



2009 annual review

**We achieve our goals  
so thousands of others  
can achieve theirs**



# Chairman's Statement

Notwithstanding the difficult economic background and limited public sector funding, Queen Elizabeth's Foundation (QEF) has continued to maintain its high standards thanks to stringent cost management, targeted marketing programmes and innovative approaches executed by committed staff and volunteers.



The first was the completion and equipping of a new wing at the Brain Injury Centre, designed to greatly enhance the education and communication facilities there, whilst also freeing up space for other specialist areas.

The second was the commencement of work to upgrade the leisure facilities at the Training College. Whilst it is still early days, this is part of a modernisation programme under consideration over the next few years that will ensure the campus, started 75 years ago, develops to meet the needs and expectations of present day trainees. I look forward to updating you further next year.

Within a very testing job market the College trainees' successful job outcomes have surpassed those forecast - outperforming those from other UK pan-disability training colleges.

The Mobility Centre exceeded its target for the number and diversity of driving

During the past year all our specialist Centres were operating at capacity, ensuring optimum use of our facilities. We have met, and in some cases exceeded, our targets for the year and continue to work to ensure our services stay relevant and are delivered appropriately and on budget.

Through careful planning and donor support, we have been able to bring two important projects on stream:



assessments for disabled people. The frequency and range of training courses for driving instructors and other professionals have also increased.

In these difficult times, initiative and creativity have never been more important to ensure that QEF maintains support and effective fundraising. Key events were successful thanks to high-profile speakers who donated their time and the generosity and commitment of our supporters and volunteers.

At the heart of everything that QEF does is the commitment to ensure that more disabled people have the opportunity to develop their lives to their full potential. I thank you for your support over the past year and look forward to challenging but positive times ahead.

**Peter Sedgwick**  
Chairman



# Introduction

For the past 74 years QEF has created opportunities for people with disabilities from across the UK by providing expert development, assessment, rehabilitation and training services.

These services, delivered through our four specialist centres, offer the right combination of individual care and support to enable these people to become as independent as their disability permits and to establish their 'own lifestyles' .

The main focus of Queen Elizabeth's Foundation Training College is to provide training or retraining for sustained employment for those people with existing or acquired disabilities. In addition, specialist tutors spot trainees' special learning needs and equip them for the jobs market by developing their basic maths, English and IT skills.

Queen Elizabeth's Foundation Brain Injury Centre is the only UK rehabilitation centre offering assessment, intensive neuro-rehabilitation and education for young adults aged 16-35 who have acquired disabilities as a result of brain injury, helping them to develop lost functions and gain greater independence.

Queen Elizabeth's Foundation Development Centre provides a supportive environment for young people with complex disabilities, enabling them to develop practical life skills under the guidance and tuition of specialist life coaches.

Queen Elizabeth's Foundation Mobility Centre offers expert assessment, advice, information and tuition to allow people with disabilities of all ages to achieve independent mobility as drivers, passengers, scooter and wheelchair users. The centre also trains approved driving instructors and professionals to teach disabled people and the elderly to drive.

Over the years QEF has developed its services, often ahead of the times, but always in line with the changing needs of disabled people.

2009 will be an exciting year for QEF as our Training College turns 75 in November. QEF officially celebrates its Diamond Jubilee in 2010. It all began in 1932 when Dame Georgiana Buller, then Chairman of the Central Council for the Care of Cripples, suggested a need for a residential training college for disabled people. In 1933 as Patroness of the Central Council, the late Queen Mother, then HRH The Duchess of York, in a letter to The Times newspaper, expressed her support for the proposal, in order that disabled people might be retrained and find suitable employment in either commerce or industry to regain their self-respect.



When the College opened in November 1934 it was called the 'Cripples Training College' and remained so until 1941 when, after an informal visit by Her Majesty Queen Elizabeth The Queen Mother, she expressed the wish that it should bear her name - Queen Elizabeth's Training College for the Disabled. As more Centres were opened, the charity became Queen Elizabeth's Foundation. In 1934 the charity supported 16 individuals; today it serves thousands of disabled people each year.

