



DEMAND

Design & Manufacture for Disability

annual review





DEMAND - Head Office

The Old Chapel
Mallard Road
Abbots Langley
Hertfordshire
WD5 0GQ

Phone: 01923 681800
Fax: 01923 682400

DEMAND - Brockholes, Yorkshire

Onyx House
303 Newmill Road
Brockholes
Holmfirth
Yorkshire
HD9 7AL

Phone: 01484 666261
Fax: 01484 666869

Website: www.demand.org.uk
E-mail: info@demand.org.uk

Maps and directions to our premises are available on our website

Registered Charity no: 1008128
Company limited by guarantee Registered in England No. 2671913 and governed by Memorandum and Articles of Association

Help us transform the lives of people with disabilities

Principal Patron: The Earl of Snowdon

Patrons: The Earl Howe
Roger Jefcoate CBE
The Rt Hon Sir John Major KG
Esther Rantzen CBE
Hon Clare Renton
Hon Caroline Stanley
The Lord Wolfson FBA

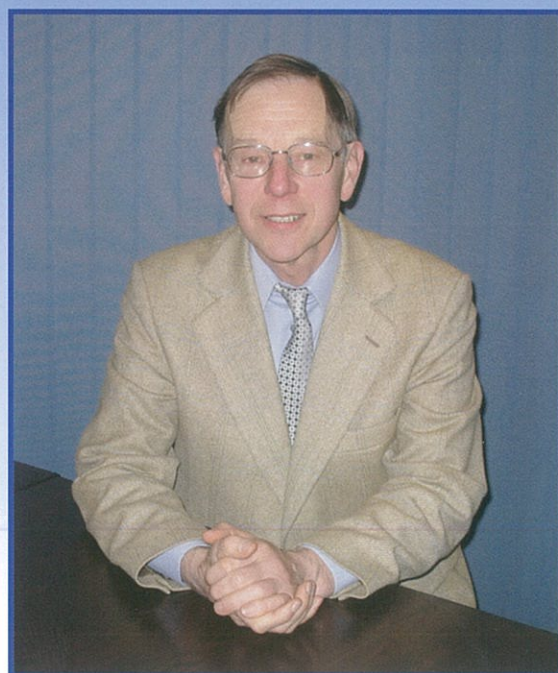
Trustees: Russell Willcox (Chair)
Elaine Bragg
Lady Hermione Grimston
Thomas Mercer
Anthony Soothill
Michael Warr
Michael Willis

Chief Executive: Andrew McBeath

Auditors: DTE Herbert Pepper
Park House
26 North End Road
London
NW11 7PT

Bankers: Barclays Bank Plc
Acorn House
36/38 Park Royal Road
London
NW10 7JA

Solicitors: Maxwell Winward LLP
100 Ludgate Hill
London
EC4M 7RE



A message from Roger Jefcoate CBE Patron of DEMAND

I have been involved with DEMAND from the very earliest days, it developed from the courses I ran at the London College of Furniture on technology for children with disabilities over 30 years ago. In those early years DEMAND was based at the college which is now part of London Metropolitan University, before moving to very modest rented accommodation in East London.

It is such a joy to see how it has developed and grown, particularly in recent years. It literally transforms the lives of hundreds of people with disabilities every year.

I remain actively involved with the charity, which is a wonderful example of good management and dedication. It is in these particularly hard times that we need your donations more than ever to continue this marvellous work and I warmly commend DEMAND to you for your generous support.

Roger Jefcoate CBE
Patron

Roger Jefcoate was awarded a CBE in the 1998 honours list for services to disabled people. He is widely respected as a facilitator who matches the needs of ill, disabled and disadvantaged people to charities who can help, whilst generating awareness, encouraging and advising on financial support.

Russell Willcox - Chairman of DEMAND



2008 saw DEMAND help more people with disabilities than ever before with their unique equipment needs but our pride in achieving that is tempered by the knowledge that there are many more people who need our help. This review provides some examples of the work we achieved and the equipment we produced last year thanks to your financial support.

DEMAND depends upon donations, and for those who supported us in 2008 I would like to say thank you, and to request that you continue to support us through what, for all of us, is a difficult financial period. For anyone considering supporting us we

extend a warm invitation to visit and see the work that we do first hand.

Our aim continues to be to expand and to help as many people with disabilities as possible; our recently opened Yorkshire branch goes from strength to strength. Whilst the current economic climate will influence the rate at which we can expand it cannot change the fundamental need. The number of people with disabilities needing our help increases every year, yet we can only help a fraction of these.

