

**REVIEW BY TASK AND FINISH PANEL****QUESTIONNAIRE ON SERVICE PROVISION BY SLA FUNDED GROUPS**

**1. Name of Group**            British Red Cross – Mobility Aid

**2. What does your group do?**

We provide mobility aid equipment such as wheelchair, commodes and walking frames to people who are having mobility issues. We loan our equipment on a short term basis and whilst we don't charge for the use of the equipment we do ask for a donation. We also sell reasonable priced equipment to help with long term needs. Our home delivery service is also an option for those who are unable to visit the Loughton depot.

**3. Please tell us about the positive impact you feel you make in the Epping Forest district.**

The people in EFD are able to access our equipment if they don't qualify under the NHS criteria, they are on a waiting list for their delivery of a wheelchair or just not able to afford an expensive piece of equipment for the short period of time. By having our equipment we can help to reduce the financial burden associated with their mobility issue, allow residents to become more independent, help with social integration and reduce the number of re-admission to hospitals.

In 2014 we saw 282 residents in EFD and in 2015 up until the end of June we had over 183 people using our equipment.

Please see attached a thank you letter from one of our service users.

**4. Tell us how the grant aid funding has contributed to your activities/services?**

We were able to use the funding to purchase 30 self-propelling wheelchairs (see attached invoice). This particular equipment is expensive and the Red Cross on its own would not have been able to make this purchase. By having this chair we have been able to help people with strong upper body strength to be independent, giving their carer some well-deserved respite time.

**5. What would your group like to do to extend its provision and what unmet needs are you aware of?**

We get asked for specialist wheelchairs such as bariatric wheelchairs and chairs for children. Most of the times we are unable to meet the demand for those wheelchairs, as a result some residents are asked to call back or sign posted to other mobility shops that charges for use of equipment.

We are also looking for a permanent residence that is suitable to deliver the service in the district. On a very short notice we recently took up residence at Forrest Road to continue to deliver the service, this property does not serve all our needs for service delivery. Any help to find a more suitable location in the local community would be well appreciated.

**6. Please provide a copy of your latest income/expenditure statement.**

Attached.

Many thanks

**Chris Overend**  
Community, Policy and Grants Manager

British Red Cross  
Income and Expenditure  
Period January to June 2015  
Fund - G  
Areas - A32  
Cost Centre - 40206  
Project - P1315 Loughton  
Corp. Priority -

Contract -  
Emergency -  
Service - Mobility Aids

Total users = 183

	This Month June			Year to Date			Year to Date			Full Year			Full Year	
	Actual	Budget	Var	Actual	Budget	Var	Last Year	Forecast	Budget	Var	Last Year	Forecast	Budget	Var
<b>INCOME</b>														
1030 Tax Claimed Gift Aid (Cash)	324	0	324	619	0	619	0	0	0	0	0	0	0	0
1304 Don - Mobility Aids	730	0	730	4,825	0	4,825	5,203	0	0	0	0	0	0	0
1225 Donations and Voluntary Income	1,053	0	1,053	5,444	0	5,444	5,203	0	0	0	0	0	0	0
1382 Sales Mobility Aids (Disabled)	0	0	0	0	0	0	464	0	0	0	0	0	0	0
1382 Sales Mobility Aids (non disabled)	28	0	28	533	0	533	1,010	0	0	0	0	0	0	0
1383 Sales Mobility Aids - (donated & non-business)	10	0	10	395	0	395	0	0	0	0	0	0	0	0
1425 Fees and Sales	38	0	38	928	0	928	1,474	0	0	0	0	0	0	0
1425 Grants Local Auth	0	0	0	3,982	0	3,982	2,000	3,982	0	3,982	2,000	3,982	0	3,982
1425 Grants	0	0	0	3,982	0	3,982	2,000	3,982	0	3,982	2,000	3,982	0	3,982
1430 Room/Hall Hire	0	0	0	0	0	0	98	0	0	0	0	0	0	0
1430 Rents	0	0	0	0	0	0	98	0	0	0	0	0	0	0
<b>TOTAL OPERATING INCOME</b>	<b>1,091</b>	<b>0</b>	<b>1,091</b>	<b>10,354</b>	<b>0</b>	<b>10,354</b>	<b>8,774</b>	<b>3,982</b>	<b>0</b>	<b>3,982</b>	<b>16,346</b>	<b>3,982</b>	<b>0</b>	<b>3,982</b>
<b>EXPENDITURE</b>														
2082 Volunteer Travel - Mileage	46	0	(46)	92	0	(92)	0	0	0	0	0	0	0	0
Staff and Volunteer Travel	46	0	(46)	92	0	(92)	0	0	0	0	0	0	0	0
<b>TOTAL OPERATING EXPENSE</b>	<b>46</b>	<b>0</b>	<b>(46)</b>	<b>92</b>	<b>0</b>	<b>(92)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>1,044</b>	<b>0</b>	<b>1,044</b>	<b>6,279</b>	<b>0</b>	<b>6,279</b>	<b>6,774</b>	<b>3,982</b>	<b>0</b>	<b>3,982</b>	<b>14,346</b>	<b>3,982</b>	<b>0</b>	<b>3,982</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>1,044</b>	<b>0</b>	<b>1,044</b>	<b>6,279</b>	<b>0</b>	<b>6,279</b>	<b>6,774</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,346</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET INVESTMENT GAINS/(LOSSES)</b>														
<b>BELOW THE LINE</b>														
<b>NET</b>	<b>1,044</b>	<b>0</b>	<b>1,044</b>	<b>6,279</b>	<b>0</b>	<b>6,279</b>	<b>6,774</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,346</b>	<b>0</b>	<b>0</b>	<b>0</b>