*"It is 15 years since I opened the College. In those days the idea that severely disabled people could, by a short period of training, be fitted for normal employment alongside the able-bodied was a very new one. The faith and vision of the College supporters made this possible. It is truly a privilege to see people remade."*

Today we might phrase it differently but the sentiment is the same - QEF works to support disabled people as they take control and achieve the best possible quality of life.

The Queen Mother's support was undiminished over the years; indeed she had great insight into the work of the charity. During a visit in 1950 Her Majesty commented:



# Training College

## Last year QEF Training College was faced with not one but two major challenges.

Economic recession, and resultant growing unemployment, placed additional pressure on securing work placements and successful job outcomes for trainees. A shake-up in job training and the benefits system, with the introduction of the Government's 'Pathways to Work' programme, meanwhile, had a far-reaching impact upon referrals to the college.

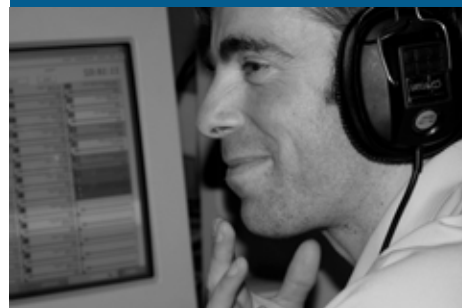
Despite these significant obstacles the College achieved, and in some cases surpassed, all its goals. Our trainees achieved more sustainable job outcomes than projected and, in our year-end review by the Department

for Work and Pensions, the College was shown as outperforming the other UK pan-disability training colleges. The Department also rated our initial assessment and programme planning activities as 'best practice' across the sector.

Elsewhere, robust marketing initiatives raised the profile of the College among the new prime 'Pathways to Work' contractors as well as Jobcentre Plus advisors who have the responsibility for directing disabled people towards vocational training. This resulted in increased referrals by the end of the financial year.



### CASE HISTORY – STEVEN



*It was hard work but fascinating, I learnt a lot about film, TV and sound. When I qualified I realised there were few employment opportunities, so I asked the Job Club leader what he thought about becoming self-employed – he said 'great idea' and sent me off with a draft business plan to fill in!*

*Once I had looked at the opportunities and costs I established myself doing wedding videos. My business has gone from strength to strength and I am now expanding into family portrait photography. I can truly say that the College changed my life, it gave me the confidence to set up in business which I am enjoying very much."*

*"I was working as a kitchen fitter, a job that was neither reliable nor particularly fulfilling. I am dyslexic and my local Disability Advisor suggested that I retrain. An opportunity arose to join the Media Techniques course at the College.*

Providing disabled people with the appropriate training for sustainable employment is key to achieving independence and quality of life.

The College offers a wide choice of vocational training for adults with disabilities, especially those who have been forced to change career following an accident or illness. Training covers business, trade and technical subjects, each focused on a job market and leading to a recognised qualification.

Preparing trainees for a start or return to work also includes achieving a satisfactory work/life balance, within which the development of social skills

and self-confidence are key. During the year the College also piloted various projects aimed at extending the training facilities to the local community, which are proving popular. Our horticulture Nursery is open to the public and is a successful outlet selling plants and organic vegetables to local businesses and residents. Products are also sold through selected QEF shops.

To ensure a suitable and supportive modern-day 'campus', the College has begun work to upgrade trainee leisure facilities as part of a proposed modernisation programme. After 75 years this is not only somewhat overdue, but will ensure the campus reflects their needs.

# Brain Injury Centre

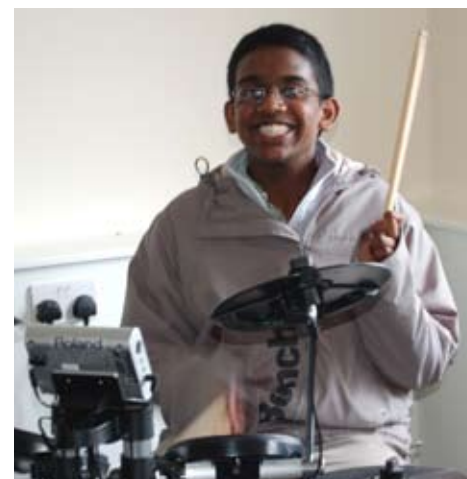
QEF Brain Injury Centre had an equally successful year, providing assessment, intensive neuro-rehabilitation and education for those who have acquired disabilities as the result of a brain injury following accident or illness.



