

37 Years of Service 1982 - 2019



**DIAL-A-RIDE DIAL-A-BUS
TRANSPORT FOR PEOPLE WITH MOBILITY CHALLENGES
ANNUAL REPORT 2018 – 2019**



**HCL – Handicabs (Lothian) is a Private Limited Company
Registered in Scotland No. 79712 Scottish Charity No. SC013906**

**Admin & Registered Office: 24/3A Dryden Road, Bilston Glen Industrial Estate, Loanhead, EH20 9HX.
Tel: 0131 447 9953 Email: admin@handicabs.org.uk**

CHAIRMAN'S FOREWORD

Kenneth Brown

I would like to take this opportunity to introduce myself as your new chairman. My background is in medicine and the armed forces so I hope that my previous experience will be of some use in facing the many challenges to be overcome in running the organisation. I have been in post for only six months since Mrs Muriel Williams demitted office.

Muriel was in the chair since 2001 and has worked very hard to help develop HcL into the organisation it is today. On your behalf, I wish to thank Muriel for the time and effort she has given to HcL over the years. She has not left HcL completely, however, and will still be serving as a member of the Executive and Finance Committees.

As a new incumbent into this post I am extremely grateful to Kelvin and staff for the support I have been given thus far. Any organisation is only as good as the people working for it and you can rest assured that we have an excellent team working on your behalf.

One of the main issues I hope to address is in raising the profile of HcL. In this respect we probably know of disabled people in the community who have not heard of HcL and would benefit from using its services. In that respect we are all ambassadors for HcL in that we can all spread the word to other people who may not have thought about using the facility or indeed did not know of our existence. We have also reached out to local councillors and MSPs over the past few months. They have visited HcL HQ and seen first-hand how the service works and how it benefits the community.

Financing is always going to be a major issue and this year we have enlisted the services of Laura Kearney. Laura has been in post for several months and has already had huge success in raising funds for the organisation. We wish her every success in the future and thank her for the success she has had so far.

I wish to thank the local councils and their representatives as we would be unable to function without their help and goodwill as well as the staff at Bilston Glen and Bathgate for their excellent work and support and of course the drivers who do such an admirable job for us all. I also wish to acknowledge the contribution made by our committee members who work in the background on your behalf.

Finally, thank you to our loyal customers without whom a very valuable service would cease to exist.

Kenneth Brown
Chairman

CHIEF EXECUTIVE'S REPORT

Kelvin Cochrane

This is the Company's 37th Annual Report and covers the period from the last Annual General Meeting held on Monday, 8th October 2018 to this year's AGM on 14th October 2019. The Director's Report and Accounts are published separately and cover the Company's financial year, 1st April 2018 to 31st March 2019, however a summary version is contained in this report.

The objectives of the Charity are to provide transport for elderly, disabled, ill and/or disadvantaged people and for health and life saving purposes.

Handicabs Lothian (HcL) operates 2 main services in the Lothians *Dial-A-Ride* and *Dial-A-Bus*. Our 2 operating bases are at Bilston Glen which covers (Edinburgh, East & Midlothian) and Bathgate (West Lothian). The Administration & Registered Office is also at Bilston Glen. We also provide longer distance journeys on demand subject to availability.

The Charity plays an important role in meeting a number of national and local policy objectives. The Scottish Government has defined a number of national priority outcomes, through the National Performance Framework of which the following are particularly relevant to the work of the Charity:

- Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it;
- We have tackled the significant inequalities in Scottish society;
- We live in well-designed, sustainable places where we are able to access the amenities and services we need.

HcL aims to provide a quality of service which goes above and beyond providing door-to-door transport by providing a 'through-the-door' service, ensuring that our passengers receive the assistance they need at the start and end of their journey. This may be assisting people with getting their coat on or ensuring that they are settled safely in their home after the journey. The profile of our passengers indicates a high level of mobility difficulty, with some 25% of our *Dial-A-Ride* passengers using a wheelchair. Many of our passengers rely on our service and cannot use buses or taxis. Our service is a particular life-line to medical services, our trip data indicates that 9% of trips are health-related, with another 10% specifically for health-related appointments and a further 1% for respite care.

By providing quality transport, our customers are able to be involved in the community by attending colleges, day centres, support groups, shopping centres, theatres, socialising etc. and in doing so it enables family members and carers to have a much needed break.

