

## Legal and Administrative Information:

### **Trustees**

Richard Bavister

Les Brown

Peter Cattermole

Adam Ferry

Elizabeth Myers

Ian Robertson

David Russell

Saransh Sagar

Sarah Shaw

**Andrew Waters** 

#### Chair

Peter Cattermole

### Vice-Chair

Sarah Shaw

### **Honorary Treasurer**

**Andrew Waters** 

### **Company Secretary**

**Andrew Waters** 

### **Charity Number**

England/Wales: 1137666 Scotland: SC050584

### **Company Number**

07316433

### **Registered Office**

9 West End

Kemsing

Sevenoaks

Kent

TN15 6PX

### **Independent Examiner**

Neil Thomas FCA

Lynfield

Maynards Green

Heathfield

**East Sussex** 

**TN210DG** 

### **Main Bankers**

Co-Operative Bank

PO Box 250

Skelmersdale

Lancashire

WN8 6WT

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### CHAIR'S FOREWORD

Like every charity, indeed every organisation world-wide, Remap has been significantly impacted by the Covid-19 pandemic this year but I'm proud to report that many of our branches have managed to keep performing the essential services that we offer and have dealt with over 1,500 referrals. Please read the Trustees Report for the highlights, key statistics and some examples of the inspiring solutions our volunteers have developed this year. Our grateful thanks go out to the many individual donors, companies and charitable trusts that make this all possible.



The Trustee Board welcomed Saransh Sagar and Ian Robertson this year, as part of the continued drive to ensure we have the appropriate skills and fresh thinking that a charity such as Remap needs to innovate and grow. They join an organisation that has spent a good part of last year planning how to not just survive the pandemic but to build back better and stronger than ever. These plans include a focus on creating new branches where we have geographical gaps, and strengthening existing branches where they need it; We have implemented new, secure and highly efficient systems to support all our branches; And by leveraging virtual working we have recruited a fantastic new central team, at the same time closing the physical office to ensure we maximise the benefits our clients derive from our funding.

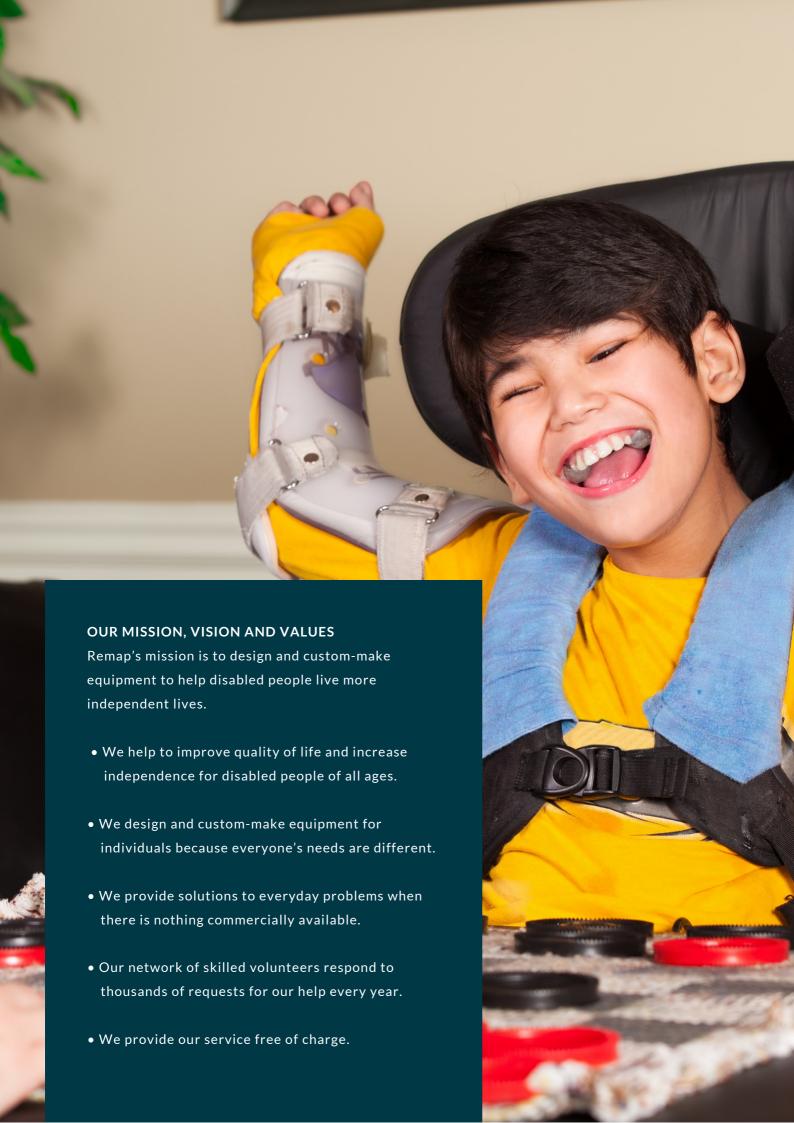
The Covid-19 policy and risk management protocol we developed last year has been highly successful in allowing many of our volunteers to work with clients, albeit under much more demanding conditions. This has ensured that none of our volunteers, clients, carers and Occupational Therapists are put at risk or asked to do anything they were not comfortable with.

