

*38 Years of Service 1982 - 2020*



**DIAL-A-RIDE DIAL-A-BUS  
TRANSPORT FOR PEOPLE WITH MOBILITY CHALLENGES**

# **ANNUAL REPORT 2019 - 2020**



**HcL – Handicabs (Lothian) is a Private Limited Company  
Registered in Scotland No. SC079712 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](mailto:admin@handicabs.org.uk)**

## CHAIRMAN'S FOREWORD

*Kenneth Brown*

It is highly regrettable that we are unable to hold our Annual General Meeting in person this year and are restricted to meeting online with a smaller number of people than usual attending. Apologies for this, but due to the COVID-19 pandemic, there is no other option. Let us hope that we will return to normality next year.

Since lockdown in March, HcL has had to make some radical changes. The Dial-A-Bus service has stopped completely and the Dial-A-Ride service has had to be drastically curtailed, necessitating use of the Government's Job Retention Scheme for over half of our staff. We have, however, undertaken alternative service provision in the meantime, delivering meals for community based projects with a limited number of vehicles and drivers.

We officially restarted Dial-A-Ride in July and use of this service is slowly increasing. Considerable work and expense were involved in modifying our Dial-A-Ride vehicles to be compliant with COVID-19 protocols and to ensure the safety of our passengers and drivers. Drivers especially have had to undergo further training in order to deal with the disinfection of vehicles and other COVID-19 specific duties.

I hope that you will all feel confident and safe using our service due to the above changes now being implemented.

I wish to thank many people for their work and support during this difficult time. I would especially like to thank our CEO Kelvin who has had a very busy few months in keeping the organisation functioning and meeting all of the new challenges this has entailed. Thanks also to the drivers and staff who have been assisting him. We also appreciate the various local authorities, organisations and individuals who have supported us financially so that we can keep HcL going into the future. Also thanks to my fellow members of the Executive and Finance Committees who have participated in Zoom meetings over the past few months, as well as offering their ongoing support throughout this time.

Finally, I wish to sound a word of caution in that we now need you, our passengers, to use our service so that we can maintain a strong financial base for the future and a service which I passionately believe in as being essential for the needs of those with mobility problems in the community.

**Dr Kenneth Brown TD MBChB MRCP AFOM CIH  
Chairman**

**CHIEF EXECUTIVE'S REPORT***Kelvin Cochrane*

This is the Company's 38th Annual Report and covers the period from the last Annual General Meeting held on Monday, 14 October to this year's AGM on 12th October 2020. The Director's Report and Accounts are published separately and cover the Company's financial year, 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020, 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 26% (10,227) use wheelchairs. Edinburgh accounted for 44% of *Dial-A-Ride* trips, West Lothian 33%, 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 43% of *Dial-A-Bus* passenger trips, West Lothian 37%, Midlothian 18% and East Lothian 2%.

Our services operating in both rural and urban communities throughout Lothian provided 38,686 *Dial-A-Ride*, and 36,285 *Dial-A-Bus* trips to carry a total of 74,971 passengers and their escorts, which is on average 1,442 passengers every week. We have 32,833 registered users: *Dial-A-Ride* (15,126) and *Dial-A-Bus* (19,707) of whom 250 are individual members of the Company.

## HcL Annual Report 2019/2020

The Company also operates transport to Day Centres and Adult Learning Centres on behalf of The City of Edinburgh Council (11,672). Total number for all services is **86,643**.

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.

From 23<sup>rd</sup> March 2020, all HcL services were cancelled except essential travel to hospital/medical appointments.

HcL are grateful to receive 100% of our core funding from The City of Edinburgh Council, West Lothian, East Lothian and Midlothian Councils during the COVID-19 pandemic, but we still incur the fixed costs of all other staff, premises, vehicle maintenance and admin costs. We are losing revenue from passenger fares per month. Funding from one of our contracts has also been cancelled until further notice. We have furloughed 26 members of staff and retained 13 staff members to help mitigate any financial losses the Company is currently incurring. We have applied to numerous funds for grants and also Transport Scotland for the COVID-19 grant to replace the Bus Service Operators Grant (BSOG).