Our equipment and support services make a substantial difference to people with disabilities of all ages but provision of these depends on your donations.

Please help us to help more people with disabilities.

"Our work depends upon your generosity."

Mission Statement

DEMAND exists to conduct and encourage the design and manufacture of equipment that both improves the quality of life and provides opportunities for current and future generations of individuals with disabilities, irrespective of their ability to pay.

In the UK over 15% of the population have disabilities and the number is growing. Where there is a common need for equipment this is met by both public sector and private businesses. However, support to meet individual needs is often unavailable or financially inaccessible.

How We Help

DEMAND provides solutions when no other help is available. The equipment we make is supplied free of charge to individuals, though we always welcome a donation. The number and variety of requests we receive grows year on year. We have two primary objectives, firstly to design and manufacture equipment for people with disabilities where no off the shelf solution exists and secondly to encourage design for disability. Our projects fall into two broad categories - equipment that helps with everyday needs (about 75% of our work) and equipment that provides sporting and leisure opportunities.

HELPLINE

01923 681800

When individuals call with a problem our design team can provide advice and existing equipment sources.

Assessment

Our design team will arrange a visit to fully assess a client's needs, along with a carer and their Physio or Occupational Therapist.

Repair

When equipment fails and the manufacturer no longer exists DEMAND offers a repair service.



Projects

Our designers use the assessment to produce a final product. Some projects enable participation in leisure, the rest make everyday living easier.

Modification

We can tailor equipment designed to meet a generic need, to the specific needs of an individual.

Refurbishment

Our craftsmen often refurbish equipment that is no longer supported by the original manufacturer and return the item as good as new!



ANDY - SHOT PUT FRAME

Andy lives in Flintshire and is a paralympic athlete who specialises in the shot put. He has cerebral palsy and he has to use a frame to support his legs while he throws. **DEMAND** designed and made a customised frame for him, which helped him to win a bronze medal in the commonwealth games in 2008. He is currently training to compete in the London Paralympics in 2012



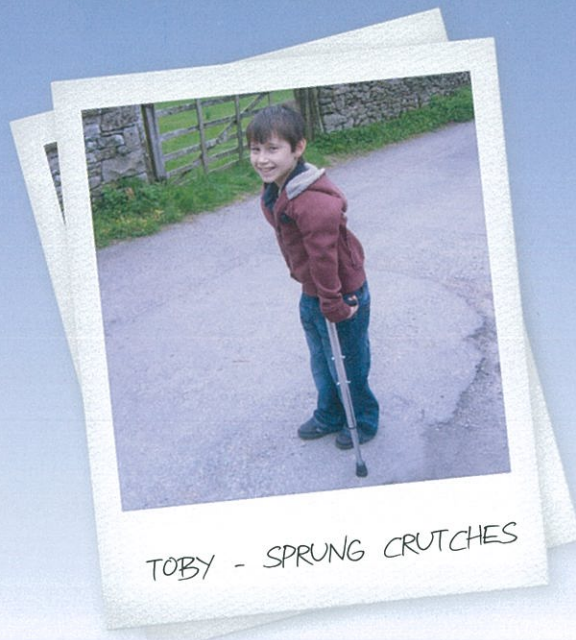
JOHN - WHEELCHAIR REFURBISHMENT

John has cerebral palsy and lives in Watford - he is a keen Watford FC supporter. **DEMAND** adapted his wheelchair so that it was more suitable for him to use while clay pigeon shooting. As part of the adaptation we put the Watford FC logo on his chair's spoke guards.



GLYNNIS - OXYGEN TROLLEY

Glynnis lives in Reading and was born with underdeveloped heart and lungs, consequently she has to use a ventilator with oxygen all the time. **DEMAND** designed and made her a trolley that looked like a Disney Princess castle for Glynnis to carry her ventilator and oxygen bottle with her at all times.



TOBY - SPRUNG CRUTCHES

Toby lives in Sedbergh in Cumbria and has Arthrogryposis, a contraction of muscles that fixes his joints - both his elbows and knees are fixed. He uses auxiliary crutches but these bruise under his arms and after prolonged use he cannot use them any more. To solve this we produced these spring loaded crutches that take out the sudden impact and as a result Toby can now walk around for much longer in greater comfort.

