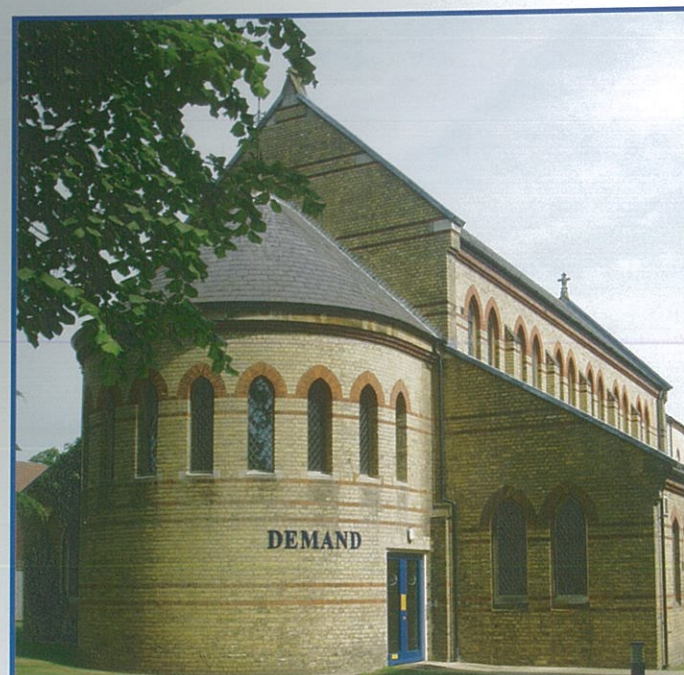


DEMAND
Design & Manufacture for Disability



Annual Review



DEMAND - Head Office

The Old Chapel
Mallard Road
Abbots Langley
Hertfordshire
WD5 0GQ

Phone: 01923 681800
Fax: 01923 682400

Website: www.demand.org.uk

Email: info@demand.org.uk

Maps and directions to our premises are available on our website.

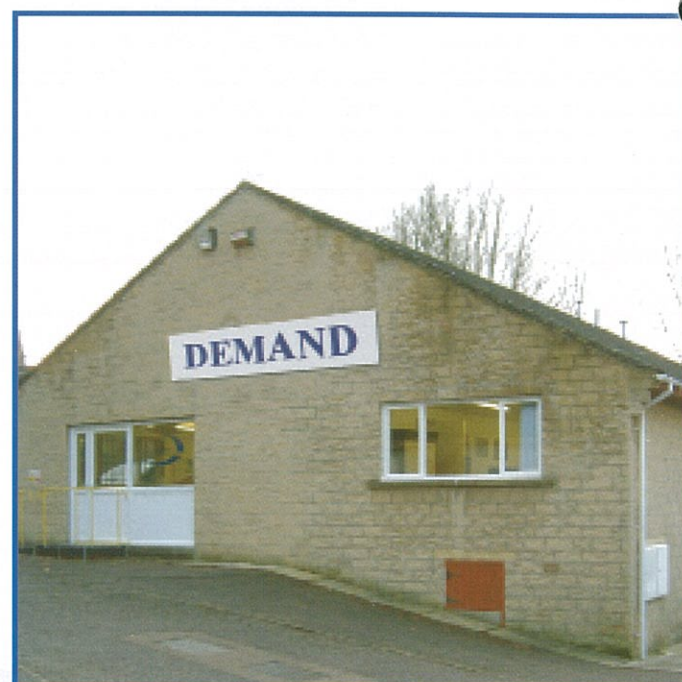
Registered charity no: 1008128

Company limited guarantee Registered in England No.2671913 and governed by Memorandum and Articles of association.

DEMAND - Brockholes, Yorkshire

Onyx House
303 Newmill Road
Brockholes
Holmfirth
Yorkshire
HD9 7AL

Phone: 01484 666261
Fax: 01484 666869



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

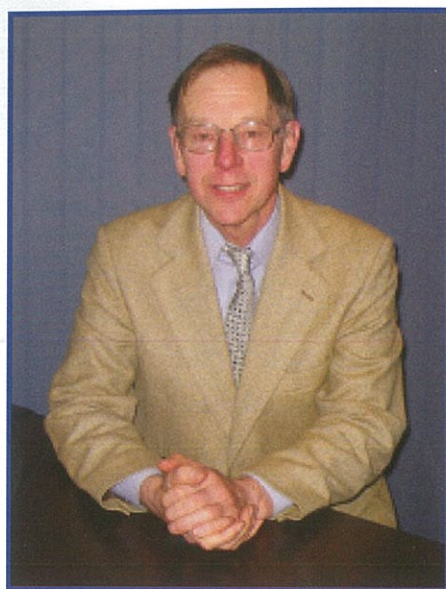
Trustees: Russell Willcox (Chair)
Elaine Bragg
Lady Hermione Grimston
Anthony Soothill
Michael Willis
Jane Whiteley

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.