As lockdown eases, we fully expect demand to start increasing – particularly for the elderly, disabled and those with health challenges as non-essential medical appointments, treatments and procedures are rescheduled. We have carried out Risk Assessments and created Policies with the help and support of staff and Unite the Union to protect our users and staff from COVID-19. We continue to ensure that we are operationally available to meet any rise in demand.

To mitigate any reputational loss, HcL has supported local initiatives (free of charge) to deliver food packages and meals to those shielding, in isolation and the most vulnerable in our communities. Some of whom would be passengers for HcL in other circumstances. For example:

### Edinburgh

- SCRAN Academy (Edinburgh) – Mondays, Wednesdays and Fridays – 5 vehicles – approximately 80 meals per day;

### West Lothian

- Tea J's Cafe in Armadale (who provide free meals to the elderly and isolating) – 5 days per week – 2 vehicles – approximately 50 lunches per day;
- Boghall Drop In Centre – Tuesdays – one vehicle – approximately 10 meals;
- The Larder Cook School, Bellsquarry – Mondays, Wednesdays and Fridays – 2 vehicles – approximately 150 meals per day.

### Midlothian and East Lothian

HcL is involved in a forum “Care for People” for COVID-19. East Lothian Volunteer Service has been signposting people to HcL services in which we have seen a significant rise in demand.

We have updated our procedures and introduced additional cleaning measures in light of COVID-19 and to ensure the safety of our passengers and drivers. Drivers will follow Government guidelines re attending work and are provided with appropriate personal protective equipment (PPE).

Up to 4 passengers may travel from the same household. Physical distancing does not apply to members of the same household and any carer or escort. Rear screens have been fitted to all Dial-A-Ride vehicles.

We commissioned a short film demonstrating cleaning procedures introduced as a result of COVID-19 to ensure a safe Dial-A-Ride service for our passengers, many of whom feel at risk. The video can be viewed on our website, facebook and twitter page showing what we are doing to reduce the risk of COVID-19 when travelling with HcL. Please follow the link.

<https://vimeo.com/442394379/c977fccbf>

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, the Charity received £32,000 towards funding of new vehicles. The Directors would like to thank those organisations who gave their financial support including: 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.

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 39 members of staff and 2 volunteers 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.

I would like to personally thank the driving staff (who volunteered throughout the pandemic) on behalf of HcL’s Executive Committee, members, passengers and stakeholders for continuing to provide essential travel to medical appointments and to help deliver food packages and meals to those shielding, in isolation and the most vulnerable in our communities.

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. 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.

### Summary of Achievements

- Signed a 3 + 1 agreement with The City of Edinburgh Council (2019);
- Rolled over yearly agreements with West Lothian, Midlothian and East Lothian Councils;
- Commenced additional transport projects on behalf of The City of Edinburgh Council;
- Reviewed and updated our Staff Conditions of Service with the assistance of Unite the Union and staff;
- Reviewed and updated Executive Policies;
- Low Emission Zones: upgraded our fleet from Euro 5 compliance to Euro 6 to reduce emissions;
- Negotiated and extended 5 year lease till 2025 for our Administration and Registered Office;
- Upgraded our broadband connection to a dedicated broadband line allowing continued usage of modern cloud technology;
- Staff Remuneration: all staff received a 2.5% pay rise from 2020. The pay rise keeps all staff within the Scottish Living Wage;
- Trialling card readers in some of our Dial-A-Ride vehicles offering passengers contactless payment options. The first card payment received on a vehicle was 20<sup>th</sup> August 2020. The card readers can use chip and pin and other contactless options.
- Parliamentary Reception – to be held on 13<sup>th</sup> May 2020 recognising 30 years of Dial-A-Bus (cancelled due to COVID-19);
- Maintain and improve Dial-A-Ride and Dial-A-Bus services – implemented/trained volunteers; re-trained despatchers on booking and scheduling software; updated website; facebook page, twitter page and leaflet; advertising in health centres, libraries, council offices, hospitals, sheltered housing, local radio interviews, local magazines and newspapers, etc; published bi-yearly newsletter;
- A total of 135 applications submitted to funders;
- Replaced 2 Dial-A-Ride vehicles and one Dial-A-Bus;
- Develop new services which enhance mobility – we are in our second year of a 3 + 1 year Public Social Partnership with The City of Edinburgh Council, Lothian Community Transport Services, Pilton Equality Project, South Edinburgh Amenities Group and The DOVE Centre. We have implemented day centre transport to UPMO (Upward Mobility), Tiphereth, Drumbrae and Carrickvale. Arranged ongoing meetings with West Lothian Council, Midlothian Council and East Lothian Council. We are a Member of ECO Stars in which we monitor our carbon footprint yearly. Drivers are trained in fuel efficient driving. We are exploring opportunities to develop new community bus services under Section 22 licences.
- Develop the organisation: we have reviewed and implemented a 5 year strategy; one of the recommendations of the Board was to authorise the Chief Executive to carry out an organisational review with the support of the Cranfield Trust which includes:
  - that HcL diversifies its services as outlined in HcL's Draft Strategy Report;
  - supports an application for Development Worker funding from Paths for All;
  - pursued funding from Maas projects;
  - development of key performance indicators based on strategy outcomes;

