENDS

"Without the right nutrition, client's therapy is ineffective, muscles are weak, they might be lethargic and disengaged, and drug effect might be compromised. Nutrition is vital to recovery and rehab.

Following a traumatic brain injury or stroke, loss of muscle mass occurs in the initial critical recovery phase. Once rehab is underway at the CRC the client will feel better and their appetite returns – but they are now burning calories at a lower rate which, combined with lower activity, often results in undesirable weight gain. So, quantity of food needs to be suitable for the individual.

In addition, the quality of food is vital. Nutrition is like a house having a 24/7 repair service. But if we only give the repair team brown paper and sticky tape the repair is poor. This is our poor-

quality diet. But our clients need good quality food so the repair to body and brain is optimised. This is our house repair team having the best building materials, so repairs are top-notch!"

The Speech and Language Therapy Team at CRC

ARE YOU SWALLOW AWARE?

"At CRC, we treat clients with traumatic brain injury, stroke and other neurological conditions. Swallowing impairments (dysphagia) are a significant issue faced by some of our clients, due to impaired oropharyngeal function, cognitive deficits and/or behavioural problems.

Dysphagia after brain-injury can have serious consequences, dehydration and malnutrition, aspiration pneumonia and choking. Management of dysphagia is an essential part of rehabilitation.

The management of dysphagia is complex and requires specialist training and a multi-disciplinary approach.

The Speech and Language Therapy (SLT) team provides not only varied communication treatment for clients with speech and language difficulties, but the other important part of our role is treating our clients with dysphagia – providing comprehensive assessment, guidelines and therapy. Treatment options include:

- Changes to positioning, supported by physiotherapy

The IDDSI Framework

Providing a common terminology for describing food textures and drink thicknesses to improve safety for individuals with swallowing difficulties.



- Providing adaptive equipment, supported by occupational therapy
- Providing behavioural guidelines, supported by psychology
- Modifying diet and fluid to promote safe swallowing
- Working on swallow rehab exercises to increase strength

The SLT team are also widely supported by dietitians, for advice on nutrition and hydration in modified diets, and the catering team who provide nutritional meals in line with national IDDSI framework (see image) and recommendations set by SLTs. Carers and rehab staff also follow swallowing guidelines promote independence during mealtimes and provide hands-on support where necessary."

For more information about the Care and Rehabilitation Centre, visit

www.qef.org.uk/crc

Working in care: Flexibility, development and a lot of fun!

M meet Daniel and hear all about why he chose a career in care and hear of his experiences of being a Support Worker at Dorincourt, home to our Independent Living Service, providing care and support to adults with physical, learning and complex disabilities.

"I was a stay-at-home dad before I came to QEF. I have 2 young girls, and I struggled to find a job that fit around my existing commitments.

A friend suggested that I find work in the care sector as I had recently lost my brother back in Ghana, who'd had Down Syndrome. My friend felt I had a strong connection to people, like my brother, and I would enjoy the work.

I really love working with the residents, they are young and love to have fun. I enjoy knowing that they look forward to seeing me each

"It's like a family here and it often feels like I'm going to work to see friends"

day and that I can assist them to do everyday things and have a bit of control over normal stuff.

The hours have been flexible to fit in around home commitments with lots of support from my manager which is great. It's not uptight here, it's homely and the residents make pretty much everything fun. We tread a line between being professional and friendly and I really enjoy the feedback from the residents, it gives me a real sense of fulfilment.

Communicating with residents that are non-verbal might seem a challenge, but the key is to get to know the person and how they communicate. I believe it's important to be honest and say if you don't understand, but also to get into their

world and understand how they see things.

I have been offered lots of personal development training whilst I've been here, including all modules of my care certificate, medication and manual handling and I am also planning on doing an NVQ.

It's like a family here and it often feels like I'm going to work to see friends. I enjoy going home at the end of the shift knowing that I have done my bit to make someone's day."

If you are interested in a career in care, we have various roles available at QEF. Current vacancies can be found here: www.qef.org.uk/vacancies or email hr@qef.org.uk.



QEF's accessible technology, supporting inclusion and independence after an acquired brain injury, wins international awards

The innovative use of accessible technology at QEF's Care and Rehabilitation Centre, has won 2 international CEDIA awards through technology solutions partner Imperium Building Systems Ltd (www.imperium.uk).