In 2009 we have again achieved our aim of helping more people with disabilities than ever before but we know that there are still many more who could benefit from our help.

2009 has been a difficult year financially for everyone but I am proud to say that thanks to the voluntary efforts of our staff and with some innovative thinking we have been able to hold our own. Through our recycling initiative we have had surplus medical and disability equipment donated to us which we have refurbished or recycled as spares enabling us to help even more people with disabilities.

Whether you have supported us in the past, or are considering supporting us in the future, we extend a warm invitation to visit us at either our Yorkshire or Hertfordshire sites, to see how our work literally transforms the lives of people with disabilities.

Our aim continues to be to expand and to help as many people with disabilities as possible, though of course the recession is affecting the timing. In 2010 and 2011 we are asking for support to provide permanent, larger premises in Yorkshire to enable us to expand our recycling and refurbishing initiatives, thus helping more people with disabilities whilst diversifying our income.

DEMAND nevertheless depends on donations and I would like to say thank you to all who supported us in 2009, and to request that you continue to support us through the extended recession affecting the voluntary sector.

Russell Willcox
Chairman

*"Our work
transforms the
lives of people
with disabilities."*

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 very complex needs is often unavailable or financially inaccessible.

DEMAND provides equipment where no "off-the-shelf" solution is available. It is free of charge to individuals (though we always welcome a donation!), and we make a representative charge to other organisations. The number and variety of requests we receive grows year on year, but broadly 75% of our work helps with everyday needs and the balance goes towards providing sporting and leisure opportunities or helping recovery from disabling injury.

Helpline

+44(0)1923 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 physiotherapist or occupational therapist.

Repair

When equipment fails and becomes unsafe and no one else can repair it DEMAND will assess it and where possible offer to repair.



Projects

We use the information from the assessments to design and manufacture a whole range of equipment required to make everyday living easier, enable participation in sports/leisure, and to help recovery from injury.

Modification

We can tailor equipment produced 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!

DEMAND has a wide variety of products and services all to meet the needs of our clients. Our work is best understood with images which give a better understanding of the people we help and the solutions we provide. Here is a selection of projects undertaken in 2009.

Lauren (cerebral palsy)



Lauren is 4 and lives in Hemel Hempstead. She has cerebral palsy and her physiotherapist and parents encourage her to use a walking frame for therapy purposes. Due to her condition, she is unable to use a standard frame and so DEMAND was asked to help. DEMAND fitted extra padding to give her the support she needed. Lauren can now use her walking frame in comfort.

Alice (multiple sclerosis)



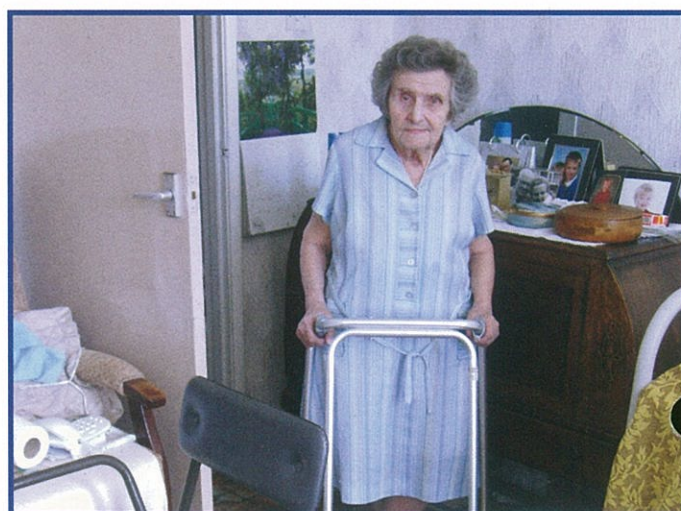
Alice lives in Bracknell in Berkshire; she has an undiagnosed condition similar to MS and sometimes needs the use of a wheelchair. Her carer Lucy who has a two year old son couldn't take Alice out for walks because she couldn't push her chair and her son's pushchair at the same time. DEMAND made a lightweight "Buggy Board" specifically to fit Alice's chair allowing Lucy's son to stand on the back. Lucy can now take Alice and her son for walks in the local countryside, which helps Alice make a faster recovery back onto her feet.

