



# 2023-2024 Operational Highlights

## Sue Boyes - CEO



# Key Statistics

- Total number of referrals: 2,943 (2023 = 2,755)
- Total volunteer hrs spent: 45,299 (2023 = 48,429)
- Average hrs per referral: 15.4 (2023 = 17.6)
- Average cost\* of referrals: £125 (2023= £117)

## Key messages

Referrals are now moving in the right direction. Despite rising costs, REMAP still provides excellent value

\* Includes all charity overheads

# Where do our referrals come from?



## Total referrals 2,943

- 77% received via the Centre (2294)
- 23% received locally by the panels (649)
  
- 23% Self-referrals (528\*)
- 77% come from Health Professionals (1766\*)

\* % calculated on Central referrals only

# Recruitment Statistics 2023-24



- **329** Applications (2022-23 = 331)
- **60** applicants joined REMAP (18% conversion rate) (90)
- **56** volunteers left REMAP (7% attrition rate) (53)
- Net increase of 4 volunteers through the year (40)
- We are hovering around the 796 mark (829)

# Panel Status and movement



- 65 Panels listed on the REMAP website
- 2 Panels closed in 2023-24 – London West | Dunbarton
- Re-opened in 2023-24 – Glasgow
- One panel has merged – NE Wales & Chester
- One panel inactive due to management issues

# Raising Awareness with health professionals



- OTAC – panels around the country supported seven events in 2023-24
- Central Team attended the OT Show in Birmingham for a second time. Engagement with delegates was high, with over 95% knowing about our service.
- Online talks given to MND support groups across the UK
- British Red Cross International Wheelchair Day Event