Dial-A-Ride operates **7 days** a week, **365 days** per year, including **evenings** to provide door-through-door transport for people with various mobility challenges, of whom 25% (10,821) use wheelchairs. Edinburgh accounted for 46% of *Dial-A-Ride* trips, West Lothian 31%, Midlothian 14% and East Lothian 9%.

Dial-A-Bus provides a **Monday-Friday** shopping service to local major shopping centres for people who have difficulty shopping using public transport. Passengers are helped in and out of their homes, to and from the bus, and helped to get their shopping inside on return if needed. 2% of passengers use wheelchairs. All areas of the Lothians have at least one and often 2 routes available during the week, either morning or afternoon. Edinburgh accounted for 45% of *Dial-A-Bus* passenger trips, West Lothian 36%, Midlothian 16% and East Lothian 3%.

Our services operating in both rural and urban communities throughout Lothian provided 42,706 *Dial-A-Ride*, & 38,288 *Dial-A-Bus* trips to carry a total of 80,994 passengers and their escorts, which is on average 1,600 passengers every week. We have 32,886 registered users: *Dial-A-Ride* (14,029) and *Dial-A-Bus* (18,857) of whom approximately 250 are individual members of the Company.

The Company also operates transport to Day Centres and Adult Learning Centres on behalf of The City of Edinburgh Council (2,247). Total number for all services is **83,241**.

With the growth in population in the Lothians, more and more people will have the need for quality accessible transport. We also play a key role in contributing to the quality of life for vulnerable groups.

HcL's customer base is any person who is restricted from using public services due to mobility reasons. These include e.g. isolated adults living in the community, people with mental health issues, disabilities, the elderly and people with ill health. In addition, HcL has secondary clients such as carers, daughters and sons of people with mobility restrictions who benefit through the provision of services to the person they care for. HcL has identified its source of referrals which include the Health Sector, Community Nursing Staff; GP Practices, Health Centre Staff; Hospitals, Social Work; Home Helps; Home Care Organisers, Good Neighbourhood Networks, Libraries etc. All these areas are included in our mailing list for distribution of our leaflets.

We continue to be grateful for the efforts of volunteers across all aspects of the service, management and administration. With our limited resources, our ability to deliver services as well as we do would be severely impaired without their help.

The Executive Committee identified four key strategic goals in 2014/15 that we aim to achieve by 2019. Our work this year and next will primarily be geared to their achievement. Our 5 year strategy is available on our website www.hcltransport.org.uk

Dial-A-Ride & Dial-A-Bus Fares Survey

In February 2019, HcL surveyed 80 passengers (combination of both Dial-A-Ride and Dial-A-Bus) from Midlothian, East Lothian and West Lothian. Out of the 80 passengers surveyed, 51 responded. The survey consisted of one question for Dial-A-Ride and one question for Dial-A-Bus:

Dial-A-Ride

“Due to the current financial climate and increasing operational costs, Handicabs (Lothian) are increasing the fare from £4.50 to £4.75 for the first mile and from 30p to 40p per mile thereafter. This fare increase would allow the service to be delivered at the level of quality our users have come to expect. The fares increase would take effect from April 2019

Would these changes have an impact on your financial ability to use Dial-A-Ride or Dial-A-Bus?”

100% responded “NO”.

Also included was the question: *“If you would like to tell us in your own words what the Dial-A-Ride/Dial-A-Bus service means to you, please do so”.*

Dial-A-Bus

“Due to the current financial climate and increasing operational costs, Handicabs (Lothian) are increasing the fare to £1.90 (single) and £3.80 (return). this fare increase would allow the service to be delivered at a level of quality our users have come to expect. The fares increase would take effect from April 2019.

100% responded “NO”.

Also included was the question: *“If you would like to tell us in your own words what the Dial-A-Ride/Dial-A-Bus service means to you, please do so in the box below”.*

A Selection of Comments received from passengers

“This service is vital to me in many ways. I would not be able to get to places without you wonderful people”.

Dial-A-Ride means I can travel independently to my art group as I have special needs. It means I can get to and from my group safely. All the drivers are very nice and helpful and polite”.

“Gives me the independence of doing my own shopping”.