Zubair (cerebral palsy)



Zubair is 15 and attends a special school in Hertfordshire. He has severe cerebral palsy, very weak arms and is prone to uncontrolled erratic movement. He has very little grip in his hands. His occupational therapist asked if **DEMAND** could help. **DEMAND** made an articulating spring-loaded mechanical device which takes the weight of his arm while allowing full freedom of movement smoothed out with air dampers. Zubair is now able to participate in therapeutic activities, like painting and drawing, which helps to strengthen his arm and hands.

Betty (reduced mobility)



Betty lives in Rotherham South Yorkshire. Her occupational therapist contacted **DEMAND** to see if we could help her safely use her commode. As a result of a hip replacement she could no longer just sit down, instead she has to let herself fall into the seat with obvious risk to herself. The lightweight commode she was using could easily tip over and cause injury whilst she did this, so to prevent this **DEMAND** provided an adaptation that bolted onto the base of the commode making it significantly stronger and more stable.

Naheed (lymphedema)



Naheed lives in Middlesex and has Lymphedema which causes extreme weight gain and fatigue. She needs to sit on a sofa so that she can periodically shift her position to alleviate her discomfort. She was unable to sit down or raise herself without assistance which was very difficult and risked the health of herself and her carers. **DEMAND** made an electrically-operated mechanism to lift and tilt the sofa, whilst Naheed is still sitting. She is now able to transfer between the sofa and her walking frame without assistance.

Peter (learning difficulties)



Peter is 82 and lives in sheltered accommodation in Hertfordshire. He has severe learning difficulties. His occupational therapist was concerned that he would develop spinal deformities as a result of his tendency to slump forward when seated at a table for meals. **DEMAND** made a raised tray which attaches securely to the table with wrap around wings to rest his elbows on to raise and improve his upper body posture.

Phil (amputee)



Phil from North Yorkshire approached **DEMAND** after having a leg amputated as a result of cancer. He was a very active man and wanted to get back to this lifestyle as quickly as possible. Phil asked for a set of crutches that could supplement his artificial limb and be carried around with him in case of emergencies. In the photo Phil is in Sweden on a camping trip with the Scouts. The crutches collapse and fit easily into his rucksack to enable Phil to take them with him wherever he went, without them getting in the way.

Alfonso (cerebral palsy)



Alfonso lives in Cheshire and has cerebral palsy. However, this doesn't stop him from being very independent. His occupational therapist came to us to see if we could help him shower independently. We designed and produced a tray attachment for his shower chair to hold large dispensers for shower gel and shampoo. It also has a tray for catching the soaps and two hooks; one for the shower head whilst not in use and the other for a sponge.

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 an international sport 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, up to paralympic level.

Certain 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.

New and Refurbished Equipment Sales



Recycling and refurbishment of disability equipment is an exciting new initiative for us. As well as directly helping many more disabled people, the income from this donated equipment enables DEMAND to tackle more bespoke projects.

There is an ever changing variety of equipment for sale like the example here. For a full list of equipment available please visit our website at www.demand.org.uk/sales

For more information or to purchase any items on these pages call +44(0)1484 666261
Or email demand.yorkshire@demand.org.uk

The DEMAND Neurological Chair



"Your level of support is second to none, your chair has helped so many people."

