

# Impact Report 2025 - 2026



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**Featured on the cover: David King from Southampton, putting his REMAP solution into action. He shares the difference REMAP support has made:**

“As a keen photographer, I am now able to bolt my camera to my wheelchair in a manner which enables me to rest my elbows whilst waiting to take photos of garden birds. The person who did the work was extremely kind and helpful and took the time and effort to visit me at home three times to ensure that everything would fit and work correctly. **Thank you for enabling me to take photos in the garden!**”

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# Daniel's story

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After two years without his adapted bike, Daniel's mum Samantha contacted us for help and was supported by our volunteer, Joe. She told us:



“My lad is profoundly disabled — he can't walk or talk — but he's always loved his bike. Sadly it broke and it's no longer manufactured. I couldn't find anyone who could fabricate or repair the part we needed. **He'd been without his bike for two years.**

The only place he can really be physically active is in the swimming pool, so his bike was really important to him.

Joe visited, went away, and simply made the part we needed. No fuss. It's totally amazing.

**My son has his bike back just like that. What an amazingly talented man, and what a great charity. Thank you so much.”**

## How You Can Help

**Change lives like Daniel's.** You can help bring independence and opportunity to disabled people by donating, fundraising, partnering with us through your organisation, or sharing your time and skill as a volunteer.

**Discover how to get involved: [www.remap.org.uk/get-involved](http://www.remap.org.uk/get-involved)**

Every solution we create is unique—and costs £125 on average to make. A small gift can have a big impact.

**Scan here to donate instantly or visit:**

**[www.remap.org.uk/give](http://www.remap.org.uk/give)**



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# Letter from our CEO

02

Coming into an organisation at the start of the new year is the perfect opportunity to get an instant overview of how well things are going, and where better to start than this report?

Reading Daniel's story, I am reminded of the real impact our charity delivers for every individual we support. For Daniel, his bike is one of the only ways he can be physically active. Restoring that has made a profound difference.



In this increasingly automated, standardised, and depersonalised world, REMAP connects people with people to bring about unique, bespoke, and innovative solutions that change disabled people's lives. We enable each of our clients to achieve their goals, and support them to gain independence, be more comfortable, and able to complete tasks safely, as well as live with dignity.

**This Impact report is a tribute to the diversity of skills and experience of our dedicated volunteers, and the work of our staff team in nurturing a well-supported network that is informed and integrated; bringing REMAP together.**

On behalf of our clients, volunteers, trustees, staff, and supporters I thank Sue Boyes and bid her a fond farewell as she moves on.

Under Sue's skilled stewardship, REMAP has recovered from the pandemic, engaged new volunteers, built partnerships with universities, and established the strong foundations needed for sustainable growth. At a time when demand continues to increase and needs are becoming more complex, we are in a strong position to rebuild capacity across the country to reach more people with the right support.

**None of this impact would be possible without the commitment of our funders and supporters;** their trust enables our volunteers and staff to respond creatively to every individual's need.

I join REMAP as we enter the third year of our current strategy, with a mandate to build on these foundations to grow REMAP's impact, sustainably and at scale, helping more people and staying true to the people at the heart of everything we do.

**Andi Maratos**

CEO, REMAP

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# The need for REMAP

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## Understanding the Need

There are approximately **16.8 million** disabled people in the UK, many of whom rely on equipment or assistive aids to live independently. For a significant proportion, however, commercially available products or standard equipment provided through healthcare services do not fully meet their individual needs.

This gap in provision has far-reaching consequences. Disabled people continue to face inequalities and inaccessibility across many aspects of life. Beyond practical barriers, there are challenges to well-being and quality of life. Disabled people report consistently lower levels of life satisfaction, happiness, and sense of purpose than non-disabled people.

These challenges are often compounded by the fact that standard solutions rarely account for individual circumstances, leaving many people unable to carry out everyday activities safely, comfortably, or with dignity.

**1 in 4**

people in the UK are disabled



**32%**

of households include at least one disabled person



**48%**

of disabled people have mobility impairments



## Our Purpose

At REMAP, we exist to address this unmet need. Our mission is to improve the quality of life for people experiencing short- or long-term disability, whether arising from illness, injury, or ageing.

We provide bespoke, person-centred assistive solutions where no suitable commercial option exists, helping individuals regain independence, confidence, and control over their daily lives.

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# Who we are

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Our volunteers bring a wide range of skills and experience. Alongside engineers and makers who design and build custom equipment, we are also supported by volunteers in areas such as publicity, fundraising, administration, and finance — all helping REMAP continue changing lives.

## Meet two of them:



## Maggie

Chairperson

Maggie's journey with REMAP began in the 1980s as a newly qualified occupational therapist.

"My clinical experience reinforced my love of working with materials and machinery, and the problem solving required to help patients return to work," she says.