The consultations the trustees took last year with volunteers and branch chairs have been reflected in the forward plans as the country starts to open up again, and we thank them for their input and support throughout this period.

We all know that Remap provides an essential service in our communities. It's through the ingenuity, commitment and generosity of our volunteers' time, that we make such a positive impact to not only the physical but also the mental well-being of so many people. In April we welcomed back the Scottish panels into Remap 2010, so we are now proud to offer our services to all four nations of the United Kingdom. Starting this year, we will add branches where we need them so that no one is beyond the reach from Remap's help.

Peter Cattermole, Chair of Trustees

10th June 2021



### TRUSTEES' REPORT

### Structure, Governance and Management

### The Governing Document

Remap is registered at Companies House under the name Remap 2010 and with the company number 07316433. It is registered with the Charity Commission in England and Wales under the charity number 1137666 and in Scotland under SC050584.

Remap's main governing document is its Articles of Association, and running alongside this is the Operations Manual, which constitutes the rules of the charity. The Operations Manual also contains guidance on best practice on all aspects of Remap's activities, and as such is an evolving document designed to respond to members' experience and thus retain its relevance and authority.

The Articles of Association were amended by special resolution on 12 March 2020 thereby allowing Remap to also operate in Scotland and the whole of the United Kingdom.

### **Recruitment and Appointment of Trustees**

The trustees during the year were:

Richard Bavister

Les Brown

Peter Cattermole

Adam Ferry

Sarah Forshaw (resigned 10 March 2021)

Ian Midgley (resigned 20 July 2020)

Elizabeth Myers (appointed 2 September 2020)

Ian Robertson (appointed 11 March 2021)

David Russell

Saransh Sagar (appointed 11 March 2021)

Sarah Shaw

**Andrew Waters** 

Ian Midgley and Sarah Forshaw resigned as trustees during the year, Ian to concentrate on his role as chair of the Harrogate branch and Sarah because of work commitments. The Trustees thank them for their valued contribution to the board over the years.

Elizabeth Myers, appointed during the year, has an extensive background in nursing, both in practice and in academia. She served as an advisor to the Scottish NHS policy board and on several healthcare professional councils. She joined the Scottish Remap board of trustees in 2015 and became chair in 2018.

lan Robertson, appointed during the year, is a qualified Chartered Accountant and advisor to technology and engineering companies.

Saransh Sagar, appointed during the year, is a graduate mechanical engineer, and works as a product manager within FinTech.

### THE IMPACT OF MAKING THINGS **POSSIBLE:**

Volunteers.

An estimated Hours spent by volunteers, working on projects.



Annual volunteering resource valued at

7 Million.

Of projects completed for under 18's.



74 branches covering the whole of the United Kingdom.

