

QEF - Annual Review 2013/14



Change brings opportunity



achieving
goals for life
qef.org.uk

Every year we work with around 4,500 disabled children and adults. We are here to support them to achieve their goals in life and realise their potential.



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Chairman's Statement

It is easy to see and understand the value that such a change can bring as the garden blossoms in all senses of the word.

It was a genuine delight last summer to see our award-winning Garden for Joy in all its glory at the RHS Hampton Court Palace Flower Show, and a real pleasure to see it recreated in the autumn at Dorincourt, our Independent Living Services' centre. This transformation of a patch of lawn in the quad to a splendid wheelchair accessible garden with raised beds and fountains as well as an area for horticultural therapy is a wonderful opportunity for all to enjoy activities, leisure and events, or simply as a space to relax. It is easy to see and understand the value that such a change can bring as the garden blossoms in all senses of the word.

Our plans for growth meant change across all of our services, and the positive response from our staff is greatly appreciated. Less comfortable have been the changes imposed upon us by issues such as the length of time the government took to decide on our Vocational Services' contract renewal, the core structure changes to the NHS and our ageing computer network.

Failing to respond to inevitable changes was not an option. To make the case for the renewal of our contract for Vocational Services we lobbied the government and other influencers with success. We evolved new revenue streams and services and have begun upgrading our IT infrastructure.

Perhaps the most significant change since 2012-13 is that the number of disabled people in the UK increased by 0.4 million to 11.6 million. The rise was almost exclusively in adults of working age. Added to this increase were changes to the welfare system and as a consequence people with disabilities faced increasingly challenging circumstances. The submission of our development plans for a state-of-the-art centre of excellence at our Leatherhead Court site was a significant response to this need. The outcome is expected in July.

Especially encouraging this past year was the generosity of our supporters that provided for so many of our needs. We were able to develop new services, purchase essential equipment and build new facilities. Each of our services found new opportunity in the pursuit of progress and the face of adversity. With the continued backing of our supporters and the professionalism, enthusiasm and skill of our services, we can be confident that the changes will bring greater opportunity.

Once again my thanks go to our dedicated staff, the many individuals and organisations that support us in so many ways and our Board of Trustees, who make so much possible.



Rob Douglas CBE DL – *Chairman*



Stuart has progressed so much more than anyone expected while at QEF

Stuart worked as a computer analyst but had a stroke that resulted in severe difficulties moving his right side and a much reduced ability to communicate. From hospital he transferred to the Homerton, and then to NRS.

At NRS he is making steady progress, improving his speech and walking a few steps assisted by a leg brace and a small amount of support.

Stuart is growing in independence and regaining his computer ability. He aims to live in an independent unit at NRS to prepare for transition back to home life. Stuart also cooks for himself once a week, and wants to do so every lunchtime.

Stuart said, "The important thing is that QEF feels informal, but it's full on. There's always something going on." And mischievously, "It's been good to be able to just go and have a pint now and then."





We are a unique provider of residential and non-residential intensive neurorehabilitation, vocational rehabilitation, education and transition support for individuals with Acquired Brain Injury, with a specialism for younger adults.

QEF Neuro Rehabilitation Services

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With head injury admissions to UK hospitals increasing by 33 percent in the last ten years the need for our services is more crucial than ever.

The Headway inspection in September confirmed our status as an approved provider of appropriate specialist care for brain injury survivors with complex physical and cognitive impairment. We made strong connections with south-eastern Headway groups.

In October a successful inaugural meeting of the new Advisory Board took place. The board made several recommendations which are being acted upon and had a positive impact on referrals. A full review of the status of NRS was made as a direct consequence of the NHS replacing Primary Care Trusts with Clinical Commissioning Groups. Plans were made to achieve Level 2b status, requiring the appointment of a new medical director and three nurses.

Recent research revealed that over the last ten years young adults aged 16-36 who came to QEF made clinical and statistically significant improvements in their functional abilities during their neurorehabilitation.

A variety of events were enjoyed by service users and staff. Highlights were our annual Cultural Diversity Day, a poetry workshop, an art exhibition and a carol concert, organised by the Park Road Residents Association. We also combined our summer barbeque with a reunion for former clients. Friends of Banstead held fundraising events and a group of volunteers from Reed worked on our sensory garden.

We held a well attended open day for professionals in July and have established stronger links with a number of personal injury law firms.

Ofsted monitored our vocational support in February and significant improvements were noted, reflective of the commitment and high-quality work of our inter-disciplinary team.

With the changing service status and the age of Banstead Place, consideration is being given to the possibility of a major refurbishment or a new build to provide an improved environment.