DEMAND was approached by Cancer & Biodetection Dogs, who are conducting research with dogs who can detect cancer cells in samples, their research may lead to a low-cost but effective cancer-screening programme for all. It was agreed that some form of apparatus would assist them in their work and one of our designers was allocated the project.

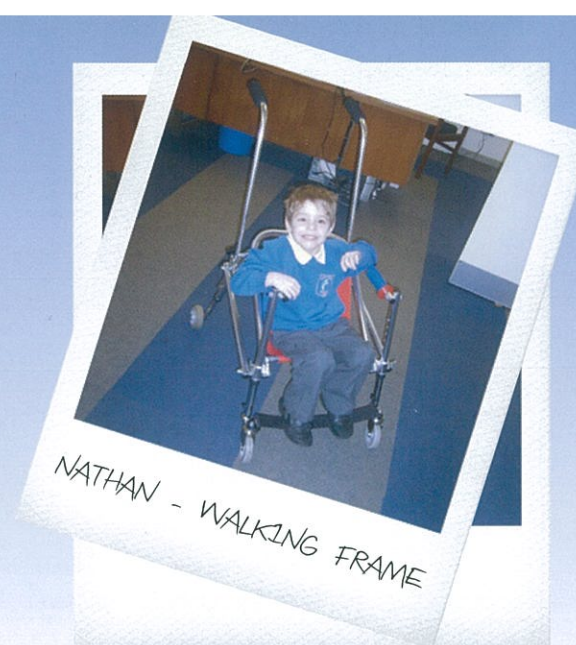
The apparatus consists of a carousel containing eight stations, each of which holds a sample. This sample may or may not contain cancerous cells. The dogs go to each station in turn and indicate to the research assistant which sample, if any, contain these cells.

Cancer & Biodetection Dogs are delighted with what **DEMAND** have designed and made for them. They say that it speeds up their research programme by hours each day.



DAISY - CANCER-DETECTING DOG

Nathan lives in Hade Edge near Holmfirth, he has limited use of his legs because of his cerebral palsy - he gets around with a walker but can easily become tired. **DEMAND** was approached by his parents because when they left home with Nathan they had to take both a wheelchair and his walker. We produced seat and handle adaptations for his walker that were lightweight so they could be easily carried on his walker, this also meant when he became tired his standard walker could be changed into a wheelchair and his parents could push him around.



NATHAN - WALKING FRAME



ORLA - DINING AID

Orla lives in Berkhamstead and she has Pitts Hopkins Syndrome. She cannot feed herself using a conventional plate. **DEMAND** designed a system which could house a high-rimmed plate and could be attached to any table so that Orla can now feed herself anywhere her family eats. Orla's Mum says, "This design has really made a difference to Orla and us as a family. We can all eat together as a family, now Orla can master her feeding. Thank you so much for taking such time and care to think about Orla's needs, and being so versatile with your designing."



MANDY - SHOOTING ARM REST

Mandy lives in Ash in Surrey, and has a spinal injury which means she has to use a wheelchair. She competes in air rifle competitions to a high level. In some events it was becoming difficult for her to stabilise her gun for an accurate shot, so **DEMAND** made her an arm rest that enabled her to take a more accurate shot. The arm rest fits onto her wheelchair, but is also removable so that her wheelchair is suitable for everyday use.

Liz is an Art and Media Tutor in Grimsby. She has recently fractured her spine and needs to use walking sticks. This prevents her from carrying equipment and coursework between lessons and generally hinders her ability to work. She approached **DEMAND** with this problem and asked if we could help, we then went about modifying and refurbishing a suitable piece of equipment. The trolley was previously used in Post Offices; it now has shorter handles, a larger, more stable wheelbase with better wheels and anti-tip bars to help the trolley become supportive. Additionally it has holders for crutches, a coffee cup and hooks for portfolios. It now meets her needs perfectly.



LIZ - EQUIPMENT TROLLEY

Retail Products

Only 10% of our income comes from the sale of products.

Over Bed Mirror

The **DEMAND** Over Bed Mirror is produced to enable patients immobilised in a supine position to see the world around them, and not just the ceiling. It is easy to manoeuvre and adjust, making it popular with nursing staff. The benefit to the patient is that it helps break their feeling of isolation which has proven benefits to recovery.

We are manufacturing these mirrors at our Yorkshire site in response to requests from spinal injury and intensive care units



Floor Sitter

This simple device enables children, who would normally need help to support themselves in a sitting position, to sit independently of a helper. The floor sitter enables children to be included in group activities.