“I have used the service for a long time. If it wasn't for you and the service you provide I would be housebound. To me the service is worth every penny. Thank you I don't know where I'd be without you”.

Summary of Achievements

- Staff Remuneration: All staff received a 2% pay rise from October 2018. The pay rise keeps all staff within the Scottish Living Wage;
- Low Emission Zones: Awarded up to £170,000 from Transport Scotland on behalf of Energy Savings Trust to upgrade our fleet from Euro 5 engines to Euro 6 engines to reduce emissions;
- Rolled over yearly agreements with West Lothian, Midlothian & East Lothian;
- Commenced additional projects on behalf of Community Transport Public Social Transport (CTPSP) ;
- Reviewed HcL staff and Executive Policies;
- Appointed a Fundraising Officer (5 November 2018).

I would like to thank The City of Edinburgh Council, West Lothian Council, Midlothian Council and East Lothian Council on behalf of Handicabs (Lothian) (HcL) for the role they play in enabling the services to operate and also to thank them on behalf of our passengers for their ongoing critical support. During the year donations were received from the Souter Charitable Trust (£2,000); Rotary Club of Edinburgh Jubilee Charity Fund (£1,000); and Linlithgow Roundtable (£410).

Also I would like to thank all our members, users and friends who have given HcL a donation in the past year.

HcL Annual Report 2018/2019

As a cost saving exercise donations less than £50.00 received after October 2019 will not receive a thank you letter. All donations will still be logged, if any person would like a thank you letter, please telephone our admin number 0131 447 9953 to request one.

I would like to thank our professional and committed 41 members of staff who operate our 30 vehicles and 2 despatch centres throughout the year, including evenings and weekends, to respond to the various travel needs of our passengers. Most of our work is pre-booked although we often respond to urgent travel needs on the day and on-board data pads will allow us to respond more to spontaneous travel demands. We always do our best to provide the life-line and travel link for our many disabled and mobility challenged passengers.

I would also like to thank the Chairman and the Executive Committee, past and present, for all their efforts over the years and lastly but not least the most important people, our members and users of our services.

Our Committee, members and friends continue to help us with generous donations and voluntary assistance and useful suggestions for improvement. Our AGM continues to be well attended with our user-led Executive Committee being elected and a sociable buffet being provided. We also wish to thank our many suppliers and service centres who have assisted in keeping our services and vehicles going every day of the year.



Senior Despatcher, Gladys Armstrong receiving a bouquet of flowers from Chief Executive, Kelvin Cochrane on her retirement from HcL

HIGHLIGHTS: *the year in brief*

- 83241 passengers and their escorts transported during the year.
- Completion of 37 years' service covering over 21.11 million miles.
- 2 replacement vehicles and 1 additional vehicle.
- The *user* led Executive Committee, Finance and Fundraising Sub Committees met regularly during the year.
- Service level partnership agreements continued with all local Councils.
- Continuation of Public Social Partnership with City of Edinburgh Council, Lothian Community Transport Services, Pilton Equalities Project and South Edinburgh Amenities Group.
- Joint working with other members of ECTOG (Edinburgh Community Transport Operators Group) to develop local community transport initiatives.
- Development of the 3 vehicles *Rural Project (RCTI)* during its 18th year covering rural areas in West Lothian, Midlothian and East Lothian and continuation of the *Urban DRT* project in Edinburgh.
- "Special Trips" outwith the Lothians for people travelling on holiday or for respite care.
- Ongoing staff training including: manual handling, first aid, health & safety, MiDAS (Minibus Driver Awareness Scheme) and Disability Awareness.
- Membership of Disability Forums, Scottish Accessible Transport Alliance (SATA), Community Transport Association (CTA), Edinburgh Voluntary Organisations Council (EVOC), Midlothian Voluntary Action (MVA), West Lothian Social Enterprise Network (WLSen), Edinburgh's Older People's Service providers Forum and West Lothian Senior Peoples Forum.
- Members and friends of HcL continue to offer tremendous support for the organisation with generous donations being put towards replacement vehicles and equipment. The "Gift Aid" scheme continues to provide a boost for charitable donations.
- Working with Unite the Union to progress staff conditions and training and health and safety matters.
- Updating and development of accessible vehicle specifications to improve access and comfort for passengers.
- Newsletters, surveys, leaflets and publicity material produced.

