



Wheelchair Sector Grant Programme

Monitoring and Evaluation Report

| | |
|------------------------------|--|
| Report Date: | 28 th June 2024 |
| Period Reported On: | 1 July 2023-30 June 2024 |
| Prepared By: | Sue Boyes CEO, REMAP |
| Purpose of the Grant: | To support the provision of an accessible, efficient, professional, and effective service to disabled people through the UK who require modifications and adaptations to their wheelchairs. |

You'll submit this report to us at the end of every financial year. It gives us a detailed picture of how the grant award has been spent and how the project has performed. Please also submit a document outlining the grant's expenditures to date and how this compares to the budget submitted as part of your application.

Project Performance

Definitions and calculations of the indicators listed below are included in the Annex of this report. We would expect reporting against these indicators to relate to Motability-funded services and/or activities within the reporting period.

| | Indicators | Project Outline Target | Progress to Date | Difference Between Target and Achievement (%) |
|----------------|--|-------------------------------|-------------------------|--|
| Results | Number of wheelchair users who have received financial support to get a suitable chair | not applicable | | |
| | Number of wheelchair users who have received non-financial support to get a suitable chair | 1400 (over 3 years) | 669 | 47% |
| | Number of wheelchair users who have received financial support towards servicing, maintenance or repair | Not applicable | | |

| | | | | |
|--|---|------------|--|--|
| | Number of wheelchair users reporting that it is easier to get around as a result of having a suitable chair | 334 | | |
| | Number of wheelchair users reporting having improved health and wellbeing as a result of having a suitable chair | 102 | | |
| | Number of wheelchair users reporting improvement in their ability to access education or training as a result of having a suitable wheelchair | 5 | | |
| | Number of beneficiaries reporting their wheelchair has helped them to access employment opportunities they were not able to access before | 2 | | |
| | Number of beneficiaries reporting that their wheelchair has helped them to take part in more activities/hobbies or spend more time with family/friends | 39 | | |
| | Number of beneficiaries reporting their wheelchair has helped them to feel more self-confident, happy, free from worry, and/or safe and secure | 187 | | |

What have you learned?

Give details of:

- any major achievements you'd like to share with us;

In this first year, through our targeted marketing Moving Forward Campaigns, we have seen a 14% increase in our service to wheelchair beneficiaries. We had 4.4k people visit the website with 16k page views. This was around a 33% increase during our first targeted campaign.

- any challenges you've faced and how you've tackled them;

Because we are such a small team, any loss of resources has an impact. During the first 4 months of the reporting period, we saw the whole communication team – including the post funded by this grant, leave, and we had to go through the recruitment process again. This did impact our first few months, but I am glad to say we have a great team in place now and were able to quickly get back on track and reschedule activities that we needed to pause until later into the reporting period.

- any changes you would like to make next year because of what you've learned; Please remember these will need to be discussed with your Grant Manager before any changes are made. The change request form is also attached for ease.

we are happy with the conditions and performance indicators we have agreed with the grant manager

- any ways you think Motability can help.

We would like to showcase our work alongside Motability at events such as the Big Event. We approached the team but were told it wasn't possible this year.

If the funded activities did not bring about some of the expected changes, explain *why* you think this was.

This is not applicable. We are confident that we will continue to be able to help improve the lives of wheelchair users with our services and reach even more people with this grant over the remaining two years.

Are there any new barriers that have developed within your organisation that may impact on the delivery of this funded project?

This should include any funding concerns that might affect your organisation's ongoing financial sustainability.

Our financial stability is good; we will continue seeking alternative income streams to support our work.

Case Studies - Please tell us about someone who has used your service/s and what happened as a result. Do not use real names or identifiable information.

SOLUTIONS FOR NEW MUM

REMAP has supported new mum **Claire*** by adapting her baby equipment, including a pram, cot, and safety gate, to make it wheelchair friendly. She has shared her experience of REMAP in her own words.

I reached out to REMAP after a recommendation from a friend.

My husband and I were planning our wedding then and knew we were hoping to have children. I realised there was a big issue with getting a buggy to attach to my manual wheelchair.

An engineer from REMAP visited me and tried several different methods until we finally found a solution.

REMAP listened to all my needs and was happy to work with the car seat I wanted to use. I was especially pleased that he would do all this before we had a baby. It was a big thing for me to know that this was sorted before we had a baby.

There were a few teething problems, as I couldn't fit it into the boot of my car, so Bob came back and made alterations so that the handle could be removed.

The engineer has also made me a device to reach up and open my windows and has since been back to fit a safety gate across our hall (it needed some adapting first as I couldn't manage the open/close release).

Another volunteer from REMAP adapted our daughter's cot so that it opened at the side, which meant I could put her in safely.