53% went on to Higher Education and voluntary employment

Matt has his own flat on site where he does his own cooking to develop his independence.



Matt is 22 years old and resident at ILS. To improve his strength, he undergoes weekly physiotherapy as he has Duchenne muscular dystrophy, a degenerative condition where muscles weaken over time.

Matt was involved in the Mindtunes project and has a keen interest in DJing.

He enjoys photography, sports and the debating society. He also helps out as technical support for courses and activities.

He says: "There have been quite a few changes since I came here. We have the brand new state of the art Group Home and a refurbished dining room, as well as a full time therapies team, so we can cater for a much wider range of people with disabilities."





We support people with complex disabilities to acquire key life skills and greater independence. Our unique transitional service enables people to set and achieve their own goals.

Disabled people should have the freedom to live the lives they may choose. Here we provide different types of accommodation for them to try out what best suits them. As a result, in the last three years around 34 percent have moved on to more independent living. Demand for this service is strong with full occupancy throughout the year.

Our commitment to provide a better service saw the opening of a new five bedroom group home, a completely refurbished main kitchen and a new dining room. Builders were on site for most of the year and the work was completed on schedule. As well as increasing our capacity to 43 bedrooms the works have made a big improvement to the environment at the centre.

QEF's Garden for Joy, in memory of Joy Harrison, a dear friend and vice president at QEF, was built in our central quad area, previously just an open area of grass. The area is now dominated by this beautifully designed garden with shady trees, seating and a water feature with fountains. The garden and building work were only made possible thanks to donations from a number of generous individuals, companies and charitable trusts.

An exciting development was the Smirnoff Mindtunes project in aid of QEF. This brought together music artist DJ Fresh, Julien Castet PhD, a brainwave technology expert, and a group of disabled music fans to create a music track controlling musical software with their minds. Matt, a resident, was our project ambassador and loved every minute of it.

We were really proud to win two Surrey Care Awards this year. The first was for the Most Innovative Activity Programme, won by our tireless life coach department, which recognised the support for a wide range of weekend and evening leisure activities. The second award went to Toni Hodges for Ancillary Worker of the Year. These awards acknowledged our dedication and drive for service user involvement, community presence and person centred approach as well as Toni's dedication and hard work.

100%
occupancy
throughout
the year

Tom has become a 'hard landscaping' specialist

Horticulture apprentice Tom has been working with QEF Home and Garden Services. Never having worked in horticulture before coming to QEF, Tom has specialised in 'hard landscaping', which involves building and repairing walls, patios and fencing.

Tom can see how much being at QEF has helped the people around him and said, "All the trainees enjoy the course and having real work as part of it gives them routine and structure too. Anything to do with landscaping, horticulture, gardening, you can learn here."

Tom's ambition is to become an instructor, and he has already shared some of the skills he has learned with the trainees. He adds, "It's a really good buzz when you see someone you've trained doing something well."





We specialise in developing people's abilities to achieve sustainable employment, focusing on tailoring individual skills to meet employers' needs

With fewer than 46 percent of working-age disabled people in employment, as compared to 76 percent of non-disabled, our services remain vital. Our reputation for delivering quality training for disabled people was recognised as valuable by the Department for Work and Pensions (DWP) who renewed our contract for a further two years, albeit with some amended terms.

Our garden maintenance service has gone from strength to strength. Trainees receive practical training in delivering high quality gardening and landscaping services. This provides real work experience and evidence of practical skills for their qualifications. Success has led to the development of the QEF Home & Garden Services brand, a social enterprise which employs horticulture apprentices who contribute to the venture as they learn. The enterprise has received generous support from the Berkeley Foundation, including a valuable new vehicle and thanks also to them is set to take on even more apprentices in the coming year.

More disabled people started training programmes with QEF and secured jobs than in the previous year. The year has been particularly successful for our construction and horticulture departments, finding employment for trainees in excess of our DWP targets. Our office based courses continue to support people considered the hardest to help into employment.

It has also been a successful year in terms of exploring a wide range of new provisions and trialling new services, including:

- Work Programme sub-contracting
- Flexible support fund services with regional Job Centres
- Pre-apprentice services, apprenticeships and traineeships
- Specialist staff training services
- Special education needs training
- Therapeutic job tasters for ex-military personnel

More trainees
secured jobs
year on year

Jerry-Ray is finding her independence through driving.

Jerry-Ray is 16. Before she was three years old meningococcal septicemia meant that her legs below the knee, right hand and some fingers on her left hand had to be amputated.