Imperium developed the project with QEF, producing a cost-effective

'smart home' solution. Five connected smart devices have been installed in each bedroom which can be controlled in different ways; either with standard voice commands, pre-programmed accessible switches or programmable text to talk commands.

Chris Thorne Director of Imperium says: "The technology we have

installed for QEF will allow service users to have control over the lights in their room, temperature, day light via shading blinds, and audio-visual equipment. So, someone could stay in one position and manage their entire room, either with switches or voice controls".

These awards recognise the improvement

technology can make to the lives of disabled people.



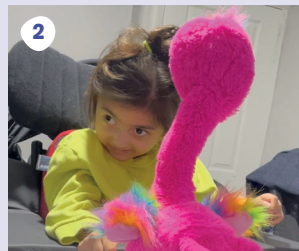
**CEDIA
AWARDS
2021**

WINNER

Life Lived Best at Home
EMEA

Smiles all round!

Thank you to the families who kindly agreed to share the smiles of their young ones, courtesy of MERU's toy adaptation service and Bugzi, the powered wheelchair for children.



1 TOY ADAPTION CUSTOMER:

I was so impressed with the whole service and the turnaround was really quick. I cannot fault the service at all. It is invaluable to families like ours.

2 TOY ADAPTION CUSTOMER:

We are very grateful for the adaptation scheme. It is really helpful. Our daughter loves her toys.

3 TOY ADAPTION CUSTOMER:

My son enjoys his switch adapted toys. We got the penguin adapted at Christmas with the free service. The service was fantastic and has allowed my son to learn to activate his own toys without it costing the earth. Thanks again - great service!

4 BUGZI LOAN SCHEME:

Our daughter loves being in her Bugzi and enjoys the movement. She's still learning to control the Bugzi so she is either doing spins or bombing down the length of the kitchen - but this is all movement that she has never been able to experience before.

5 BUGZI LOAN SCHEME:

Our son enjoyed using the Bugzi as it gave him a little bit of freedom and independence allowing him to force himself further and broaden his therapy for coordination and getting him using his hands whilst having fun at the same time.

Update from The Grange

Providing accommodation services for up to 25 adults with learning disabilities in Kent.

Despite some easing of restrictions in care homes over the last 6 months, our homes have not completely returned to normal yet, but this has not stopped our teams making sure that the residents continue to have fun and experience new opportunities.



Resident Kevin, a huge fan of Chelsea FC was having his room redecorated and support worker Alison had links to the club and arranged for Kevin to receive lots of signed merchandise, a perfect addition to his Chelsea blue newly painted room.



Christmas is always a big affair at The Grange. The team arranged days out, parties and festive activities on the build-up which included a magician and a visit from Father Christmas. Residents made homemade hampers filled with gifts lovingly baked and crafted for their families. And despite a power cut on Christmas Day, everyone still managed to enjoy themselves and tuck into a slightly less traditional Christmas lunch!



Parties are a huge part of life at The Grange, the team use their knowledge and understanding of the residents to ensure that each celebration is unique to them. Themes have included, back to the 80's, quintessential afternoon teas and Strictly Come Dancing themed black-tie events.

Fundraising Updates

Ladies Autumn Lunch

After 18 long months, QEF were delighted to open the doors to our first in-person event and what an event to start with, our iconic Ladies Autumn Lunch. We were delighted to see so many of our supporters in person again and it was a pleasure to welcome back so many independent small businesses who also had to weather the pandemic. Guests were entertained by Rosie Millard OBE and the event was a real celebration. Huge thanks to the Ladies Lunch Committee and all those who helped raise over £25,000 for QEF.



Thank you to Berkeley Homes

We are extremely grateful to Berkeley Homes Southern and The Berkeley Charitable Foundation to their incredible support over the last nine years. Berkeley Homes have raised over £263,000 for QEF's MERU – an absolutely phenomenal achievement! We are truly appreciative of all Berkeley's staff who have given up their time and taken on new challenges to support MERU – thank you!

Rolls Royce Enthusiast Club

We were delighted to be selected as the beneficiary of the Rolls Royce Enthusiast Club, Surrey Section Christmas Lunch. The generosity of the club members raised an incredible **£15,000** to buy three Bugzis. Watch out for our Rolls Royce Bugzi fleet!



Thank you!

Thank you to everyone who has continued to support QEF, we couldn't do what we do without your support.