£80,000 Contributed by local branches.



38% MA

Of projects completed for people over the age of 65.



Of projects completed for 18-64 year olds.



Referrals made during lockdown.

### ORGANISATIONAL STRUCTURE

Following the merger with Remap Scotland in April 2021, Remap is now a national organisation operating throughout the United Kingdom with 74 local branches that operate with a high degree of autonomy within nationally set guidelines. The local branches are made up entirely of volunteers, usually including a Chair, Secretary and Treasurer. As well as volunteers who are skilled at the design and manufacture of equipment, many branches also benefit from volunteer Occupational Therapists and others who lead on publicity, fundraising and other important tasks.

Following the reorganisation of Remap during the year and closure of the Kemsing office, the then Chief Executive Officer - David Martin, Sophie Morrison, Lucia Ruggiero and Rhian Tring left Remap. The Trustees thank them for their loyal service over the years.

As part of Remap's ongoing national 'virtual' office, the charity has now been joined by:

- Sue Boyes, General Manager, based in Stockton-on-Tees, County Durham
- Jodie Bawden, Communications Manager, based in Grimsby, Lincolnshire
- Kate Fussell, Administration Manager, based in Newport, Wales

All have previous charity experience. Sue was most recently the Peer Support Services Manager for Prostate Cancer UK; Jodie was Marketing, Communications and Campaigns officer for St Andrew's Hospice; Kate had been Office Manager for Music Theatre Wales and Person to Person Citizen Advocacy.

Sue reports to the trustees and is responsible for strategy implementation as well as operational matters. She is supported by Jodie and Kate.

#### Governance

Remap has a number of Trustee committees (called 'Action Groups' for added emphasis) in the following areas:

- Governance
- Board effectiveness
- Safeguarding
- Data protection

These Action Groups meet at least annually or more frequently as necessary and report to the Trustee board accordingly.

### Risk Management

The major risks and opportunities facing the charity are discussed and reviewed as part of the business cycle and budget process. The trustees confirm that all major risks have been reviewed and systems have been established to mitigate those risks.

### Wider Network and Remap (Scotland)

Remap has affiliations with several other charities. On 6 April 2021, Remap merged with its sister organisation, Remap (Scotland), which was a separate charity subject to the laws of their administration. Remap was joined by Remap (Scotland) with 12 branches and 84 volunteers. To operate in Scotland, a Remap Extraordinary General Meeting was held on 12 March 2020 whereby it's objects in its constitution were amended, thereby permitting Remap to operate throughout the United Kingdom thereby including Scotland. In addition, approval by the Scotlish Charity Regulator (OSCR) was obtained on 20 November 2020. Also, Elizabeth Myers, a trustee of Remap (Scotland) joined the Remap board on 20 July 2020. The Trustees welcome Remap (Scotland) on board. The merger is an important step in the development of Remap.

### **OBJECTIVES AND ACTIVITIES**

Remap's charitable purpose is to improve the quality of life of disabled people, treating each as an individual. The charity's objects and aims, as set out in the Articles of Association, are to meet the needs of disabled people, irrespective of their race, religion, age, gender, sexual orientation, nationality or ethnic origin, in particular by using technology and by providing or assisting in providing technological solutions designed to address their needs.

More specifically, it seeks to achieve these objects through the design, manufacture and supply of custommade equipment to meet the individual requirements of disabled people, where their needs cannot be satisfactorily met by commercially available products.

Remap delivers its services through the volunteer branch members, who are mainly engineers, technicians and craftspeople, almost all with their own workshop facilities, and health professionals who provide the vital clinical perspective on projects. Many branches look to recruit members with skills beyond the workshop and health care and look for volunteers with skills in fundraising, finance, administration and PR. In this way Remap can provide custom-made equipment without incurring the substantial costs normally associated with this type of design and production. Supporters frequently provide materials and access to more specialised workshop facilities, as well as funds to cover the modest operating costs of the local Remap groups.