As a national specialist college it achieved, for the second consecutive time, the prestigious 'Grade 2 – Good' rating from OFSTED in June 2008.

Another significant achievement has been the completion of a new wing, called Carpenters, that will house the Centre's education, vocational and communication facilities. This brings together key areas of therapy to facilitate successful outcomes.

Carpenters will give more of a 'campus' feel to the Centre, enabling the young people to experience something of a division between residential and educational activities. We believe this is an important part of the rehabilitation process as it will help to re-establish some normality back into the lives of our young people, many of whom would have been in some form of education or training at this stage.



Funding for rehabilitation following a brain injury is difficult to obtain, despite the fact that an individual's life expectancy is rarely affected. Without rehabilitation, they would be dependent upon costly care for the rest of their lives.

To mitigate the current difficult economic environment, we have intensified our marketing programme targeting key specialists so that they are aware of the effectiveness of our work. The young people at the Centre prove on an almost daily basis that rehabilitation after a brain injury positively works. With professional and skilled support, all make some improvement, many moving on to live supported but independent lives in the community.

## CASE HISTORY – EMILY



*"Aged 17 I had achieved 13 GCSEs, was studying for A levels and hopeful of a University place. I woke up one morning unable to see, by the afternoon I was on a life support machine. Encephalitis and meningitis caused a severe brain injury that left me unable to speak or walk and completely dependent upon carers.*

*I was lucky enough to go to the Brain Injury centre, where specialist teams helped me to re-learn lost skills where possible, and to develop strategies to compensate for irrecoverable ones. I also resumed my education at the Centre, I took a geography A level and am going to Chichester College, where I will live independently on campus. I have my life back on track again."*

## Development Centre

The QEF Development Centre operated at capacity during the year, providing professional training in supported living and life skills to enable those with complex disabilities to have similar opportunities to those of their able-bodied peers.

Young people come to QEF's specialist Development Centre to learn how to develop their potential and take control of their lives. Once they feel ready they move into the community with the confidence to live as independently as their disabilities will allow.

Most arrive from home or college with no experience of caring for themselves. By adopting a flexible approach and adapting to work with most disabilities, a team of specialist staff helps each individual to manage their specific needs.

From an initial assessment individual action plans are devised to cover overall aims and specific targets. Charts monitor the progress made during a process that is very much step-by-step with small changes building into larger ones over time.

For example, the new purpose-designed training kitchen that opened this year has enabled clients to learn much more than just cooking. A major part of the life skills programme focuses on the importance of healthy eating, nutritional awareness, diet

and exercise. The kitchen provides a sociable way of tackling many of these issues. As one client, Paul, commented recently: "Now I understand WHY I shouldn't eat so much chocolate!"

Disabled people now have the opportunity to 'personalise' their Government grants allowing them to direct all aspects of their care and support. At the Development Centre young people learn to take responsibility for themselves rather than being passive recipients of care. We show them how to take risks within a safe environment that builds a confident assertiveness and equips them with the skills needed to direct their lifestyle.

Individual choice of accommodation is a key part of our life-skills training. The Centre has a mix of en-suite bedrooms, independent flats and a group flat that enable disabled people to experience different styles of living in the same way as their able-bodied peers might do. When they are ready – and more importantly when a suitable place can be found – they move on to enjoy their new-found independence.

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### Vicky:

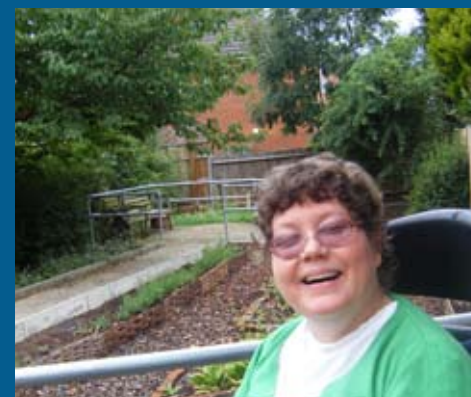
*"When I arrived at QEF I had absolutely no notion of how to look after myself. Recently, I moved into my own bungalow. Care support comes in at pre-arranged times so I can manage my life more or less independently. I was invited to talk to everyone at the Centre about living in the community – going back made me realise how far I have come. Truly, no-one would ever have thought I could live independently."*