A huge thank you to Bloom & Wild for their incredible donation of beautiful letterbox bouquets. 200 bouquets were received by our services for our frontline staff who have worked tirelessly during the pandemic and who continued to work over the Christmas period.



Thank you to the daughters of Annaly, a QEF fundraising volunteer, who together raised a wonderful amount of money for QEF by simply hunting their house for all loose change, whilst helping them earn their charity brownie badge!

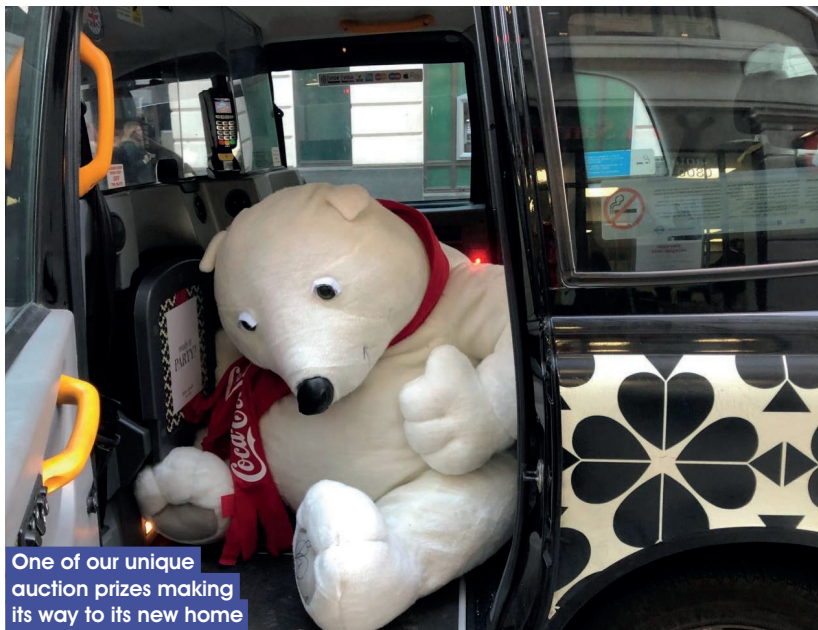
Effingham Golf Club

QEF are excited to have been chosen as Effingham Golf Club's charity of the year! We are so looking forward to all of this year's events and meeting club members!

Guinness & Oyster Luncheon 2021

It was great to finally welcome back supporters to our 56th Guinness & Oyster Luncheon on Thursday 25 November at Mansion House. It was lovely to see so many familiar faces (and some new!), enjoying talks from Steve Ingham, CEO of Page Group, rugby legend, Kyran Bracken MBE, and a

wonderful client story from Toni whose husband James had been at our Care and Rehabilitation Centre. A special thank you to our sponsors of the event Diageo and TwentyFour Asset Management. Thank you to everyone who so kindly attended the event and donated auction prizes.



One of our unique auction prizes making its way to its new home



Magical Christmas at Lambeth Palace

Our Magical Christmas Concert at Lambeth Palace on Thursday 2 December raised over **£16,300**. Silent Witness actor, David Caves, attended the special event and gave a beautiful rendition of The Christmas Tree's Secret by Julia Copus. We welcomed more than 100 guests for an evening of Christmas readings and festive songs, accompanied by the Chandos Chamber Choir with Musical Director, James Davey and organist, Sam. There was also a special performance by 12 year old Owain a trombonist from The One-Handed Musical Instrument Trust. The event was also kindly sponsored by The Banham Charitable Foundation.

Free Will writing service

QEF have joined forces with The Goodwill Partnership to offer supporters, for a limited time, a free Will writing service.

"Thanks to QEF's free Will writing service, my husband and I finally have our estate in order should anything happen. Due to our busy lives, we never found the time to research Wills let alone make an appointment with a solicitor. If we knew it was that easy – we wouldn't have

waited so long! We have always supported QEF and the wonderful work they do for people with disabilities and brain injuries, so it is our pleasure to remember QEF in our Will, that they helped us get – and for that we are forever grateful."

Mr & Mrs C, QEF Supporters

To take up this offer, simply book a free home visit or Zoom call at a time to suit you. You will be contacted by

a trained and trusted adviser who will draw up your Will and provide it to you directly. You can book online at www.TheGoodwillPartnership.co.uk/QEF or call **0844 669 6148** quoting 'QEF'.