British Red Cross  
Income and Expenditure  
Period January to December 2014  
Fund - G  
Areas - A32  
Cost Centre - 40206  
Project - P1315 Loughton  
Corp. Priority -

Contract -  
Emergency -  
Service - Mobility Aids

Total users = 282

**INCOME**  
1030 Tax Claimed Gift Aid (Cash)  
1304 Don - Mobility Aids  
1229 Donations and Voluntary Income  
1304 Sales Mobility Aids (Disabled)  
1304 Fee - Mobility Aids  
1302 Sales Mobility Aids (non disabled)  
1125 Fees and Sales  
1125 Grants Local Auth  
1180 Room/Hall Hire  
Rents  
TOTAL OPERATING INCOME

	Actual	Budget	Var
1030 Tax Claimed Gift Aid (Cash)	611	711	(100)
1304 Don - Mobility Aids	185	763	(578)
1229 Donations and Voluntary Income	796	1,474	(677)
1304 Sales Mobility Aids (Disabled)	0	0	0
1304 Fee - Mobility Aids	0	0	0
1302 Sales Mobility Aids (non disabled)	129	0	129
1125 Fees and Sales	129	0	129
1125 Grants Local Auth	0	0	0
1180 Room/Hall Hire	0	0	0
Rents	39	0	39
<b>TOTAL OPERATING INCOME</b>	<b>964</b>	<b>1,474</b>	<b>(509)</b>

	Actual	Budget	Var
1030 Tax Claimed Gift Aid (Cash)	1,552	2,036	(484)
1304 Don - Mobility Aids	10,071	8,302	1,769
1229 Donations and Voluntary Income	11,623	10,338	1,285
1304 Sales Mobility Aids (Disabled)	464	0	464
1304 Fee - Mobility Aids	0	0	0
1302 Sales Mobility Aids (non disabled)	1,928	0	1,928
1125 Fees and Sales	2,391	0	2,391
1125 Grants Local Auth	2,000	0	2,000
1180 Room/Hall Hire	2,000	0	2,000
Rents	332	0	332
<b>TOTAL OPERATING INCOME</b>	<b>16,346</b>	<b>10,338</b>	<b>6,008</b>

	Last Year
1030 Tax Claimed Gift Aid (Cash)	1,565
1304 Don - Mobility Aids	12,301
1229 Donations and Voluntary Income	13,865
1304 Sales Mobility Aids (Disabled)	15
1304 Fee - Mobility Aids	17
1302 Sales Mobility Aids (non disabled)	488
1125 Fees and Sales	519
1125 Grants Local Auth	0
1180 Room/Hall Hire	0
Rents	78
<b>TOTAL OPERATING INCOME</b>	<b>14,463</b>

	Forecast	Budget	Var
1030 Tax Claimed Gift Aid (Cash)	2,036	2,036	0
1304 Don - Mobility Aids	8,302	8,302	0
1229 Donations and Voluntary Income	10,338	10,338	0
1304 Sales Mobility Aids (Disabled)	0	0	0
1304 Fee - Mobility Aids	0	0	0
1302 Sales Mobility Aids (non disabled)	0	0	0
1125 Fees and Sales	0	0	0
1125 Grants Local Auth	0	0	0
1180 Room/Hall Hire	0	0	0
Rents	0	0	0
<b>TOTAL OPERATING INCOME</b>	<b>10,338</b>	<b>10,338</b>	<b>0</b>

	Last Year
1030 Tax Claimed Gift Aid (Cash)	1,565
1304 Don - Mobility Aids	12,301
1229 Donations and Voluntary Income	13,865
1304 Sales Mobility Aids (Disabled)	15
1304 Fee - Mobility Aids	17
1302 Sales Mobility Aids (non disabled)	488
1125 Fees and Sales	519
1125 Grants Local Auth	0
1180 Room/Hall Hire	0
Rents	78
<b>TOTAL OPERATING INCOME</b>	<b>14,463</b>