Maggie has been Chair of our Southampton branch since 2020. She explains:

**"Volunteering has allowed me to maintain my occupational therapy skills, assist with client visits, and work closely with engineers on creative solutions."**



## Martyn

Engineer

Martyn was looking for a community of like-minded engineering enthusiasts. "I've developed a passion for engineering projects over the years and I don't have many friends that enjoy the same sorts of things, so I tried to find an organisation that people like me gravitate towards and REMAP seemed pretty perfect," he explains.

Martyn has since completed many projects at our Bristol branch. He says: **"It's great to meet every month and sit around the table and have a chat about designs and ideas. On the back of that, I get to help people, which is an absolutely amazing bonus."**

# What we do

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Each year, REMAP supports thousands of disabled people to live more independently through **practical, one-of-a-kind solutions** shaped around their everyday lives.

Every piece of equipment we create is designed for a specific person and a specific purpose and built to work in real-world settings.

While our service is provided free of charge to those who need it, **the average cost of delivering a REMAP solution is around £125.**

**We rely on donations to cover these costs and to ensure we can continue reaching more people who would benefit from our support.**

These donations help people like Sapna who has a motor impairment which limits physical activity. Our volunteers helped her again in 2025, meaning she has now been supported by REMAP for almost 30 years.

## She says:

“The first thing that REMAP made for me was a frame to go over the toilet. This helps me to use the loo independently and has **completely changed my life.**

I got a dog a few years ago and someone from REMAP made a device to attach a ball thrower to my wheelchair. **Now I don't look on as other people play with my dog because I can play with him as well.**

I have always wanted to do photography and someone from REMAP made a device to make it possible for me to move the camera on my wheelchair and now photography is possible too. I now enjoy photo-walks with other people and **it is another opportunity to make friends while developing new skills.”**



# Our year in numbers

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**3,244** referrals made during the past year

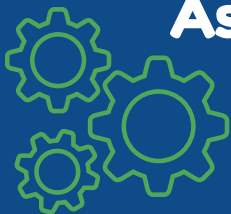


**774** dedicated volunteers making things possible

**49,585** hours spent by volunteers working on projects



As a result of our volunteers creating a personalised solution for them:



**87.6%\***

of clients experienced greater mobility

**88%\***

reported being more active in daily life

**84.6%\***

felt more confident in themselves

**81.5%\***

experienced lower levels of anxiety

\*based on a survey of 180 clients

# Where we work

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REMAP currently has 64 branches across England, Wales and Scotland.



 indicates panels under development

**All of our branches are operated by volunteers who dedicate their time and skills to supporting disabled people in their local area.**

# The positive difference we make

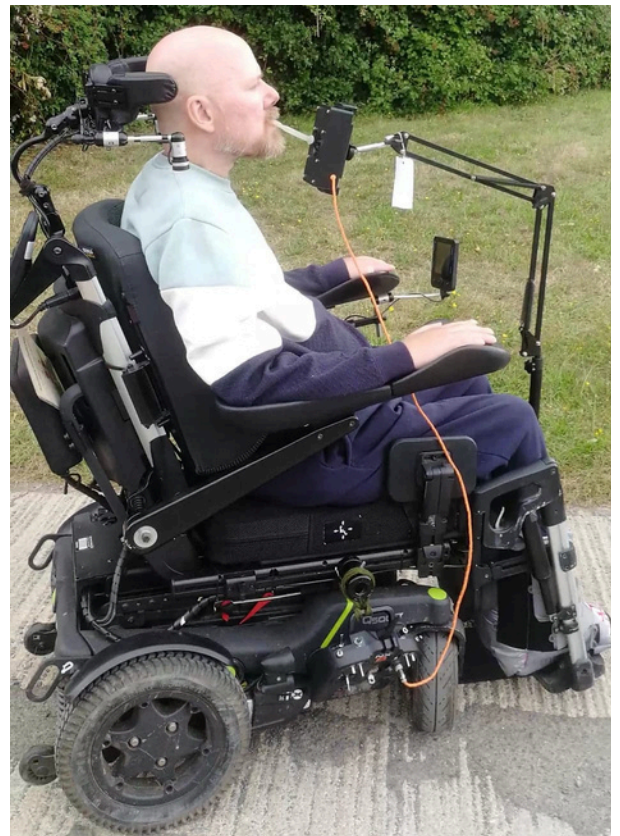
08

Behind every solution is a person whose life has been transformed for the better. This year, our volunteers created custom solutions for over 3,000 disabled people, helping them overcome everyday challenges and gain greater independence. These stories show the difference that support can make.

## Making Simon's Hobby Possible

After a spinal cord injury left Simon from Bristol with quadriplegia, his lifelong passion for racing remote-controlled cars became impossible. Seeking a solution, Simon was referred to REMAP.