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- ongoing governance training for Executive Members;
  - received a refresh of the Opening Doors Strategy document early in 2020;
  - encourage more people to become members;
  - reviewed and updated our image including corporate branding;
  - increased efficiency, through minimising vehicle and administrative overheads to exploit new technology.
- Extend our Communications: developed a structured communications plan to understand more about the needs and wishes of our users and potential users. Engaged with funders to fully understanding their policy priorities and to communicate effectively the contribution that HcL makes in meeting these policies. Developed a plan for use of digital communications and social media.

### COVID-19 Projects

Darren Wallace (Edinburgh) assisting SCRAN Academy Edinburgh with meal deliveries



Steven Pennycook (West Lothian) assisting with meal deliveries for Boghall Drop in Centre

Mark Toner & Steven Pennycook (West Lothian) assisting The Larder Cook School with meal deliveries.



Mark Toner (West Lothian) with Tom from Tea J's 'assisting with meal deliveries

## HIGHLIGHTS: *the year in brief*

- 86,643 passengers and their escorts transported during the year.
- Completion of 38 years' service covering over 21.64 million miles.
- Replacement of 2 Dial-A-Ride & 1 Dial-A-Bus vehicles.
- 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 The City of Edinburgh Council, Lothian Community Transport Services, Pilton Equalities Project, South Edinburgh Amenities Group and The Dove Centre.
- 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 19<sup>th</sup> 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*

Income increased by £129k in 2020 to £1.43m. The increase is mainly due to a conscious effort to increase income through fundraising which has seen our part-time fundraiser secure various grants and donations to support our core work as well as equipment needed in our vehicles. The charity continues to diversify, working in partnership with The City of Edinburgh Council to support their transport needs, for which we secured an additional grant this year of £32,000.

Overall expenditure for the year to 2019 was £1.46m broadly in line with 2019 at £1.41m (a small increase of £47k). The largest cost to the charity is wages and salaries, which accounts for 66% of total expenditure. We remain conscious of the economic market; we invest in staff and equipment where we can but also monitor expenditure closely.