REMAP is a truly fantastic service, and I will soon need their help again. As my daughter outgrows the infant car seat, I'll need a new method for getting her in and out.

I rave about this service to everyone. I even told nurses on the ward when I had my baby because they were asking for help giving advice to other new mums with disabilities.

What feedback have you received on your service?

We ask clients to complete a short survey after the equipment has been provided, and we check back in with them six months after completion to ensure the item is still working as requested. Here are a few testimonials from our clients covering a range of equipment requests.

"A huge thank you to REMAP volunteers for creating a foot pedal I can use with my wheelchair! As I can still move my feet, they created a box that replaces my footplate, holds

the pedal at an angle to reduce pain/fatigue from pushing my foot down and stops it from slipping. So happy to be able to sew again with less pain. ♡” wheelchair user

The help from both REMAP and Ian has been invaluable. It has enabled me to become an archer, which is something I never thought I’d be able to do.” – wheelchair user

Is there anything else you would like to tell us about?

Outcome Report

Motability Routes to Impact

As part of your application, you will have told us how the grant would work towards one or more of the below outcomes in the “Routes to Impact”. Please tell us how your work over the grant period has delivered against those outcomes by answering the questions below. Not all these questions may apply to the support you received from Motability. Please only provide comments where the questions are related to the Motability funding you have received.

Outcome 1: Meeting the needs of beneficiaries

A) To what extent have you been able to improve the quality of life for your beneficiaries or reduce the disadvantage resulting from access barriers?

B) What evidence have you collected that illustrates these changes?

Through our army of volunteer engineers, we have provided bespoke customisation for wheelchair users, helping them to get out and about and enjoy activities and day-to-day pleasures that would have been much harder to achieve without our adaptation to their equipment. Many service users are provided with standard NHS wheelchairs. These can be uncomfortable, and cumbersome to control clients may be too tall or short for the standard sizes. With our help, we can adapt the chair to make them more comfortable so they will want to leave their home. We have provided a mechanism for clients to attach wheeled trolleys to carry their pets so they can independently take them out. We added leg supports so clients can sit and travel more comfortably. Controls on wheelchairs can sometimes be in the wrong place or too rigid. We have made 3D overlays to make them more accessible or moved the controls to a position where the client can operate the chair more easily and thereby be more independent.

Evidence – we have a host of examples of the adaptation we have done for clients on our website [Solutions - REMAP - Custom made equipment for disabled people](#). We gather testimonials from clients and share these with permission on our social media pages. We also ask clients for feedback via a survey based on the performance indicators of this grant.

Outcome 2: New or improved solutions

A) To what extent has Motability support enabled you to improve your services and interventions, share knowledge or scale best practice?

B) What evidence have you collected that illustrates these changes?

This funding has ensured that we can continue to provide our service free of charge to the client. Having the funds to cover the materials and volunteer expenses has been invaluable. It has meant we can help many more people, as seen by our increase in wheelchair referrals. The funding has allowed us to promote our work extensively to beneficiaries and health professionals. We have designed new literature bespoke to the needs of HPs and launched a dedicated webpage.

Outcome 3: Improved services for disabled people

A) To what extent has Motability support enabled you to improve awareness of the challenges facing wheelchair users or influence for change in the wheelchair provision?

B) What evidence have you collected that illustrates these changes?

Not applicable

Annex 1

| Indicator | Definition and Calculation |
|--|--|
| Number of wheelchair users who have received financial support to get a suitable chair | The number of disabled people that have made use of the Motability funded Wheelchair service you have provided during the full year of funding. This should relate to individual beneficiaries only. |
| Number of wheelchair users who have received non-financial support to get a suitable chair | This could include beneficiaries where your organisation has provided support services funded |

| | |
|--|---|
| | through this grant or have provided advocacy services under the grant award. |
| Number of wheelchair users who have received financial support towards servicing, maintenance or repair | Beneficiaries should only be counted once within each category over the course of a grant year. This should only include beneficiaries who have directly benefited from Wheelchair sector grant funding provided by Motability. |
| Number of wheelchair users reporting that it is easier to get around as a result of having a suitable chair | |
| Number of wheelchair users reporting having improved health and wellbeing as a result of having a suitable chair | |
| Number of wheelchair users reporting improvement in their ability to access education or training as a result of having a suitable wheelchair | |
| Number of beneficiaries reporting their wheelchair has helped them to access employment opportunities they were not able to access before | |
| Number of beneficiaries reporting that their wheelchair has helped them to take part in more activities/hobbies or spend more time with family/friends | |
| Number of beneficiaries reporting their wheelchair has helped them to feel more self-confident, happy, free from worry, and/or safe and secure | |