Her recent assessment for driving determined that she could learn to drive with a some adaptations to the vehicle. These included an indicator adaptor, one hand steering ball and a keyless entry and push button engine starter.

Her mother commented: "We were definitely very happy to hear that Jerry-Ray will be able to drive a standard car with just a few modifications. She is a competitive swimmer and trains at 5:30am every morning before college and being able to drive herself will take her into a whole new realm of independence."





We enable people to achieve independence and freedom outside their home. We offer practical advice, assessment and training for those wishing to drive or increase their mobility through assistive technology, personal mobility vehicles and adapted cars and we offer assessments and advice for air travel.

QEF
Mobility
Services

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More than 1,000 people came to QEF last year for a variety of assessments and driving instruction. For driving assessments we were pleased to beat our Department of Transport target. Naturally we were also pleased to be re-accredited by the Forum of Mobility Centres, an essential credential of our service.

Assessments for 23 Bugzi loans were made. Bugzi is a powered indoor wheelchair for young children with disabilities made by sister charity MERU, loaned in partnership with them and supported by Active Design. The Bugzis were all built and loaned thanks to the funding efforts of companies, trusts and individual donors. Particular thanks go to the Victoria Foundation, Unilever and GSK.

The Tryb4uFly Assessment Service, which provides a practical answer to reducing the stress of air travel, completed 24 assessments and 47 hire agreements for the MERU TravelChair. Plans have been made to extend this service to mobility centres in other parts of the country to provide greater convenience for those wishing to use the service.

Two films were made in conjunction with the National Health Channel one featuring Mobility Services and the other Tryb4uFly and Bugzi. Mobility Services featured on subscription Health TV channels and both on the QEF website and social media, including YouTube.

New manager, Sarah Vines, began a strategic integration of our mobility services, to increase the overlap with MERU and Sutton Shopmobility and develop a centre for excellence, knowledge and research.

During the year the Mobility Centre organised two fun day events, where a number of children were presented with their new Bugzis and used them for the very first time. The centre also hosted several meetings for external businesses and visits from VIPs including Graham Pendlebury, Director, Local Transport, Department of Transport.

More than
6% increase in
assessments
in 2012/13

Change has been at the heart of our progress, creating more opportunities across QEF, particularly this past year.

Change
Brings
Opportunity

As we prepare to celebrate our 80th Anniversary in November we can reflect on a history of considerable change. In the beginning QEF's single undertaking was to train disabled men for specific craft skills, with the prospect of employment. Now our support for disabled people extends to four specialised services: vocational, independent living, neuro rehabilitation and mobility and also to our family of charities: MERU, VASD and Sutton Shopmobility. Change has been at the heart of our progress, creating more opportunities across QEF, particularly this past year.

Submitting the planning application for a £22m re-development of our Leatherhead Court site signalled potentially the most substantial change that QEF has ever embarked upon. QEF was founded in 1934, when the welfare state as we know it barely existed, with the purpose of "helping disabled people to rise above their disadvantages". Disabled people should have the

same opportunities as everyone else. With that purpose firmly in mind we propose to create a centre of excellence that is a destination of choice for disabled people, vulnerable disadvantaged people, and organisations that provide services for them.

The phased re-development plan describes a complete modernisation of buildings and facilities that can adapt to the changing needs of the future. Modernisation of our facilities is essential to continue to deliver our services more effectively and efficiently.

Funding for the project is through a mixture of existing funds, supporter donations and from the sale of some of our property.

The decision on our planning application is due in July and naturally we are hoping for a favourable outcome. In this situation all I can say is, "Watch this space".



Jonathan Powell - CEO



QEF Retail Trading



QEF Fundraising

Our shops served 176,000 customers last year and owe their success in great part to the teams of volunteers who support our full time managers. We really celebrated their help and dedication with 200 volunteers at a party at Loseley Hall.

Unusually the biggest challenge last year was from the winter storms. A number of shops were obliged to close for some days due to water entering the premises.

An exciting new partnership between QEF and Berkeley Homes (Southern) Ltd began with a huge donation of ex-show home furniture and decorations that were available from our Leatherhead shop.

We were sorry to close our Cheam and Tolworth shops but we opened new shops in Claygate and Banstead, where residents were pleased to have their local charity back in the high street. We also renewed our lease in Stoneleigh and remain committed to expanding our chain of shops and actively looking for new locations.

We really lifted the fundraising bar this past year by raising nearly £500,000 more than our £2.2 million target. In the recent economic climate this was no mean feat. Importantly 83 pence in the pound went directly to our charitable activities.