TREASURER'S REPORT

Jaslin Bhagrath CA

In the previous year we were fortunate to receive a legacy of £216k from a former user of our service; this helped boost our income last year to £1.5m. This year, income is back to a level similar to that seen in 2016 and 2017 - £1.3m.

70% of our income (£905k) comes from grants from the City of Edinburgh Council, East, West and Midlothian Councils. As we continue to increase our service offering. This year assisting at Drum Brae, generated additional grant income. Our other main source of income is from fares, c£235k in the year.

Overall expenditure for the year to 2019 was £1.41m broadly in line with 2018 at £1.36m (a small increase of £50k). The largest cost to the charity is wages and salaries, which accounts for 64% of total expenditure. As in the previous year we have increased our staff numbers, we now have on average 41 members of staff. We remain conscious of the economic market; we invest in staff and equipment where we can but also monitor expenditure closely.

As a result of the above the charity has net expenditure at the year-end of £107k and net movement of funds, after actuarial gain on the pension scheme, of £(47k).

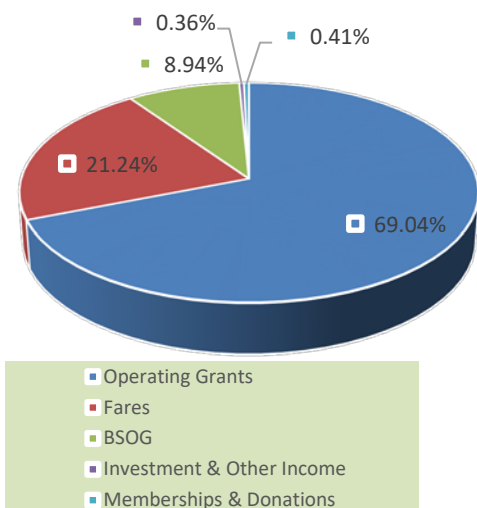
The Board are aware of the need to mitigate future deficits. Since the year-end, thanks to our new fundraiser, we have secured a number of grants and donations which will help us move forward in 2019/2020.

Total funds as at 31 March 2019 were £925k made up of:

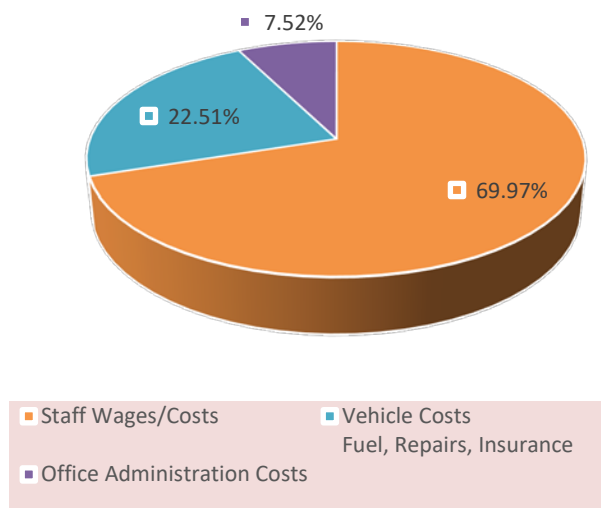
- Restricted funds (the capital fund) £85k
- Unrestricted designated funds (towards new vehicles) £77k
- Unrestricted funds (including pension fund) £763k

During the year the charity took the decision to invest an element of cash in equity investments. This is a further step to generate future growth of the charity. As the balance sheet shows, the charity has net assets of £925k, made up mainly of; investments £352k, cash in the bank £346k and tangible assets (our vehicles) of £126k.

Incoming Unrestricted Resources
2018/2019 Total: £1,259,873



Outgoing Unrestricted Resources
2018/2019 Total: £1,206,740



DIRECTORS' STATEMENT ON SUMMARISED FINANCIAL STATEMENTS

The summarised financial statements set out below have been extracted from the full financial statements which were approved on 3rd September 2019 and do not constitute the charity's statutory financial statements. The full financial statements have been audited and the auditor's opinion was unqualified. The financial statements for the years ended 31 March 2019 and 31 March 2018 have been delivered to the Registrar of Companies.