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### Jo:

*"I have very complex disabilities and require 24 hour care; I thought I would always have to live in a residential home. However, I moved from QEF into my own flat with a live-in carer. I am able to put into practice much of what I learnt and can organise the structure of my days which is fantastic and is more than I could ever have hoped for."*



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### Natalie:

*"I lived at the QEF Centre for three years, and learnt independent skills to prepare me for my future. I also made friends with several people whilst I lived there. My friends moved into a care home with 24 hour support, I joined them and now live my life how I want and I make my own choices."*



# Mobility Centre

The number of disabled people assessed and given driving tuition at QEF Mobility Centre has increased steadily year on year; as has the breadth and number of specialist training courses.

The Mobility Centre provides expert and specialised assessments to establish whether a disabled person has the ability to learn to drive or if someone can resume driving after an accident or illness. Where necessary, specialist adaptations are recommended and under-aged or drivers without a licence can be trained at the Centre's private driving track. The Centre has a Driving School that offers driving tuition and re-training for all disabled client groups.

Referrals are from the DVLA, Headley Court, Motability, solicitors, insurance companies and hospitals. Clients can

also book for private assessments. Our outreach service provides assessments in the client's own environment if they are unable to travel or have difficulties with transfers. Over the past year the Centre has increased the range of assessment types to now include motorbikes and hi-tech vehicles. The Centre has benefited from the generosity of numerous car dealers and manufacturers including Honda, Fiat, Nissan and latterly Toyota who loaned a new car fitted with a 'swivel' seat, specialist acceleration adaptations and infrared controls.



## David

*"After my stroke I was told that I would not be able to drive again, which was a tremendous blow as you can imagine. I was grateful, however, that the DVLA recommended an assessment at the Mobility Centre. The staff there are excellent; expert, caring and very understanding of both my health and concerns. Thankfully the result was positive. They gave me the opportunity to drive again – an opportunity that I thought I would never get. It has changed my life and that of my family, for which I am most grateful."*

## Bryn:

*"I was the victim of a criminal assault which affected my confidence to such a degree that I could no longer drive. From a person with an active work and social life I became completely housebound, which was devastating. I was pretty pessimistic when I went to the Mobility Centre, however after two visits everything was very positive. They suggested some car adaptations and recommended a driving instructor who could help me to regain my confidence. I am now driving again, which has enabled me to recover my life – all thanks to the response and encouragement I received from the Centre."*

## Tom:

*"I came back from Afghanistan, a triple amputee. I wanted to resume driving my sports car. It was really important to me, the car was an essential part of my life and I needed it back. The assessment was fine, then assessors at the Mobility Centre came up with a package of adaptations to suit my reduced abilities that might just get me back on the road again. Thanks guys, I didn't think it possible."*