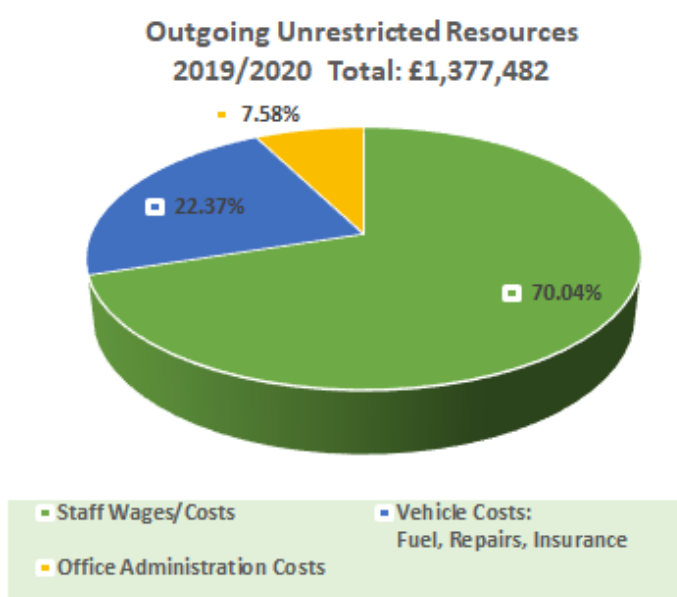
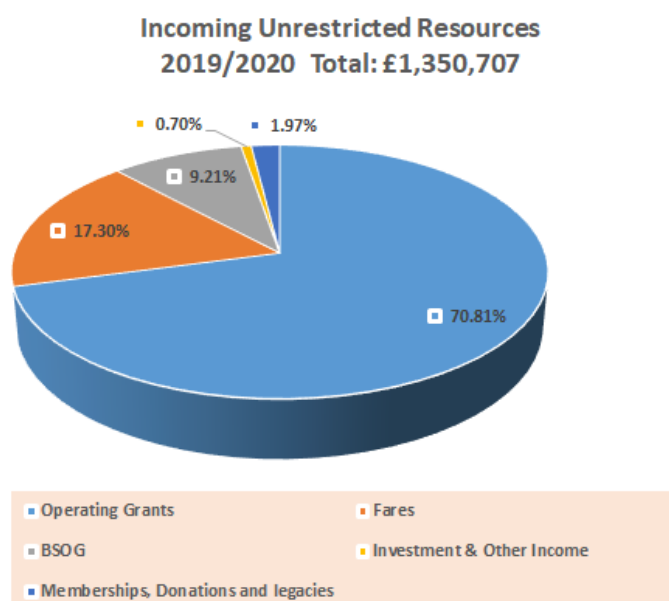
As a direct result of the COVID-19 pandemic, markets fell sharply in March 2020 resulting in decline in the market value of our investments. As a result, at the 31 March 2020 the charity had a net loss on investments of £28k.

The charity has net expenditure at the year-end of £56k, compared to £107k in 2019 and net movement of funds, after actuarial gain on the pension scheme, of £28k.

Total funds as at 31 March 2020 were £952k made up of:

- Restricted funds (the capital fund) £126k
- Unrestricted designated funds (towards new vehicles and staff restructure) £480k
- Unrestricted funds (including pension fund) £346k

The current pandemic of COVID-19 has meant services had to temporarily cease in March 2020. We had to furlough staff through the Government Job Retention Scheme but were able to operate essential trips with a smaller number of staff. DAR commenced operations again in July 2020, whilst DAB is not yet operating. The Board have reviewed our finances and we have sufficient reserves to continue as an organisation for the next 12 months.



**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 8<sup>th</sup> September 2020 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 2020 and 31 March 2019 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 8<sup>th</sup> September 2020 on behalf of the directors: **Director Dr Kenneth Brown**

**SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2020**

	Unrestricted funds	Restricted funds	2020 Total	2019 Total
	£	£	£	£
<b>Income and endowment from:</b>				
Donations and legacies	6,178	19,380	25,558	7,088
Membership	1,050	-	1,050	1,253
<i>Charitable activities:</i>				
Operating grants	944,204	12,230	956,434	904,848
Capital grants	-	79,125	79,125	32,000
Bus Service Operators Grant	124,434	-	124,434	114,645
Fares	233,723	-	233,723	235,175
Investments	8,508	-	8,508	1,061
Other	1,000	-	1,000	5,000
<b>Total income</b>	<b>1,319,097</b>	<b>110,735</b>	<b>1,429,832</b>	<b>1,301,070</b>
<b>Expenditure on:</b>				
Charitable activities	(1,389,061)	(69,132)	(1,458,193)	(1,410,722)
<b>Total expenditure</b>	<b>(1,389,061)</b>	<b>(69,132)</b>	<b>(1,458,193)</b>	<b>(1,410,722)</b>
<b>Net (losses)/ gains on investments</b>	<b>(27,742)</b>	<b>-</b>	<b>(27,742)</b>	<b>2,494</b>
<b>Net (expenditure)/income</b>	<b>(97,706)</b>	<b>41,603</b>	<b>(56,103)</b>	<b>(107,158)</b>
<b>Other recognised gains/(losses):</b>				
Actuarial gains on defined benefit pension scheme	84,000	-	84,000	60,000
<b>Net movement in funds</b>	<b>(13,706)</b>	<b>41,603</b>	<b>27,897</b>	<b>(47,158)</b>
<b>Reconciliation of funds:</b>				
<b>Total funds at 1 April 2019</b>	<b>839,994</b>	<b>84,797</b>	<b>924,791</b>	<b>971,949</b>
<b>Total funds at 31 March 2020</b>	<b>826,288</b>	<b>126,400</b>	<b>952,688</b>	<b>924,791</b>