Boccia Ramps

Boccia is a game that is similar to bowls. The player must bowl their ball nearest to a jack in order to win the game. Boccia is played by individuals with differing levels of ability.

Wheelchair users need a ramp to be able to play and **DEMAND** makes variants to suit different skill levels which are tailored to individual needs.



The DEMAND Neurological Chair

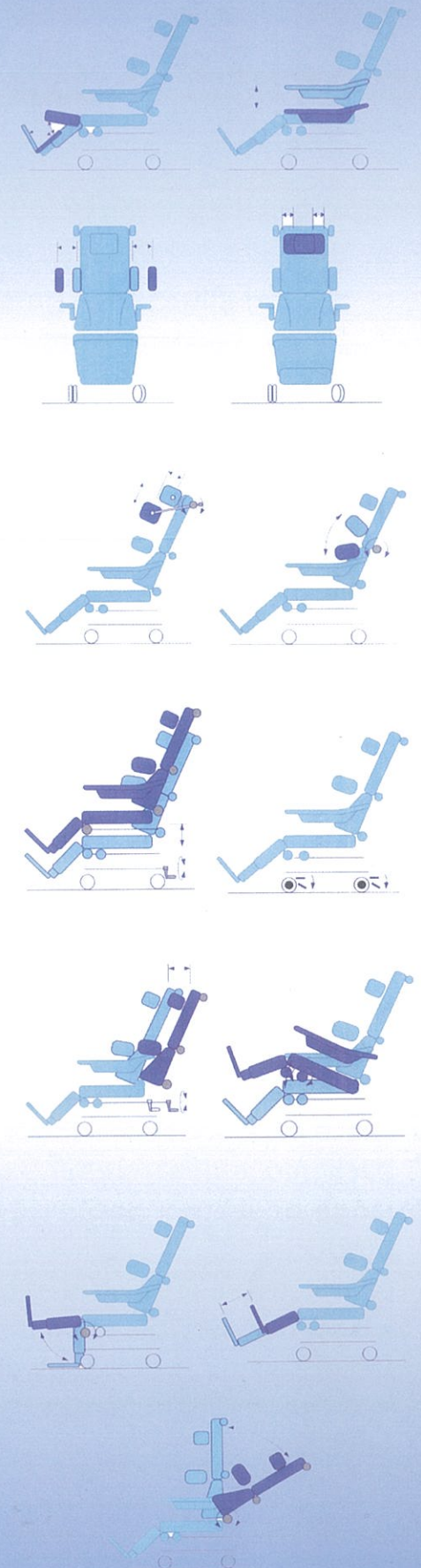
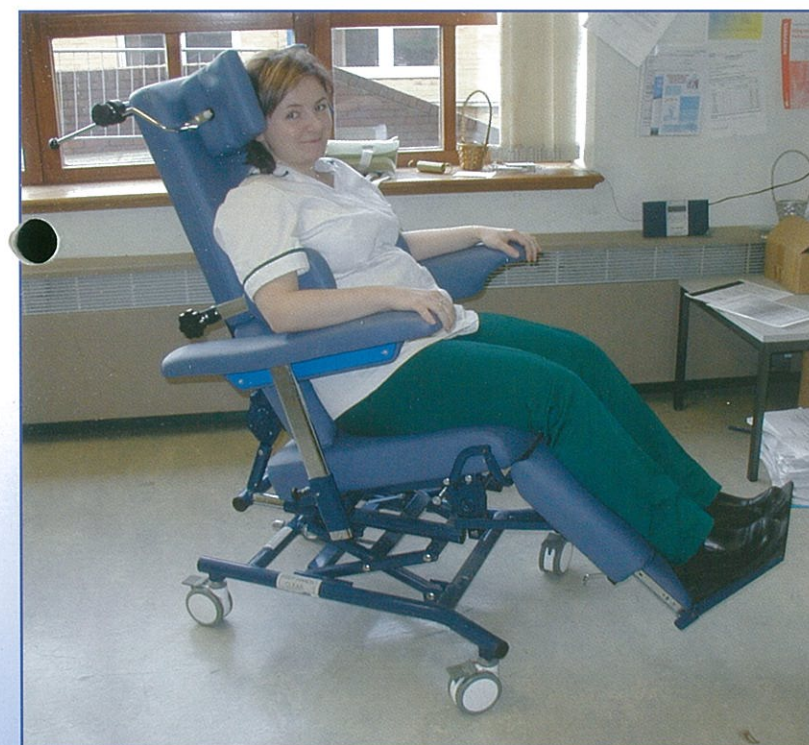
The **DEMAND** Neurological Chair is designed for the rehabilitation of patients with neurological and other conditions who require seating positions and postural control unobtainable from conventional seating. Correct positioning can alleviate stiffening of the joints, deformities and improve other functions including breathing and digestion.