Remap's custom-made equipment is given free of charge to recipients, so no revenues are earned by its construction and supply. For the volunteers, the main reward is the satisfaction that derives from helping disabled people achieve what would not otherwise be possible for them. Remap volunteers also enjoy the challenge of solving the problems which are presented and the opportunity to go on using and developing their skills.

Apart from the small paid staff team, all Remap's work is carried out by over 900 volunteers which makes it a very efficient organisation. In a normal year volunteers spend an estimated 70,000 hours working on their projects. Adding also the value of the input of health professionals to local groups, for donated materials and for workshop overheads, a very conservative assessment would suggest an annual value for the volunteering resource in excess of £7 million. This year has seen the impact of the Covid-19 pandemic reduce this by approximately 60% but we intend to be back at least to normal levels in 2021-22.



With the help of Remap, Luke has been able to join his friends and can once again enjoy PE at school. A huge boost to his confidence!

Quote from Luke's Father, Adam.



### DELIVERING THE SERVICE

Once again, we were able to help people from a broad age spectrum.

- 23% of our projects were completed for children and young people under 18 (an increase from previous years).
- The mid age range of 18 64 accounted for 39% (similar to previous years)
- The remaining projects (38%) were for people over the age of 65.

The average cost of providing this service, including central overheads, was just £95 per case. A marginal increase from £91 in the previous year, due to the reduced number of projects completed as a result of Covid-19. This still demonstrates great value for money. Remap is community based and could not operate without its amazing volunteers who deliver the service.

### **Funding successes**

We operate in a highly competitive funding environment and did well to raise funds from a wide range of sources. Diversifying our funding base is a key objective for Remap, so it was good to again receive funds from a range of sources during a difficult year. These included charitable trusts and foundations, companies, and individuals (including some legacies). Unfortunately, during lockdown, we were unable to be supported by fundraising challenges such as the Superhero Series of events.

#### Contribution from branches

Remap is a single charity with a network of member branches that deliver our service and a central office that supports those branches through volunteer recruitment, fundraising, publicity, and promotion and looking after the administration of the charity. Our network of branches contributed over £80,000 to the running of the charity as well as funding their own operational costs. The high level of support for our work in local communities is demonstrated by the fundraising success our groups enjoy.

#### MakeAbility

www.makeability.org.uk is an online community run by Remap that allows not just our volunteers but anyone with an interest in making equipment for disabled people to discuss their projects, upload designs and ideas, seek help from others and support our work. It has almost 500 registered users who have uploaded over 1,600 projects to serve as a library of what is possible and to inspire others looking for solutions. It also has a members-only area that contains Remap's Operations Manual, guidelines, policies and extensive online resources to help our volunteers.

Thank you so much to Peter and Remap for building our treadmill adaptation. We are so grateful to you for making our lives just that little bit easier.



Quote from Henry's Mother, Katie.



### RAISING AWARENESS

Our social media channels are a very important tool for raising our charity's national awareness. We have a combined total audience of 4,900 people across all of our social media channels and the below table shows our combined audience reach across all platforms over the last 4 months.

Date	Total combined audience reach
May 2021	25,389
April 2021	18,082
March 2021	9,232
February 2021	1,531

We regularly update our social media channels with client stories, fundraising challenges, support information and volunteering opportunities. Our social media channels are also providing consistent traffic to our website, the most popular conversion pages are the home page, can we help you page and client referral form.