Whipps Cross University Hospital

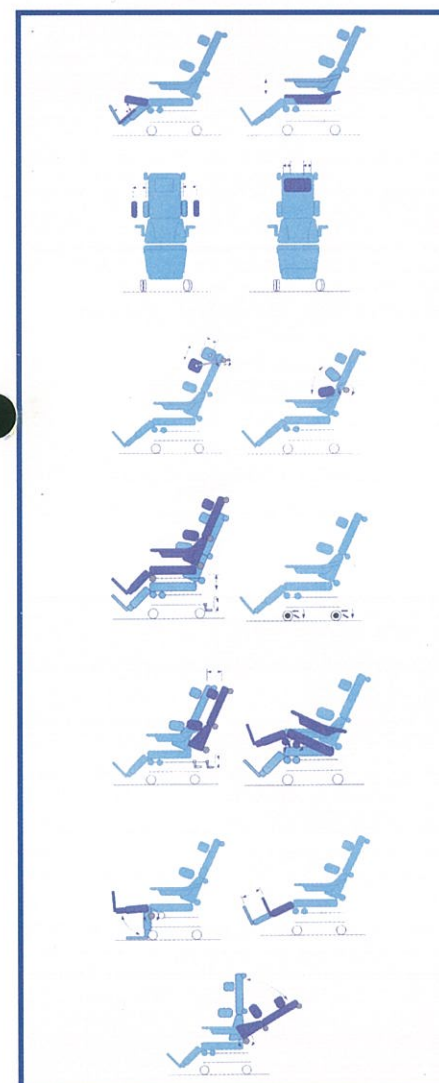
The DEMAND Neurological Chair is designed for the rehabilitation of patients with neurological and other conditions who require seating positions and postural control unobtainable from conventional seating. Correct positioning can alleviate stiffening of the joints, deformities and improve other functions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

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



Every year DEMAND opens its doors to design and engineering students from across the country. The students work as junior designers and gain valuable experience in a wide range of situations, design problems and manufacturing techniques. These are a few examples of the projects students have been involved in.



Joel is studying Mechanical Engineering at Huddersfield University and spent the academic year 08/09 working at DEMAND.

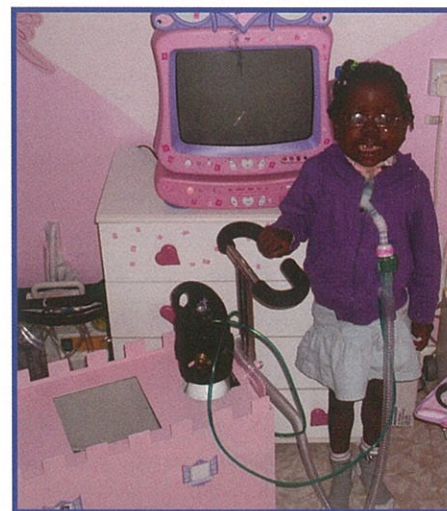


Joel designed and produced an adjustable chair riser for Chris, a client in West Yorkshire. His brain damage means that he struggles to get up from his chair, a solution was required that would provide a range of increased heights and still remain safe and stable. The riser was delivered and fitted to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



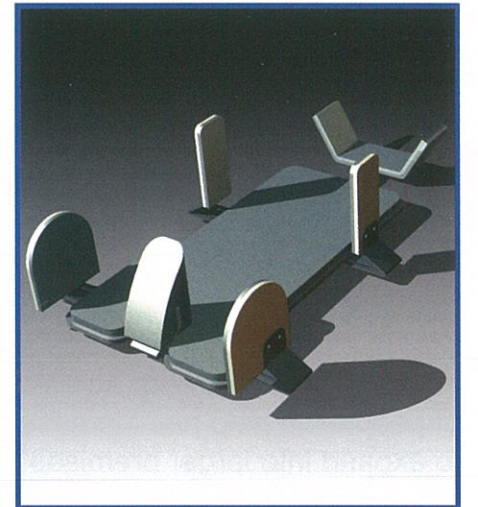
Harpreme is studying Furniture and Product Design at Nottingham Trent University and spent six months at DEMAND.

Harpreme designed an oxygen trolley for Glynnis. Glynnis lives in Reading and was born with underdeveloped heart and lungs, consequently she has to use a ventilator with oxygen all the time. Harpreme designed and made her a trolley that looked like a Disney Princess castle. It carries her ventilator and oxygen bottle so it is with her at all times.



Sophie is studying for a BA in Industrial Design and Technology at Loughborough University and is on a industrial placement with DEMAND.

A frequent request for DEMAND is to help provide postural support to infants who are not yet big enough to use a specialist wheelchair. However, with early intervention will invariably grow up with fewer complications. Sophie has developed a common solution which will fit into any standard pushchair and provide lateral and hip support, head rests and a pommel as prescribed.



Chris is also studying for a BA in Industrial Design and Technology at Loughborough University and in his third year of study.