These summarised financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the Charity. For further information the full financial statements, the auditor's report on these financial statements and the Directors' Report should be consulted. Copies of the full financial statements can be obtained from the Registered Office at 24/3A Dryden Road, Loanhead, Midlothian, EH20 9HX.

Signed on 3rd September 2019 on behalf of the directors: Director

SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2019

	Unrestricted funds	Restricted funds	2019 Total	2018 Total
	£	£	£	£
Income and endowment from:				
Donations and legacies	7,088	-	7,088	233,799
Membership	1,253	-	1,253	1,030
<i>Charitable activities:</i>				
Operating grants	904,848	-	904,848	875,388
Capital grants	-	32,000	32,000	36,500
Bus Service Operators Grant	114,645	-	114,645	114,952
Fares	235,175	-	235,175	234,016
Investments	1,061	-	1,061	523
Other	5,000	-	5,000	-
Total income	1,269,070	32,000	1,301,070	1,496,208
Expenditure on:				
Charitable activities	(1,301,657)	(109,065)	(1,410,722)	(1,365,717)
Total expenditure	(1,301,657)	(109,065)	(1,410,722)	(1,365,717)
Net gains on investments	2,494	-	2,494	-
Net (expenditure)/income	(30,093)	(77,065)	(107,158)	130,491
Other recognised gains/(losses):				
Actuarial gains/(losses) on defined benefit pension scheme	60,000	-	60,000	211,000
Net movement in funds	29,907	(77,065)	(47,158)	341,491
Reconciliation of funds:				
Total funds at 1 April 2018	810,087	161,862	971,949	630,458
Total funds at 31 March 2019	839,994	84,797	924,791	971,949

BALANCE SHEET AS AT 31ST MARCH 2019

	2019	2018
	£	£
Fixed assets	478,107	162,018
Current assets	505,627	866,710
Current liabilities	(58,943)	(56,779)
Net current assets	446,684	809,931
Net assets	924,791	971,949
Total funds of the charity:		
Restricted funds	84,797	161,862
Unrestricted funds		
Designated	76,849	102,566
General	763,145	707,521
	924,791	971,949
	924,791	971,949
Approved by the Board on 3rd September 2019		

INDEPENDENT AUDITOR'S STATEMENT TO THE DIRECTORS AND MEMBERS OF HANDICABS (LOTHIAN) LIMITED

We have examined the summarised financial statements for the year ended 31 March 2019 set out above.

This statement is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and the trustees, as a body, in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005, regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended). Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and auditor

The directors are responsible for preparing the summarised financial statements in accordance with applicable United Kingdom law and the recommendations of the charities Statement of Recommended Practice.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements and Directors Report. We also read the other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

We conducted our work in accordance with Bulletin 2008/3 "The auditor's statement on the summary financial statement" issued by the Auditing Practices Board for use in the United Kingdom.

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements and the Directors' Report of Handicabs (Lothian) Limited for the year ended 31 March 2019.

Whitelaw Wells, Chartered Accountants and Statutory Auditor, 9 Ainslie Place, Edinburgh, EH3 6AT.

HcL EXECUTIVE COMMITTEE 2018 / 2019

Dr Kenneth Brown TD MBChB MRCP AFOM CIH Chairman

Muriel Williams MStJ Vice Chair

Jaslin Bhagrath CA Treasurer

Mike Harrison MSc BA

Dennis Wilson

John Ballantine

Joan Cameron

Marie McDonald

Patricia Lawson

Janice Thomson

Mary Sharkey (Appointed 05/10/18 - Resigned 15/08/09)

Assessors and Observers:

Councillor (*To be arranged*) The City of Edinburgh Council

Councillor Tom Conn West Lothian Council

Councillor Russell Imrie Midlothian Council

Councillor (*To be arranged*) East Lothian Council

Frank Henderson The City of Edinburgh Council

Nicola Gill West Lothian Council

Trevor Docherty Midlothian Council

Bruce Moffat East Lothian Council

HcL STAFF (39 staff members at April 2019) ^ denotes 20 or more years' service
(R) = Resigned Senior denotes 10 or more years' service

Headquarters (3)

Kelvin Cochrane ^	Chief Executive
Ian Greig ^	Operations Manager
Alexis Brown	Finance Officer
Laura Kearney	Fundraising Officer

Edinburgh (20)