### PR & Media Coverage

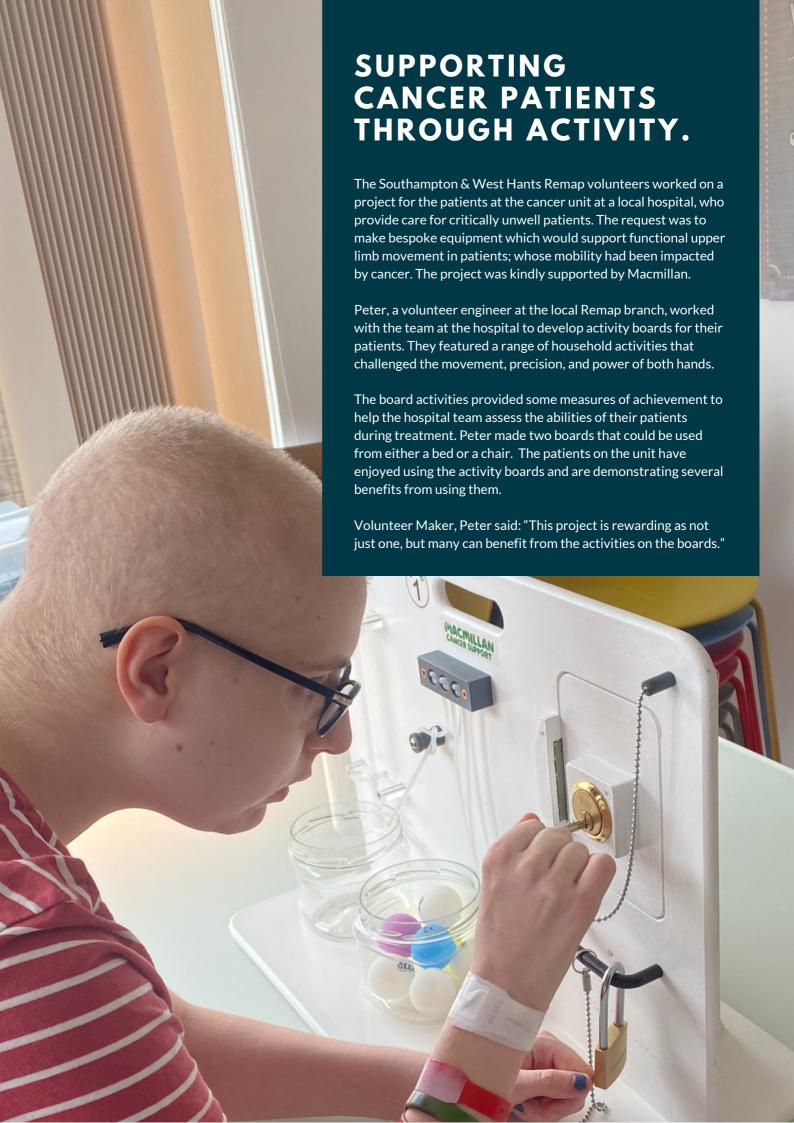
We have had many articles published across printed and digital platforms, including the following. We thank them for their interest and support:

- AbilityNet
- Able Magazine
- Arthritis Digest
- Carers Voice
- Centre for Independent Living Northern Ireland
- DesignSpark
- Disabled Living
- ITV News
- Independent Living
- Ilford Recorder
- The Craven Herald
- IMechE
- Model Engineer Magazine
- National Austism Directory
- NFU Cymru
- OT Magazine
- Reach
- Scope UK
- Simply Crochet Magazine
- Volunteer Now

I am so impressed with the charity's response and I am looking forward to working with them again in the future.

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Quote from Jo, an Occupational Therapist.



# WITH THANKS TO THE SUPPORT OF:

### Some charitable trusts who supported Remap in 2020-21

- Beaulieu Beaufort Trust
- Innovation for All Foundation
- Roger Jefcoate Charitable Trust
- A Jurgens charity
- Mountbatten Trust
- National Lottery Fund
- Peacock Charitable Trust
- Serco Foundation
- Thomas J Horne Memorial Trust
- Toyota Manufacturing UK Charitable Trust