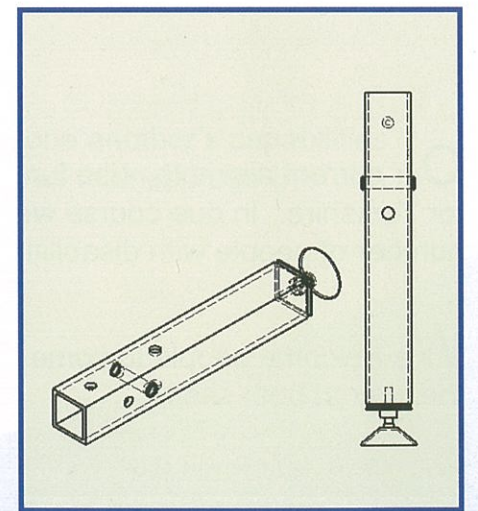


Chris designed and made this adjustable footrest for a young boy called Luuk from Fife. He has cerebral palsy and needs support for his feet whilst in the car. The footrest fits over the central column in the car and provides the support he needs. Luuk uses this footrest on journeys to his specialist physician who is based over 200 miles away.



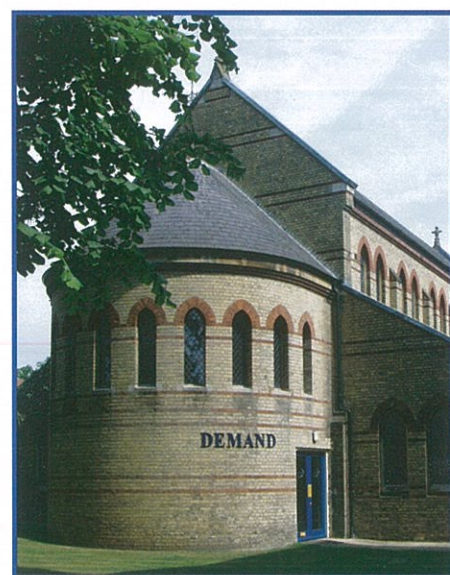
Tom is studying for a BSc in Product Design and Engineering at Brunel University and will be with DEMAND until August 2010.

Tom has designed a set of table leg extensions for Andrew Hill from High Wycombe. He has severe learning difficulties and his occupational therapist contacted DEMAND with a request to raise Andrew's work bench at which he rolls tape as a therapeutic exercise. She was concerned that at its current level Andrew may develop back problems as it is too low to work at.



Our Abbots Langley site fulfils 2 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.

The 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. The number of people we help has increased to the point where we will need to expand into larger premises in 2010/2011.



The Old Chapel



Yorkshire

*"We welcome
you to come and
see our work first
hand."*



Abbots Langley Workshop

Our current aim is to raise funds to sustain both sites and to provide permanent, larger, premises for Yorkshire. In due course we aim to 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 host visits throughout the year at both sites.

BIME

Bath Institute of Medical Engineering



MERU

Life-Changing designs for young people with disabilities

Remap

custom made equipment for
people with disabilities

BIME - REMAP - DEMAND - MERU

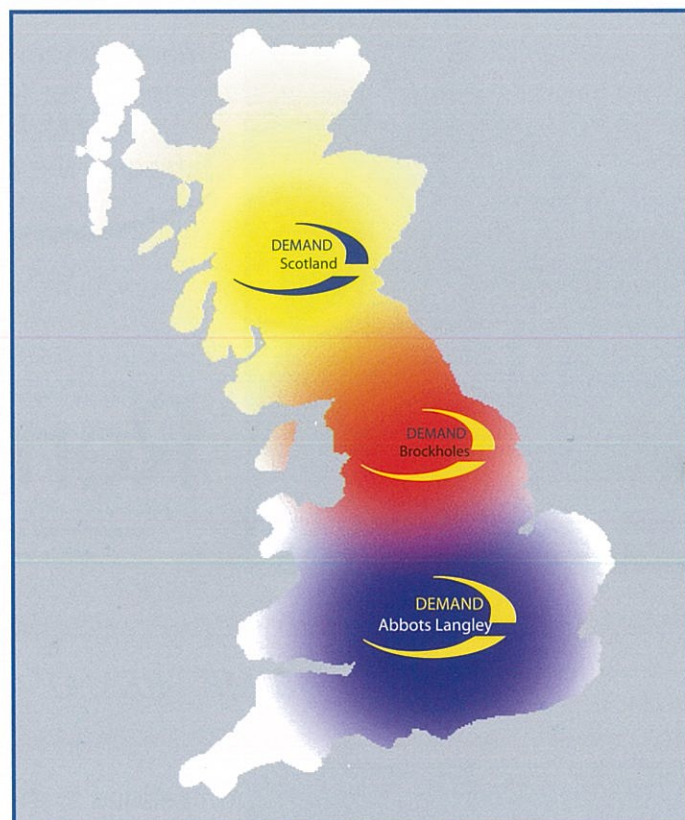
DEMAND works with these organisations to avoid overlap and duplication, and by co-operation and collaboration help each other to help more people with disabilities.