**EXPENDITURE**  
2200 Stationery/  
Stationery and Printing  
TOTAL OPERATING EXPENSE  
  
NET OPERATING SURPLUS/(DEFICIT)  
  
NET SURPLUS/(DEFICIT)  
  
NET INVESTMENT GAINS/(LOSSES)  
  
BELOW THE LINE  
NET

	Actual	Budget	Var
2200 Stationery/ Stationery and Printing	0	0	0
<b>TOTAL OPERATING EXPENSE</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>964</b>	<b>1,474</b>	<b>(509)</b>

	Actual	Budget	Var
2200 Stationery/ Stationery and Printing	0	0	0
<b>TOTAL OPERATING EXPENSE</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>14,346</b>	<b>10,338</b>	<b>4,008</b>

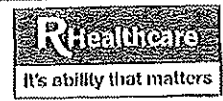
	Last Year
2200 Stationery/ Stationery and Printing	10
<b>TOTAL OPERATING EXPENSE</b>	<b>10</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>14,463</b>

	Forecast	Budget	Var
2200 Stationery/ Stationery and Printing	0	0	0
<b>TOTAL OPERATING EXPENSE</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>10,338</b>	<b>10,338</b>	<b>0</b>

	Last Year
2200 Stationery/ Stationery and Printing	10
<b>TOTAL OPERATING EXPENSE</b>	<b>10</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>14,463</b>

4100000

R Healthcare  
 Botterills Building  
 9 South Avenue, Blantyre Ind. Est.  
 Blantyre  
 G72 0XB  
 Price Queries Tel : 0845 146 0600  
 Invoice Address -



Despatched Address -

British Red Cross Shared Service Centre Floor 3 1 Smithshill Street Paisley PA1 1EA	British Red Cross UNIT 10/11 MARSHGATE CENTRE HARLOW BUSINESS PARK HARLOW CM19 5QP
--	--

Invoice No. PSI/12/047075	Date 25/03/2015	Customer Ref. 8000157672
Order No. SO/13/0024530	Date 25/03/2015	

Account Code 206129	Inv to A/C 206129	Rep Name South East	Rep Code 1001	All Sale transactions are subject to our General Conditions of Sale printed Overleaf
---------------------	-------------------	---------------------	---------------	--

Customer PO 8000157672 Terms 30 days / date of invoice  
 "PLEASE CHECK ALL DETAILS ARE CORRECT"  
 Enqs. Wheelchair & Orthotics: 0845 146 0600

Product Code	Description	Quantity	Unit Price	Disc Rate	Net Value	Cost Plan Rec. D
MA07RLC005N/B	01.:17X17:22.PP:BLK/NN:LAPBELT Lap Belt Filled PPT Tyres Filled **CHAIR TO BE DISPATCHED BAGGED**	30	133.00		3,990.00	

RECEIVED  
 27 MAR 2015  
 SHARED SERVICE CENTRE

GRN 5000160694

(2)

Please ensure payment of this invoice is made to RHealthcare not Rentply Ltd.  
 Payment terms strictly 30 days from invoice.  
 Please pay by electronic transfer to RHealthcare, Barclays Bank PLC  
 Account Number: 28111105 Sort Code: 20-32-00  
 Terms and conditions at www.rhealthcare.co.uk

V.A.T. AMOUNTS ARE ABATED BY THE ABOVE SETTLEMENT TERMS AND ARE STRICTLY NET	V.A.T. % 0.00	GOODS VALUE 3,990.00	V.A.T. 0.00	GOODS TOTAL 3,990.00	V.A.T. 0.00	AMOUNT DUE 3,990.00
V.A.T. REGISTRATION NUMBER	GU 970 288 741					

15 Hogarth Reach  
Loughton  
Essex  
IG10 3HP

25 April 2015

Mr Michael Lascelles  
Senior Service Manager  
British Red Cross  
Unit10/11 Marshgate Centre  
Parkway  
Harlow Business Park  
Harlow  
CM19 5QP

Dear Mr Lascelles,

I am writing on behalf of my wife and myself to record our appreciation of the help we have received recently from your Loughton Branch.


My wife had a Total Hip Replacement and was discharged from Hospital with minimal equipment to aid her recovery and also a sad lack of advice.

I contacted your Loughton Branch and all members of staff with whom we dealt were courteous, considerate and ever ready to help. They suggested, and loaned us, items of equipment which made her day to day life easier to cope with and also gave sensible and practical advice about other issues.

Their assistance was invaluable and has made a considerable contribution to her ongoing recovery. We are grateful to them for helping us through a difficult time and also to the British Red Cross for having such a facility.

I trust you will make them aware of our remarks and close with our thanks to you all.

Yours sincerely,

  
Colin Wood