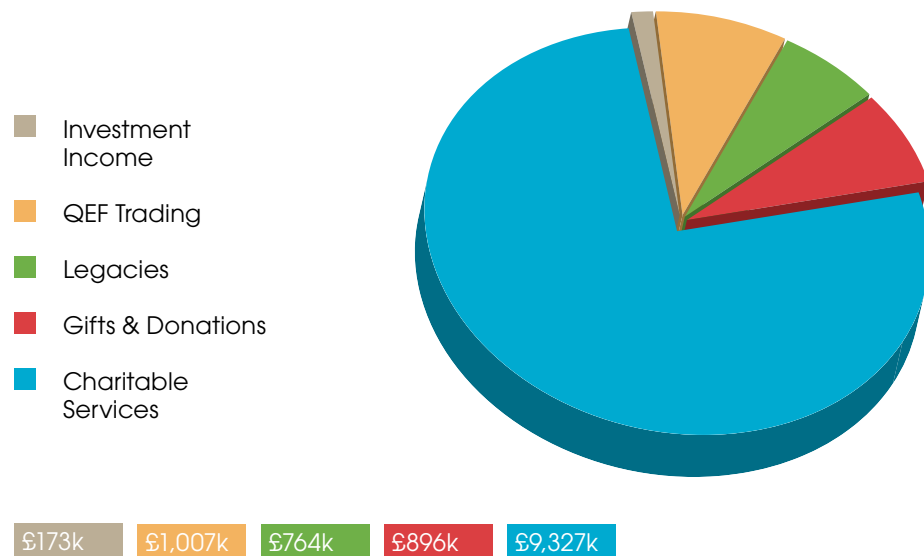
# Financial Summary

QEF, like many other charities, found the last financial year a very difficult one in terms of income received from gifts and donations. Our income from this source has fallen from £1,189k to £896k, representing a reduction of 25%. However, despite this challenge, an increase in income from legacies, QEF Trading and, most importantly, charitable services allowed the charity to generate a surplus in the year of £468k.

The graphs below provide an overview of how our income was raised in the year and where our expenses were incurred.

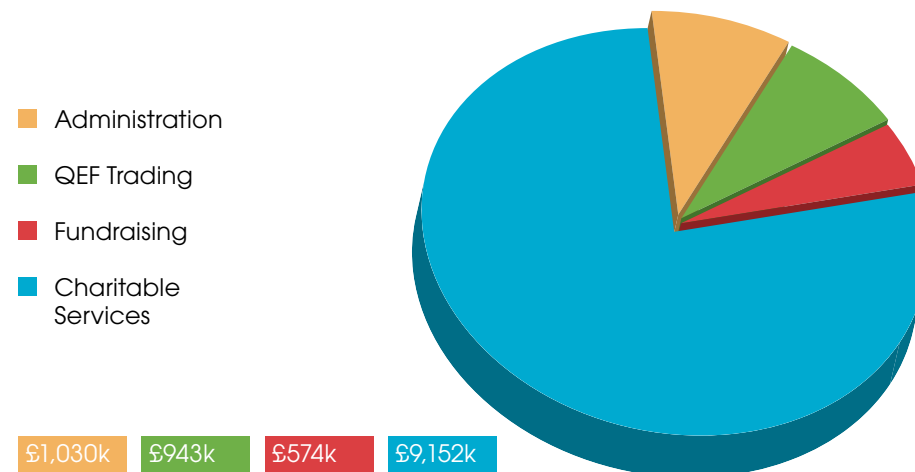
## Income Raised:

Income from QEF Trading exceeded the £1m mark for the very first time and this helped the total income of QEF to grow by 4% to £12.2m. Investment income was £11k higher than in 2008.



## Expenses Incurred:

Total QEF expenditure in the year rose to £11,699k, an increase of £546k. As part of our strategic goal to support a greater number of disabled people in the UK, expenditure was incurred on business development which resulted in administration costs rising from £837k to £1,030k. Expenses relating to charitable services increased by £317k, proportionate to income growth.



*Excludes FRS17 Pension Fund Adjustment*

The figures have been taken from the Annual Report and Accounts. A copy of the Annual Report and Accounts for the year ended 31 March 2009, which contains the Trustees' Report and the audit opinion, can be obtained from:

**The Company Secretary**  
**Leatherhead Court**  
**Woodlands Road**  
**Leatherhead**  
**Surrey KT22 0BN**

# Fundraising

In a year of harsh economic conditions fundraising had not been always easy. But through perseverance, inventive approaches and above all with the loyal commitment of supporters we have come through. Fourteen new capital projects were made possible by the voluntary income raised.

New vocational training courses were introduced, much needed equipment and facilities for rehabilitation and life skills training were acquired.

There were several 'firsts' for the year ...

This year's Valentine's Day donations appeal kindly presented by Radio/TV personality, Eamonn Holmes, captured the hearts of many and produced the expected income. Despite inclement weather our inaugural 26-mile Leatherhead Bikeathon Corporate Challenge went off with clockwork precision. A fundraising Winter Festive Gala Dinner in the splendours of the Surrey County Council Great Hall marked the glittering start to our Christmas fundraising activities.

Our Trading operation held a clothes swapping event to stock our shops with high quality clothing. With the economic downturn donations to charity shops have taken a hit and this innovative fun event helped to boost our diminishing stocks with quality clothes.

As QEF does not receive Government funding for capital projects we are extremely grateful for the voluntary income that made all the new initiatives possible.