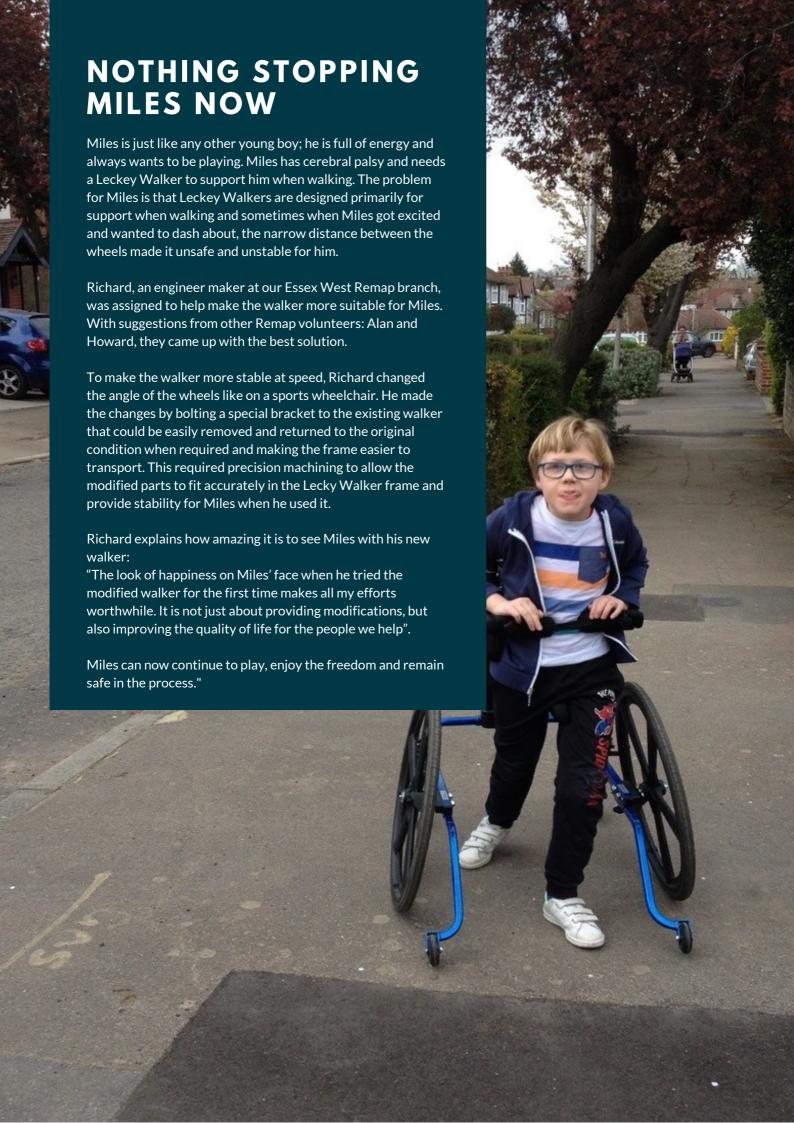
### **Companies who supported Remap**

- Broadland Properties Limited
- Griffin Media Solutions
- My Time Media
- Savills
- Waitrose

### Community groups who supported Remap

- Kent Community Foundation
- Rotary
- Stevenage Community Trust





### **IMPACT OF COVID-19**

The advent of Covid-19 and associated restrictions in March 2020 had a significant impact on Remap's activities. Our office was closed, and all paid staff furloughed. We were not able to provide services to many of our clients.

As lockdown eased, we were able to resume our charitable service although restricted by government regulations and while ensuring the safety of our volunteers and clients. Where possible we were able to provide help and equipment while maintaining social distancing and this included online consultation, working via Occupational Therapists and in some cases by use of PPE and other risk mitigation steps. Some of our branches even made PPE during lockdown. A new Covid-19 policy was put in place and risk assessment / mitigation process was issued to all volunteers.

However, the trustees used the unfortunate consequences of the pandemic to review the structure of Remap and its core needs and costs. This was done by online survey of all volunteers (some 300 completed this) and by personal consultation with each of our national branch chairs.

During this difficult time, trustee Peter Cattermole was appointed to the role of Executive Vice-Chair and led the remaining staff and temporary volunteers who helped run the office. A board-appointed team then recruited the new staff and closed the 'bricks and mortar' office, replacing it with a virtual structure.

One of the many outcomes of this process is a new, revitalised team working in a much more effective and cost-efficient manner and with a renewed drive to see the charity not just survive the pandemic but to emerge stronger and better able to serve more people who need our help.