The **DEMAND** Neurological chair features:

A wide range of adjustability enabling support where it is required

Suitability for people with widely differing heights and weights

A pressure-relieving cushion is fitted to the seat to alleviate pressure sores



University Support 07/08



From September 07 to July 08 Jodie was on placement from Nottingham Trent at Abbots Langley and Nick was on placement from De Montfort University at Brockholes



ELLA - FOOTREST

Jodie - Footrest for Ella

Ella is 2 and a half and lives in Hertfordshire, she has cerebral palsy. Her Occupational Therapist required Ella to have a supportive chair while she was at playschool. Jodie modified a small chair from her playschool and added a footrest so that Ella could sit with correct posture.

Nick - Wheelchair Adaptation

During his placement at Brockholes Nick has produced a bolt-on adaptation to allow any standard wheelchair the ability to tilt in space with independent seat and back movement creating a wide range of seating positions. He has produced and delivered two complete units to the local NHS wheelchair services as well as a full set of technical drawings allowing for future manufacture of this solution.



WHEELCHAIR ADAPTATION

University Support 08/09



From September 2008 to August 2009, Joel is on placement from Huddersfield University at Brockholes. Joel is a mature student, studying a BEng Mechanical Engineering. Our student placement at Abbots Langley is Harpreme who is studying BA Furniture and Product Design at Nottingham Trent.



REBECCA - UMBRELLA HOLDER

Harpreme - Umbrella Holder

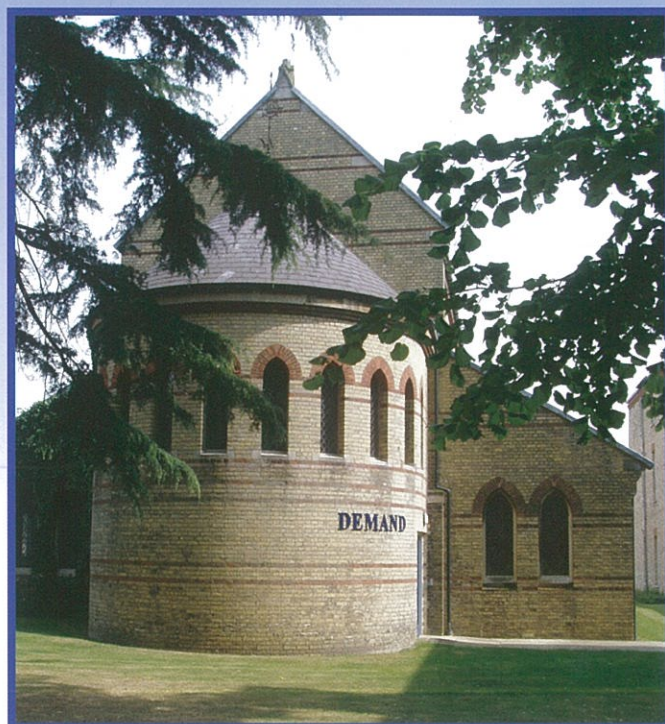
Rebecca has cerebral palsy and uses an electric wheelchair. While she is at school she has to travel between buildings for lessons. DEMAND made an umbrella holder that was mounted on her wheelchair it is fully adjustable in every direction so that she can avoid getting soaked when it rains!

Joel - Chair Riser

Chris lives in West Yorkshire. His main damage means that he struggles to get up from his chair, a solution was required that would provide a range of increased heights and still remain safe and stable. Joel designed and produced this adjustable chair riser which was delivered and fitted to Chris' chair giving him the ability to rise from his chair unaided.



CHRIS - CHAIR RISER



About DEMAND

Our Abbots Langley site fulfills two roles, centralised management and administration for the whole organisation as well as design and manufacture for projects across the south of England. The offices, design studio and fully equipped workshops are sufficient to meet the wide range of work we undertake on behalf of children and adults with disabilities.