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

The principal measure 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. We continue our CEO meetings quarterly.

*“2010 Goal:
expand our
Yorkshire branch
to help more
people with
disabilities”*



In 2006 we opened a second branch of the charity in Yorkshire, in the M62 corridor. This has proved a substantial success with 50% more people with disabilities being helped than ever before. To enable us to achieve our aim of helping as many people with disabilities as possible our wish is to consolidate in Yorkshire by providing permanent, larger, premises in 2010/2011. In the future we aim to expand into Scotland, focusing on the M8 corridor.

In the longer term, we hope that we will be able to repeat this pattern, establishing further branches in areas of greatest need.

We aim to help many thousands of people with disabilities achieve “equality of life” by providing equipment tailored to their specific needs that they require but cannot get elsewhere.

Priate sector economics preclude help; public sector funds only stretch so far. We rely on the generosity of Trusts, Foundations, Companies, and Individuals.

Your contribution will make a difference to our work in aid of children and adults with disabilities.

Tax Relief - Gift Aid - Individuals

Gift aid enables us to make the most of every donation. For every £1 donated under the scheme, we can reclaim an extra 28p at no extra cost to you on all donations. When you complete the slip below please tick the gift aid box. We will then be able to reclaim tax on all your donations.

Tax Relief - Gift Aid - Companies

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

By Cheque or Credit Card

Please send your donation using the slip below, or donate online through www.justgiving.com/demand/donate.

Give as You Earn

If your employer operates a payroll giving scheme, you can arrange with them to deduct a regular gift from your gross pay in favour of DEMAND. This is a tax efficient way of giving. Our registration number is 000 000 389.

Leave a Legacy

Leaving a bequest to DEMAND is a wonderful way to ensure that people with disabilities continue to receive special equipment long into the future.

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



DEMAND, Design and Manufacture for Disability, FREEPOST SB408, Abbots Langley, WD5 0GQ

I wish to donate £ _____

Name _____

Address _____

Postcode

Email

Signature _____

Date _____

☐ I would like to Gift Aid my donation

Please debit my Credit / Debit /Charity Card
(delete as applicable)

My card no is

Expiry Date

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☐ I would like to set up a standing order

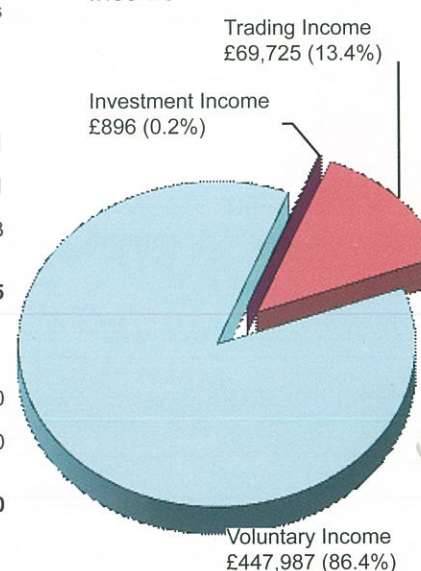
☐ Please send me information about leaving a legacy

☐ Please send me information about fundraising

Income and expenditure account for the year ended 31st December 2009

	Unrestricted Funds £	Restricted Funds £	Total Funds 2009 £	Total Funds 2008 £
Incoming resources				
Voluntary income	335,032	112,955	447,987	606,921
Investment income	896		896	8,321
Activities for generating funds	69,725		69,725	66,713
Total incoming resources	405,653	112,955	518,608	681,955
Resources expended				
Charitable activities	314,027	170,824	484,851	673,870
Governance costs	43,024	16,724	59,748	71,200
Total resources expended	357,051	187,548	544,599	745,070
Net movement of funds	48,602	74,593	25,991	63,115
Fund balance brought forward	50,513	528,213	578,726	641,841
Fund balances carried forward	99,115	453,620	552,735	578,726