Volunteer engineer Martyn worked with Simon to design a custom mouth-operated controller, using an aviation-grade controller mounted on a case in front of his wheelchair. He also added a camera system to the RC car, which sent a live feed to a screen on Simon's wheelchair, allowing him to race independently.



The final solution restored Simon's ability to race his cars without physical assistance. **As Simon says:**

I can go out with the family again, and we've got this activity that we can all do together. This project has really changed my new life.

## Empowering Hollie's Health

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Hollie from Southampton had struggled for years to find the right equipment to support her complex medical needs. Her makeshift trolley setup was unstable, hard to sterilise, and caused physical strain.

Volunteer engineers Graham and Vernon worked with Hollie to design a custom pump stand and trolley, perfectly suited to her needs. The new equipment is stable, easy to clean, and the right height for her. **As Hollie says:**

**Graham and Vernon took the time to understand what I was needing and asked the right questions to help with this. I was able to be as involved as I wanted in the process, which has meant that they are fully tailored to my individual needs. I am thrilled with the two pieces of equipment and am so thankful to REMAP and the team.**

## Supporting Daniel's Development

Daniel, an 8-month-old with Down's syndrome and low muscle tone, urgently needed a crawling track to support his development. With nothing suitable on the market, volunteer engineer Mike designed and built two safe, sturdy tracks to support his progress. Covered in soft foam and durable PVC tablecloth material, these tracks are comfortable for Daniel and practical for his family to keep clean.



Daniel's mum was overjoyed with the result. She shared **how important this equipment will be in giving Daniel the best possible start and helping him work towards a brighter, more independent future.**

# Our partners

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We collaborate with organisations across the public, private, and voluntary sectors, all united in helping more people benefit from our services. By working together, we can reach more individuals and create solutions that truly make a difference.

## Partnering with charities

Over the past year, we have strengthened our partnerships with a number of charities that support disabled people in different ways. Examples include:



Mobility  
in Motion

Phab

These partnerships allow us to extend our reach, better understand the needs of the communities we serve, and ensure our solutions are both practical and person-centred.



Paul, who has Multiple Sclerosis, is able to play his guitar again, thanks to two REMAP support aids.

## Events and Community Engagement

We have continued to raise awareness and build connections through a range of events and partnerships. From showcasing our work at the Assemble Exhibition in Derby to engaging with community groups alongside the Spinal Injuries Association, these opportunities help us demonstrate the real-world impact of our solutions.

We have also connected with new audiences through events such as ShedFest 2025 and the Ashbourne Show, introducing more people to our services and generating new referrals and volunteer interest. In addition, partnerships with organisations like Safran have allowed us to highlight the sustainability benefits of our work, particularly through repair, reuse and innovative design.

**Together, these activities play an important role in expanding our reach, strengthening relationships, and ensuring more disabled people can access the support they need.**

# Partnering with Health Professionals

**Collaboration with health professionals is central to REMAP’s ability to deliver safe, effective, and person-centred solutions.** By working with occupational therapists, physiotherapists, and other clinicians, we ensure our equipment is functional, clinically appropriate, safe and tailored to each individual’s needs and environment.