Our rented Yorkshire site concentrates on design and manufacture, and although smaller than Abbots Langley, the design studio and workshops are also fully equipped to meet the needs of those we help across the north of England.

Our current aim is to raise funds to sustain both sites and to provide permanent premises for Yorkshire. We will then expand into Scotland, thereby increasing significantly the number of people with disabilities we can help across the UK.

We welcome people to come and see for themselves the work we do and hold visitors days throughout the year at both sites.



The Forum



DEMAND, BIME, MERU and Remap

These organisations work together to avoid overlap and duplication, and by co-operation and collaboration help each other to help more people with disabilities.

Our programme of co-operation and collaboration was made possible by the generous support from Lloyds TSB Foundation for England and Wales. Key activities have been:

Project Risk Management

Each of the partner organisations aspires to the highest standards of design and manufacture so that the benefits of our products are maximised and the risks minimised. As a Forum we share the objective of continuous improvement and we continuously seek to improve our awareness of the current legal framework. This has enabled us to improve our practices and procedures to ensure we remain comfortably ahead of what can reasonably be expected.

Increasing referrals

One of the measures of our success in working together is the amount of work partner organisations refer to one another. Early in our partnership we established close working relationships at CEO level, but recognised the key to success was rolling this out to our key staff. Visits and shared work put them in contact with one another and referrals have continued to increase as a result. Every referral represents a person with disabilities that might not otherwise have been helped.

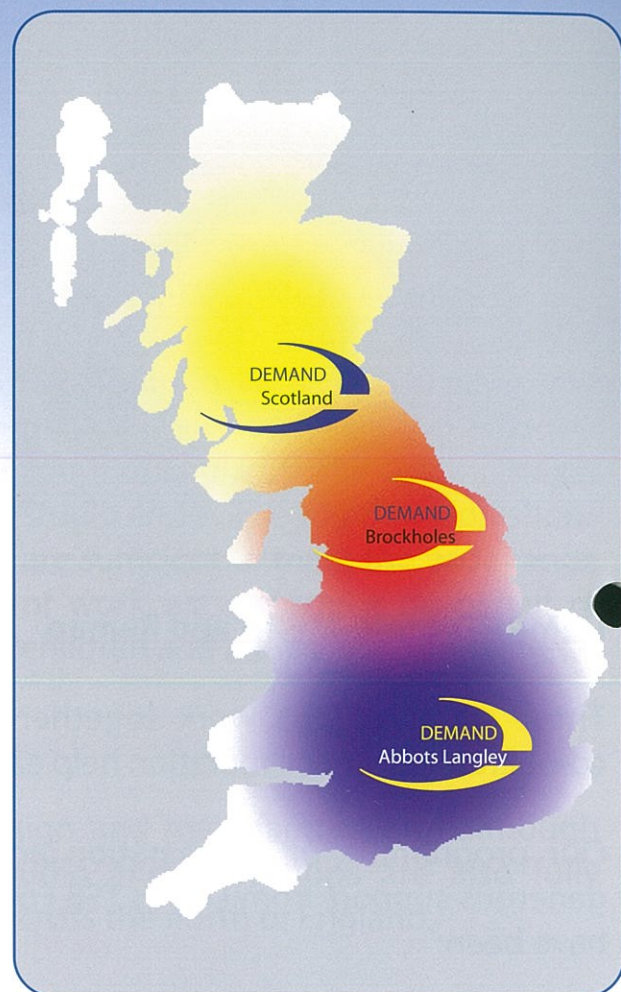
We have achieved our aim of establishing a level of awareness of one another's capabilities so that we continue to refer work without the need for special initiatives to encourage this. However, we consider it important to continue our CEO meetings and project risk management work, and wish to reinforce the progress already made by holding another conference.

Increasing the number of people with disabilities that DEMAND can help

Private sector economics preclude help; public sector funds only stretch so far and current voluntary sector help falls well short of meeting the need.



Please help us to help more people with disabilities.



Help us make a difference to people with disabilities



The company donates the gross amount and claims tax relief when calculating its profits for corporation tax.