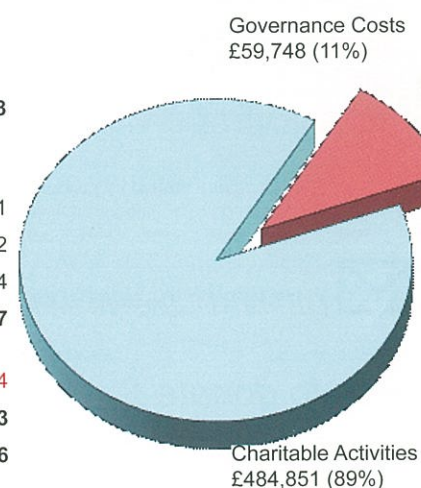
Income



Balance Sheet as at 31st December 2009

	Unrestricted Funds £	Restricted Funds £	2009 £	2008 £
Fixed assets				
Tangible assets	3,604	421,416	425,020	436,233
Current assets				
Stock	34,444	16,240	50,684	8,471
Debtors	15,194	1,174	16,368	34,952
Cash in the bank and in hand	60,945	39,107	100,052	174,934
	110,583	56,521	167,104	218,357
Creditors	15,072	24,317	39,389	75,864
Net current assets	95,511	32,204	127,715	142,493
Total assets less current liabilities	99,115	453,620	552,735	578,726
Funds				
Restricted			453,620	528,213
Unrestricted: General charitable funds			99,115	50,513
			552,735	578,726

Expenditure



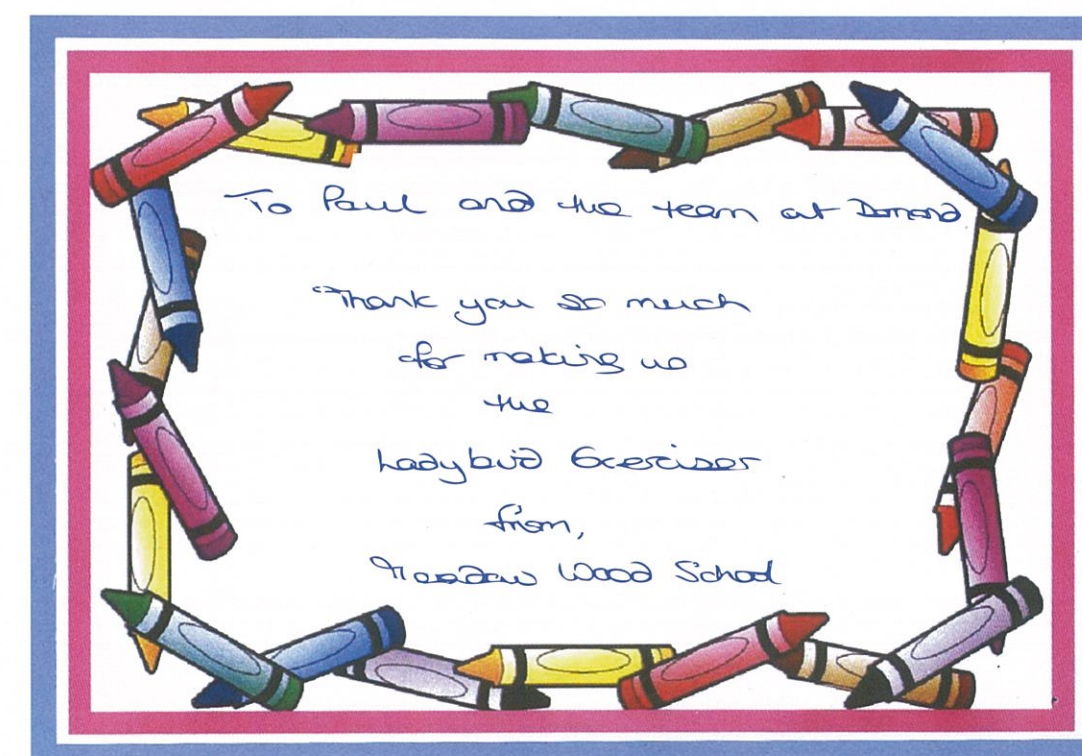
 Alan Stokes
 Company Secretary

These financial statements are not the companies 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 companies affairs at 31st of December 2009 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 31st December 2009 will be delivered to the registrar of Companies and the Charity Commissioners.

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



We would like to take this opportunity to thank all our donors who have supported us over the past year. You have enabled us to help more people than ever before, and with your continued help, we aim to increase the number we help every year.





www.demand.org.uk