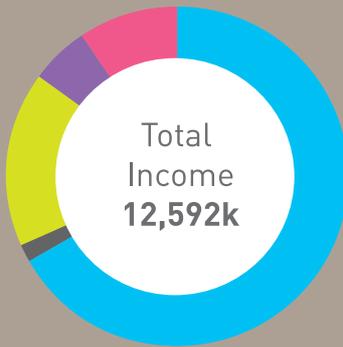
Around 6,000 new friends and supporters have started giving to support our work in the last two years, which is wonderful.

The most unusual source of funding was the Smirnoff Mindtunes project which was shortlisted for the Business Charity Awards. We were also shortlisted for the Institute of Fundraising Awards for best use of direct mail with our Garden for Joy campaign. The Garden for Joy itself won its own silver medal at the RHS Hampton Court Palace Flower Show and was the stunning result of your generosity.

Your support for our refurbishment programme, particularly our new group home at ILS was also high.

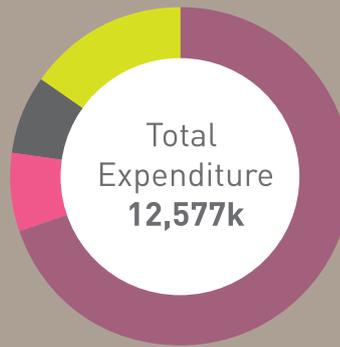
Our Spring and Autumn Ladies Lunches at Epsom Downs Racecourse, with celebrity speakers Penny Junor and the Countess of Carnarvon, and our annual Guinness & Oyster Luncheon at Mansion House, with special guest England rugby international Nick Easter, remained jewels in our fundraising crown. Once again we celebrated Christmas with a carol service at Guildford Cathedral and enjoyed, for the first time, the sight of hundreds of Santas on bikes on our Santa Cycle. Our participation in the London Marathon grew considerably with 18 runners for QEF and the family of charities.

Thank you to the growing number of organisations, such as Unilever, who sent teams of enthusiastic volunteers to assist in a variety of projects and to all who supported our fundraising during this year.



Income 2013/14

Charitable Services	8,409k
Other Income	212k
Gifts, Donations & Events	2,088k
Legacies	725k
QEF Trading	1,158k



Expenditure 2013/14

Charitable Services	8,797k
Fundraising	923k
QEF Trading	952k
Support Costs	1,905k

Growth in the number of service users was a ringing endorsement of the quality of the services provided

What we Earned

As a result of increased activity across all areas of the charity we are delighted to report that the incoming resources of QEF increased by £890k in the year to reach £12,592k. Funds earned from the provision of charitable services showed the largest growth of £447k. This reflected the growth in client numbers at Independent Living Services and Neuro Rehabilitation Services, the increase in driving and passenger assessments completed at Mobility Services, the improvement in the number of trainees starting their training programme at Vocational Services and the expansion in the number of people using the services provided by VASD and Sutton Shopmobility, members of our family of charities.

It was also a very positive year for the fundraising team and the income received from gifts, donations and events totalled £2,088k which is an increase of £434k over the previous year. Progress was achieved in all areas of fundraising and the growth in income was the result of focussed

requests to charitable trusts to support investment in QEF facilities and equipment, a number of innovative direct mail campaigns and a well organised and well attended events programme.

Legacy income fell last year to £465k but this year the income was higher and showed a growth of £260k to £725k.

Overall the income of QEF Trading was very stable with a reduction of £4k in income over the previous year.

In summary 2013/14 was a year in which the generosity of our donors and supporters made a significant difference to the lives of disabled people at QEF and it was also a year when the growth in the number of service users was a ringing endorsement of the quality of the services provided by QEF.

What we Spent

In the current financial year QEF increased resources expended by £793k to £12,577k. This represents an increase of 6.7% which compares to the growth in income

in the year of 7.1%. The largest area of expenditure growth was in charitable services which grew by £374k to £8,797k.

QEF continued to invest in the development of fundraising income during the year. An increase in expenditure of £142k (18%) was incurred but this led to an increase in income from gifts, donations, events and legacies of £694k (33%).

Costs in QEF Trading were down in the year by £34k.

Expenditure on support costs increased in the year by £311k to £1,905k. In part this increase represented the need to market and publicise our services more effectively and develop our campaigning and web and social media platforms. Other expenditure in this category related to business development for Vocational Services, the cost of preparing for the IT infrastructure upgrade in 2014/15 and essential investment in our property assets.

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QEF Family of Charities

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QEF is a leading disability charity with 80 years' experience of developing innovative services which enable and support people to increase independence and improve opportunities for life.

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