I can't thank Remap enough. They have renewed my enthusiasm for my music and have helped me to enjoy my hobby even more, without the constraints of my disability.

Quote from Brian, a Remap client.

### FINANCIAL REVIEW

#### **Financial Statements**

The financial statements for the year ended 31 March 2021 are set out on pages 19-22.

### **Reserves Policy**

The trustees have set a reserves policy that puts a limit upon reserves holdings that is equivalent to 6 months' normal expenditure. They regard this limit as the minimum that will allow for the orderly conduct of the charity's business and obligations in what is a particularly uncertain funding climate and, at the same time, the maximum that could be regarded as a proper use of donated funds. Funds held by branches are expected to comply with this policy, but there will be local variations.

During the year, the Trustees reviewed Remap's reserve allocation policy and decided that all funds held by branches, if not restricted, should be designated for the local delivery of Remap's service to the disabled.

### **Investment Policy**

Any balance of funds not required for immediate expenditure is currently held on bank deposit. Funds held centrally are partly invested, with Virgin Money. This policy is subject to ongoing review as the funding requirements of Remap change.

#### **Investment Performance**

Total interest received was £264 - the bulk of which came from Virgin Money.

#### **Any Funds in Deficit**

There are no funds in deficit.

### Reserves

During the year, Remap designated a further £117,000 of its unrestricted reserves for implementing the 'Reaching Out' Programme and £92,366 in respect of funds held by branches. The total designated reserves at  $31 \, \text{March} \, 2021 \, \text{were} \, £112,366 \, (2020 - £20,000).$ 

### **Public Benefit**

The charity has complied with the guidance on public benefit requirement in accordance to Section 17 of the Charities Act 2011.

### **Independent Examiner**

Neil Thomas FCA was re-appointed as Independent Examiner at the AGM in September 2020. It is proposed that he should be further reappointed at the forthcoming 2021 AGM. This report is made by the trustees and signed on their behalf by the Chair of Trustees on 10th June 2021.

This report is made by the trustees and signed on their behalf by the Chair on 10 June 2021.

Peter Cattermole

Chair of Trustees

Meley & Melleman

# STATEMENT OF TRUSTEE'S RESPONSIBILITIES

The trustees, who are also the directors of Remap 2010 for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the trust and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on an on-going basis unless it is inappropriate to presume that the trust will continue in operation.

The trustees are responsible for keeping adequate accounting records and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities



REMAP 2010
Statement of Financial Activities for the year ended 31st March 2021

### Income and Expenditure Account

Account					
	Notes	Unrestricted funds	Restricted funds	Total 2021 £	Total 2020 £
Incoming resources					
Donations legacies and other gifts		00.000	44.000	04.000	445.070
Charitable trusts Other donors		83,080 68,070	11,000 500	94,080 68,570	115,376
Legacies		53,128	500	53,128	133,925 18,234
			44.500		
Total donations and gifts		204,278	11,500	215,778	267,535
Other incoming resources					
Government project grants		49,808		49,808	9,160
Interest receivable		264		264	622
Total other incoming resources		50,072		50,072	9,782
					-,,,,,,,
Total incoming resources		254,350	11,500	265,850	277,317
Charitable expenditure					
Cost of activities in furtherance of					
the objects of the charity:	2	176,425	1,429	177,854	312,139
Costs of generating funds					
Fundraising		5,747	-	5,747	22,602
Governance costs	3	1,964	-	1,964	3,262
Total resources expended		184,136	1,429	185,565	338,003
Net income (expenditure)		70,214	10,071	80,285	(60,686)
Reconciliation of funds					
At 1 April 2020		200,146	19,104	219,250	279,936
Transfer		1,715	(1,715)	-	-
At 31 March 2021		272,075	27,460	299,535	219,250
Representing					
Current assets		277,605	27,460	305,065	219,825
Current liabilities		(5,530)	-	(5,530)	(575)
		272,075	27,460	299,535	219,250
		<del>-</del>	·	-	_