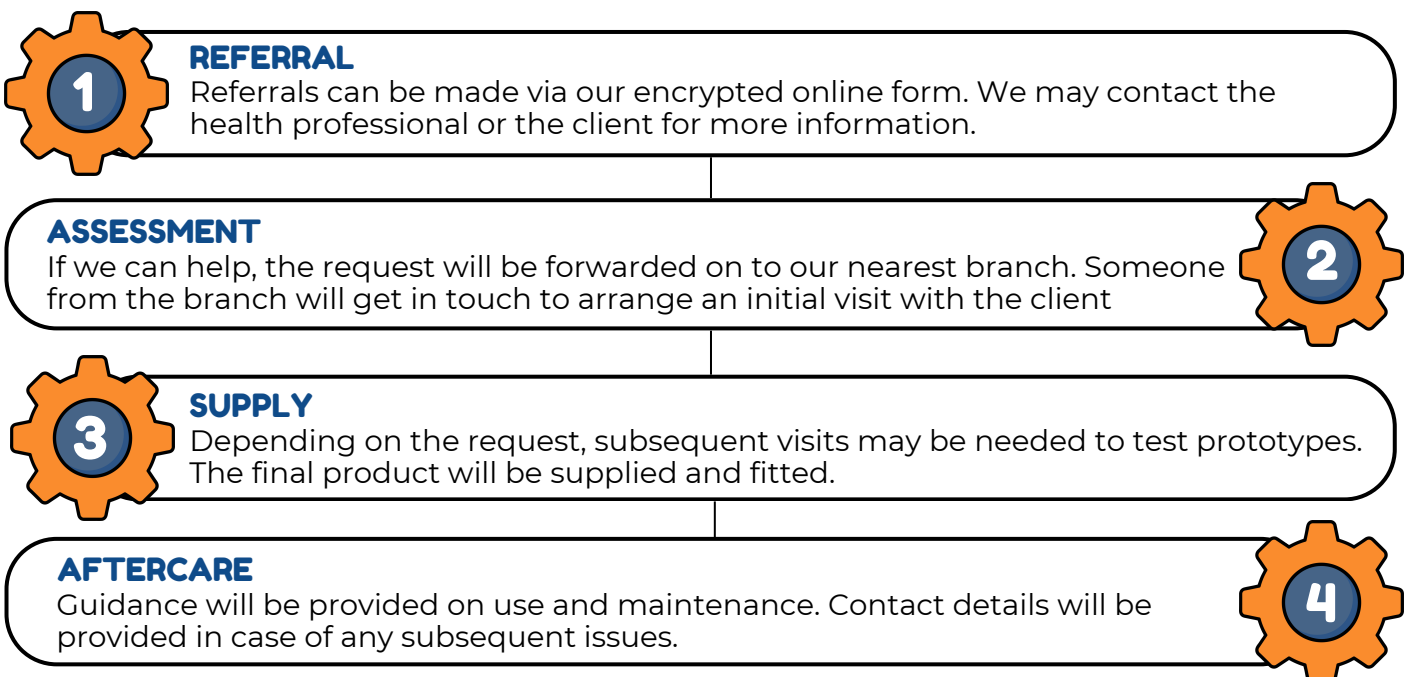
Health professionals help identify clients who may benefit from bespoke solutions, guiding volunteers to address complex conditions and improve independence, safety, and quality of life. Ongoing communication ensures equipment aligns with therapeutic goals, considers risk, and user feedback, integrating seamlessly into daily living or rehabilitation plans.

**Working with REMAP has greatly enhanced the way we deliver upper-limb therapy in the acute setting. The team have been exceptionally responsive and consistently gone above and beyond, enabling patients to engage safely and effectively and improving independence and quality of life.**

– Jess, Stroke Occupational Therapist

## Referral Process

We aim to make accessing REMAP’s service as straightforward as possible for both professionals and clients:



# Partnering with Students

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**REMAP's university partnerships play an important role in both enhancing our service and shaping the future workforce across engineering and healthcare.**

## Future Engineers

At the University of Leeds, students in mechanical and medical engineering and product design work alongside REMAP volunteers to develop bespoke solutions. The collaboration gives students valuable hands-on experience of adapting designs to real needs, while we benefit from access to advanced facilities and innovative tools, enhancing what we can deliver for the people we support.

As Dr Tony Herbert explains:

**“This collaboration gives our engineering students the chance to apply their skills to real-world problems with real human impact... preparing graduates to become socially responsible engineers.”**



## Future Health Professionals

Our work with Occupational Therapy students at the University of Southampton and Leeds Beckett University highlights the value of interdisciplinary collaboration. Through placements and volunteering, students contribute clinical insight to the design process while developing confidence, creativity, and a strong professional identity. Exposure to non-traditional settings like REMAP also encourage more innovative, occupation-focused practice.

Rebecca, a recent OT graduate, reflects:

**“Volunteering with REMAP has been invaluable... collaborating with engineers broadened my perspective on what feels ‘possible’ and strengthened my ability to advocate for people I work with.”**



**These partnerships are mutually beneficial. Students gain meaningful, practice-based learning that extends beyond traditional placements, while REMAP benefits from fresh perspectives, stronger links with future professionals, and increased awareness of our service across both engineering and healthcare sectors.**

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**A huge thank you to all of our REMAP volunteers, clients, donors and supporters (past and present).**

**Together, we have transformed over 145,000 lives for the better since we began our work in 1964.**



**There are many ways to support REMAP.**

Matt and Fiona, for example, completed the London Marathon 2026 for the charity, raising thousands of pounds to help fund our work.

Pictured here with our Chair of Trustees, Peter Cattermole, and Treasurer, Jeremy Larsson, they are just one example of the incredible ways people can get involved and make a difference.

## **Looking to offer support or get involved?**

You can help create independence and opportunity for disabled people by donating, fundraising, partnering with us through your organisation, or volunteering your time.

**Discover ways to get involved: [www.remap.org.uk/get-involved](http://www.remap.org.uk/get-involved)**

Every solution we create is unique — and costs an average of £125 to make. Even a small donation can make a life-changing difference..

**Scan here to donate instantly or visit: [www.remap.org.uk/give](http://www.remap.org.uk/give)**





**[data@remap.org.uk](mailto:data@remap.org.uk)**

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