# Queen Elizabeth's Foundation

## Trustees and Governors as at 7 July 2009

**Late Patron:** Her Majesty, Queen Elizabeth, the Queen Mother

**President:** Corinna, Lady Hamilton of Dalzell DL

**Board of Trustees:**

**Chairman:**  
Peter Sedgwick

**Vice-Chairman:**

James Wates FCI0B FRSA

**Chairman of Audit and Finance Committee:**

David Kay FCA FCT

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Malcolm Cockren

Philip Evans

Edward Gates MBE

Bevil Granville

Edward Guinness CVO

Corinna, Lady Hamilton of Dalzell DL

David Hypher DL

Frank Myers MBE

Lynn Scotcher SROT

Lady Toulson CBE

**Governors:**

Lady Aitken

Christopher Ames FCA

John Anderson FCI0B

Michael Bowman-Vaughan FCA

Clive Bowring

Walter Boyce OBE

Sir Francis Brooke Bt

George Brooksbank

Stamp Brooksbank

Colin Brumpton

The Right Rev and Right

Hon Richard Chartres,

Lord Bishop of London

Mark Cheyne FCA

Malcolm Clark OBE

Dr Louise Clowes

MB BCh DPH

Commissioner Elizabeth

Matear, Free

Churches' Moderator

Peter Curry

Dr Stephen Duckworth

OBE LRCP MRCS

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Sally Frost

Brigadier Robin Garnett

OBE FRCP

Professor Hugh Glanville

FRCP

Robert Glossop

Sarah Goad JP

Lord Hamilton of Dalzell

(Gavin)

Dr Richard Hardie TD FRCP

Edward Harford

Joy Harrison

Bernard Haynes

CChem FRSC

The Lady Holderness

Dr David Jenkins FRCP

Jocelyn Keeling

Penelope Keith CBE DL

Andrew Martin Smith

Dr Stephen Mattingly

TD FRCP

Professor David McLellan

FRCP

Dr Frederick Middleton

MRCP

Michael More-Molyneux

DL

Lady Morley

Rabbi Z M Salasnik FJC

Frazer Sedcole FCA

David Stoddart

Anne Subba Row

Valerie Thum

David Torrance CA MCT

The Hon Mark Vestey

Adrian White CBE DL

Nicholas Witchell

Beryl Wright

**Honorary Consultant**

**in Neurological**

**Rehabilitation:**

Dr Richard Hardie TD FRCP

**Consultant Psychiatrist:**

Dr A J M Chisham

MB BS MRCPsych DRCOG

**Honorary Property**

**Consultant:**

John Anderson FCI0B

**Honorary Media**

**Consultant:**

Nicholas Witchell

**Solicitors:** Vizards Tweedie

**Bankers:** National

Westminster Bank Plc

## Contacts

**Queen Elizabeth's Foundation**  
Creating Opportunities for Disabled People

**Queen Elizabeth's Foundation**  
**for Disabled People**

Leatherhead Court

Woodlands Road

Leatherhead

Surrey

KT22 0BN

Registered in London No. 892013

Tel: 01372 841100 Fax: 01372 844072

Website: [www.qef.org.uk](http://www.qef.org.uk)

Registered Charity No. 251051

**Brain Injury Centre**

Banstead Place

Park Road

Banstead

Surrey

SM7 3EE

Principal: Eileen Jackman

Tel: 01737 356222

**Development Centre**

Oaklawn Road

Leatherhead

Surrey

KT22 0BT

Head of Registered Operations:

Eileen Jackman Tel: 01372 841300

**Mobility Centre**

Damson Way

Fountain Drive

Carshalton

Surrey

SM5 4NR

Centre Manager: Sal Grier

Tel: 020 8770 1151

**Training College**

Leatherhead Court

Woodlands Road

Leatherhead

Surrey

KT22 0BN

Principal: Garry Billing

Tel: 01372 841100

**Director of Finance and Company**

**Secretary:** Gary Allcott ACMA

**Director of Fundraising and**

**Marketing:** Jacqui Walford



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for Disabled People**

Leatherhead Court,  
Woodlands Road,  
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Surrey KT22 0BN.

**Tel:** 01372 841100

**Fax:** 01372 844072

**Website:** [www.qef.org.uk](http://www.qef.org.uk)

Registered Charity No. 251051