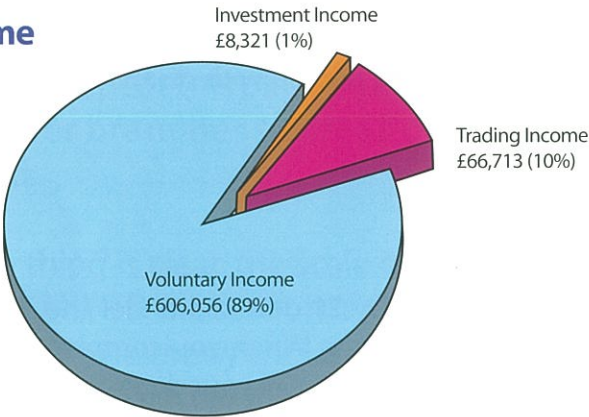
Registered Charity no: 1008128
Company limited by guarantee Registered in England No. 2671913 and governed by Memorandum and Articles of Association

☐ Please send me information about fundraising

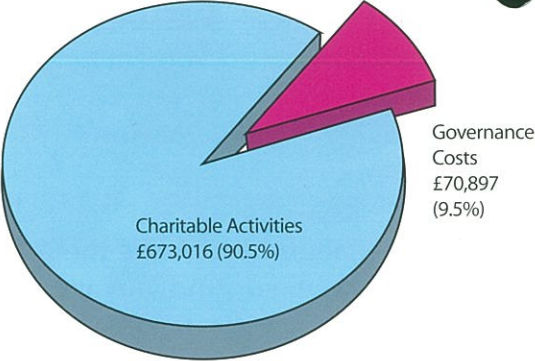
Income and Expenditure Account for the year ended: 31st December 2008

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2008 £ | Total Funds 2007 £ |
|---|----------------------------|--------------------------|--------------------------|--------------------------|
| Incoming resources | | | | |
| Voluntary income | 395,445 | 210,611 | 606,056 | 571,098 |
| Investment income | 8,321 | | 8,321 | 14,950 |
| Activities for generating funds | 66,713 | | 66,713 | 49,336 |
| Total incoming resources | 470,479 | 210,611 | 681,090 | 635,384 |
| Resources expended | | | | |
| Charitable activities | 470,182 | 202,834 | 673,016 | 611,207 |
| Governance costs | 50,912 | 19,985 | 70,897 | 106,254 |
| Total resources expended | 521,094 | 222,819 | 743,913 | 717,461 |
| Net movement of funds | 50,615 | 12,208 | 62,823 | 82,077 |
| Fund balance brought forward at 1st January 2008 | 125,041 | 516,800 | 641,841 | 723,918 |
| Fund balances carried forward at 31st December 2008 | 74,426 | 504,592 | 579,018 | 641,841 |

Income



Expenditure



Balance Sheet as at 31st December 2008

| | Unrestricted Funds £ | Restricted Funds £ | 2008 £ | 2007 £ |
|--|----------------------------|--------------------------|----------------|----------------|
| Fixed Assets | | | | |
| Tangible Assets | 8,220 | 428,013 | 436,233 | 453,523 |
| Current Assets | | | | |
| Stock | 1,371 | 7,100 | 8,471 | 13,150 |
| Debtors | 32,178 | 1,437 | 33,615 | 33,333 |
| Cash at bank and in hand | 29,638 | 94,597 | 124,235 | 244,330 |
| | 63,187 | 103,134 | 166,321 | 290,813 |
| Creditors | 17,184 | 6,352 | 23,536 | 102,495 |
| Net Current assets | 46,003 | 96,782 | 142,785 | 188,318 |
| Total assets less Current Liabilities | 54,223 | 524,795 | 579,018 | 641,841 |
| Funds | | | | |
| Restricted | | | 494,697 | 516,800 |
| Unrestricted: General charitable funds | | | 84,321 | 125,041 |
| | | | 579,018 | 641,841 |

These financial statements are not the company's statutory accounts, which have been finalised and reported on by the auditors under section 235 Companies Act 1985. The Auditors' report contained no qualification. The financial statements contain details of the company's affairs at 31 December 2008 and of the excess of expenditure over income for the year ending on that date presented in the same format as previously used. Statutory accounts for the year ending 31 December 2008 have been delivered to the Registrar of Companies and the Charity Commissioners.

Full accounts, which have been audited by DTE Business Advisory Services Limited, are available on request from the Company Secretary

Alan Stokes

Secretary: Alan Stokes



Thank you to all our donors who have supported us over the past year.

You have enabled us to help more people with disabilities than ever before, and with your continued help, we aim to increase the number we help every year.

We strictly control our fundraising and administration costs

Without your generous donations we could not continue to help people with disabilities



www.demand.org.uk