Robert Hutson	Assistant Operations Manager		
Gladys Armstrong^	Senior Despatcher (retired)	Chris Howard	Senior Despatcher
Amy Hutson	Despatcher	Kirsty Kinnaird	Despatcher/Finance Assistant
Annette Cunningham	Volunteer Despatcher (R)	Edmund Ho	Volunteer Despatcher (R)
Tony Brice ^	Senior Driver	Hilary Kinnaird^	Senior Driver (R)
David Dunn^	Senior Driver (R)	Billy Armstrong	Senior Driver
Julian Ogilvie	Senior Driver	Mark McCrindle	Driver
David McGill	Driver	Robert Laing	Driver
Cameron McLean	Driver	William Millar	Driver (R)
Steven Edwards	Driver (R)	Angie Stein	Driver
Gary Duff	Driver	Scott Pennycook	Driver
Stuart Duffy	Driver	David Hogarth	Driver
Mary Kivlin	Driver (R)	Graham McKinlay	Driver (R)
Neil Young	Driver	Darren Sharpe	Driver
Rino Sacconi	Driver	Darren Wallace	Driver

Midlothian & East Lothian (5)

Irene McDonald ^	Senior Driver	Ged McDonald ^	Senior Driver
James Hunter ^	Senior Driver	Russell Scott	Senior Driver
Andrea Battini	Driver		

West Lothian (11)

Gary Toner^	Assistant Operations Manager	Frances McCallum	Senior Despatcher
Kevin Gibson ^	Senior Driver	Steven Pennycook	Driver
John Watson	Senior Driver	Robert Kelly	Driver
Mark Toner	Senior Driver	Reg Watson	Driver
Grant Gibson	Driver	Garry Drysdale	Volunteer Driver
Margaret Comfort	Volunteer Despatcher	Angela Starrs	Volunteer (R)

Visit from Colin Beattie, MSP

On 18th January 2019, Colin Beattie MSP, for Midlothian North and Musselburgh visited our Head Office at Bilston Glen to learn more about HcL's services that we provide. Kelvin showed Colin around our vehicles and introduced him to staff present.

It was our pleasure to meet with him and tell him more about the difference our services makes to our passengers.



Kelvin Cochrane, Chief Executive
Colin Beattie, MSP
Muriel Williams, Vice-Chairman
Dr Ken Brown, Chairman

Visit from Cllr Pauline Winchester, Midlothian

Thank you to Cllr Pauline Winchester for visiting our Head Office at Bilston Glen on 6th February 2019.

We really appreciated the time that she took to come and learn more about HcL and the services we provide to help raise the profile of our Charity.



Kelvin Cochrane, Chief Executive
Cllr Pauline Winchester
Dr Ken Brown, Chairman

Visit from Miles Briggs MSP, Shadow Health & Sport

It was our pleasure to have Miles Briggs MSP visit our Head Office at Bilston Glen on Monday, 11th March 2019, to learn more about our service and the needs of our passengers. Miles spent time meeting staff and having a look round one of our vehicles. Miles said on his twitter page: "Great to visit Handicabs (Lothian) this morning to hear more about the Dial-A-Ride and Dial-A-Bus services they provide. Last year they provided over 83,000 passenger journeys helping support independent living across Lothian."



Muriel Williams, Vice-Chairman
Miles Briggs, MSP
Dr Ken Brown, Chairman
Kelvin Cochrane, Chief Executive

Office Visits

37 Years of Service 1982 - 2019

Scottish Charity No. SC013906

HcL's objectives are to provide transport for disabled, ill or disadvantaged people.

**Edinburgh, Midlothian and East Lothian:
24/3A Dryden Road, Bilston Glen Industrial Estate
Loanhead, EH20 9HX**

Dial-A-Ride Bookings 0131 447 9949

Dial-A-Bus Bookings 0131 447 1718

edinburgh@handicabs.org.uk

**West Lothian Office: 17A Inchmuir Road,
Whitehill Industrial Estate, Bathgate EH48 2EP**

Dial-A-Ride Bookings 01506 633953

Dial-A-Bus Bookings 01505 633336

bathgate@handicabs.org.uk

HcL Administration & Registered Office 0131 447 9953

admin@handicabs.org.uk

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www.HcLTransport.org.uk

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