### REMAP 2010 Balance Sheet as at 31 March 2021

	Notes	2021 £ £		2020 £ £	
Current assets					
Debtors	5	6,449		14,173	
Short term deposits		62,732		68,888	
Cash at bank		235,884 305,065		136,764 219,825	
Creditors: amounts falling due within one year	6	(5,530)		(575)	
Net current assets			299,535		219,250
Net assets		_	299,535	-	219,250
Accumulated funds					
Unrestricted funds			42,709		
General funds	7 7		229,366		180,146
Designated reserves	1	_	272,075	-	20,000 200,146
Restricted funds	7		27,460		19,104
		_	299,535	-	219,250

For the year ended 31 March 2021, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the trustees on 10th June 2021 and signed on their behalf by

P Cattermole Chair of trustees

Peter & lettemak

### **REMAP 2010**

### Notes to the Financial Statements for the year ended 31st March 2021

### **Accounting Policies**

### **Accounting convention**

The financial statements have been prepared under the historical cost convention and in accordance with the statement of Recommended Practice, Accounting and Reporting by Charities (revised 2015).

### **Incoming resources**

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.

Grants are recognised in full in the Statement of Financial Activities in the year in which they are received.

### Resources expended

Resources expended are recognised in the year in which they are incurred allocated to the particular activity to which they relate.

Governance costs are those attributable to organisational administration and compliance with constitutional ad statutory requirements.

#### **Funds**

The funds of Remap are split into Restricted and Unrestricted funds.

Restricted funds are those funds that can only be used for particular restricted purposes within the objects of the charity, Restrictions are imposed by the donor.

Unrestricted funds include designated funds for the expansion of the charity and funds to help branches for the local delivery of services to the disabled.

### Assets

Fixed assets are generally written off in the year of purchase.

2	Staff costs	2021 £	2020 £
	Salaries and wages Social security and pension costs	95,364 6,119	146,697 13,879
		101,483	160,576
	Management remuneration	38,250	44,165
	Average monthly number of employees during the year	3	5

There were no employees with earnings in excess of £60,000.

3	Governance costs	Total 2021 £	Total 2020 £
	Trustee liability insurance	627	627
	Trustees' and other governance meetings	737	2,060
	Accountant's fees	600	575
		1,964	3,262

### 4 Transactions with trustees

During the year 1 trustee (2020-2) was reimbursed for motor, travel and other expenses totalling £383 (2020- £887). No trustee (2020-1) was paid remuneration for accountancy services. (2020-£3,260).

5	Debtors	2021 £	2020 £
	Income tax recoverable Other debtors and prepayments	3,804 2,645	8,543 5,630
	,,	6,449	14,173
6	Creditors	2021 £	2020 £
	Other creditors and accruals	5,530	575

### 7 Funds

Restricted funds principally comprise funds restricted to local use. by Remap branches.

Unrestricted funds include funds of £137,000 (2020- £20,000) designated for the upgrade of Remap's systems and infrastructure and £92,366 held by branches for the for the local delivery of services to the disabled.

### 8 Related party transactions

There were no related party transactions during the year (2020- None)

### Independent Examiners Report to the Trustees of REMAP 2010

Registered company number: 7316433 Registered charity number: 1137666

I report on the accounts of the charity for the year ended 31st March 2021, which are set out on pages 19 to 22.

### Respective Responsibilities of Trustees and Examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. I am qualified to undertake the examination being a qualified member of the Institute of Chartered Accountants in England and Wales (ICAEW).

Having satisfied myself that the charity is not subject to an audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act, and
- to state whether particular matters have come to my attention.

### **Basis of Independent Examiners Report**

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently, no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

### **Independent Examiners Statement**

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Charities SORP (FRS 102); have not been met; or

(2) to which, in my opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.

West Thomas FOR

### **NEIL THOMAS FCA Chartered Accountant**

Lynfield Heathfield East Sussex TN21 ODG

Date: 10th June 2021