There is a limited number available so respond now to take advantage of this offer!

There is no obligation to leave a gift to QEF but if you are able to support us in this way, we'd be extremely grateful. Thank you for your support!



For more information, contact
hello@qef.org.uk

QEF Events Calendar

From adrenaline-packed challenge events to lunches, dinners and teas! QEF has something for everyone. Find an event that suits you, and enjoy!

Thursday 28 April

LADIES SPRING LUNCH

Epsom Downs Racecourse

Our Ladies Spring Lunch consists of a shopping fayre, a two-course lunch and a special guest speaker

Sunday 29 May

RIDELONDON-ESSEX 100

Cycle from London to Essex in this exciting new RideLondon Challenge

Sunday 10 July

ASICS 10K

Central London

Run 10k through central London with live music at every kilometre

Thursday 4 August

QUEEN'S TEA JUBILEE SPECIAL

Hybrid Event

Join us for this special Queen's Tea as we celebrate Queen Elizabeth's Platinum Jubilee

October 2022

LADIES AUTUMN LUNCH

Epsom Downs Racecourse

Our Ladies Autumn Lunch is an iconic event that includes a Christmas shopping fayre, lunch and a celebrity guest speaker

Sunday 2 October

TCS LONDON MARATHON

Ready for a new challenge? Join Team QEF and sign up for this year's TCS London Marathon

Thursday 24 November

57TH GUINNESS & OYSTER LUNCHEON

Mansion House

Held in the beautiful surroundings of Mansion House, the extremely sought-after Guinness & Oyster Luncheon has been a City favourite event for over 56 years. Each year over 500 guests attend this relaxed, stand up luncheon to support QEF

CALLING ALL RUNNERS
QEF has 35 places available for the London Marathon. To take a spot, contact events@qef.org.uk



ONGOING EVENTS

SKYDIVING

March to October 2022

Why not tick something off your bucket list with a Skydive! We've teamed up with Skyline Events to bring you this adrenaline-packed experience

THE THREE PEAKS CHALLENGE

April to October 2022

Climb three of the highest mountains across the UK in one weekend – push yourself to your limits with QEF

For more information or to register for an event:

W: qef.org.uk/events

E: events@qef.org.uk

T: 01372 841222

Yes, I will make a gift to support the life changing work at QEF

Please accept my gift of: ☐ £15 ☐ £25 ☐ £35 or my choice: £ _____

Please make your cheque payable to QEF OR Please charge my:

☐ Visa ☐ Mastercard ☐ Maestro ☐ CAF/Charity card

Card No. Security Code:

Start Date: Expiry Date: Issue No (Maestro only):

Name: _____

Address: _____

Postcode: _____

I'm happy to receive emails at:

and calls on: _____

Please let us know if you have chosen to leave a gift in your Will to QEF, tick here [☐]

Please complete and return this form to:

Freepost RTCJ-SRJB-XRKK, QEF, Leatherhead Court, Woodlands Road, Leatherhead, KT22 0BN.

If you prefer, telephone 01372 841151 or go to qef.org.uk/donate

Your support is vital and we really want to stay in touch based on our legitimate interest in communicating with you, but please tick this box ☐ if you do not want to receive this information by post. **QEF will never pass your details onto anyone else. All donations will go towards QEF and their life changing work.**

We will keep your details safe and you can change your preferences at any time. For full details of what information we hold and how we protect your data please visit: www.qef.org.uk/about-us/privacy-policy or call 01372 841132.

QEF, Leatherhead Court, Woodlands Road, Leatherhead, Surrey KT22 0BN
01372 841132 | appeals@qef.org.uk | Registered charity No. 251051 | Ref: H-S-22



PLEASE REMEMBER TO INCLUDE YOUR NAME AND ADDRESS

OR SCAN THIS QR CODE TO DONATE ONLINE NOW



giftaid it



Your gift could be worth 25% more!

☐ I want to Gift Aid any donations made in the last four years and any I make in the future to QEF. I am a UK taxpayer and understand if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that year it is my responsibility to pay any difference.

Gift Aid is reclaimed by QEF from the tax you pay for the current year. Please notify QEF if you want to cancel this declaration, change your name or address or no longer pay sufficient tax on your income and/or capital gains.

☐ No, I am NOT a taxpayer.

Date: ____/____/____