**BALANCE SHEET AS AT 31<sup>ST</sup> MARCH 2020**

	2020	2019
	£	£
<b>Fixed assets</b>	<b>444,840</b>	<b>478,107</b>
Current assets	672,517	505,627
Current liabilities	(164,669)	(58,943)
<b>Net current assets</b>	<b>507,848</b>	<b>446,684</b>
<b>Net assets</b>	<b>952,688</b>	<b>924,791</b>
<b>Total funds of the charity:</b>		
Restricted funds	126,400	84,797
Unrestricted funds		
Designated	480,000	76,849
General	346,288	763,145
	952,688	924,791
	=====	=====
<b>Approved by the Board on 8<sup>th</sup> September 2020</b>		

### 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 2020 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 2020.

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

### HcL EXECUTIVE COMMITTEE 2019 / 2020

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

Janette Montgomery (Appointed 3<sup>rd</sup> March 2020)

#### 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 and 2 volunteers at April 2020) ^ denotes 20 or more years' service

**(R) = Resigned**

**Senior denotes 10 or more years' service**

**Headquarters (4)**

Kelvin Cochrane ^	Chief Executive
Robert Hutson	Operations Manager (Appointed 17/8/20)
Ian Greig ^	Operations Support Officer (Appointed 24/8/20)
Alexis Brown	Finance Officer

Laura Kearney	Fundraising Officer
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**Edinburgh (20)**

Chris Howard	Operations Supervisor (Appointed 21/8/20)		
Amy Hutson	Despatcher	Kirsty Kinnaird	Despatcher/Finance Assistant
Tony Brice ^	Senior Driver	Billy Armstrong^	Senior Driver
Julian Ogilvie	Senior Driver	Mark McCrindle	Driver
David McGill	Driver	Robert Laing	Driver
Cameron McLean	Driver	Angie Stein	Driver
Gary Duff	Driver	Scott Pennycook	Driver
Stuart Duffy	Driver	David Hogarth	Driver
Neil Young	Driver	Darren Sharpe	Driver
Rino Sacconi	Driver	Darren Wallace	Driver
Alistair Ingles	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)**

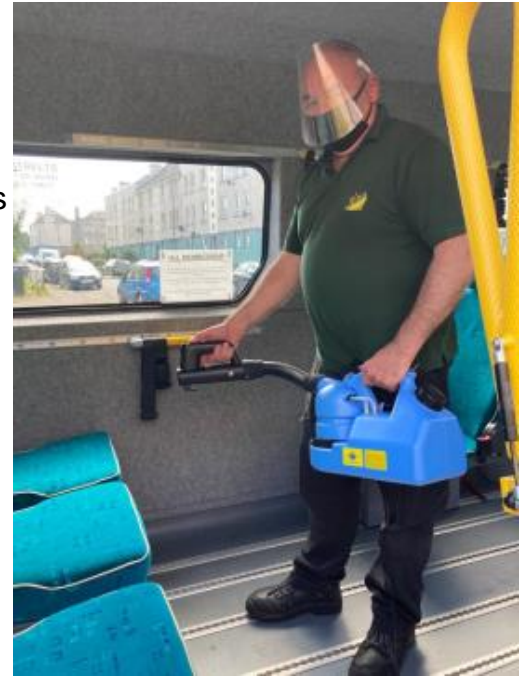
Gary Toner^	Assistant Operations Manager		
Frances McCallum^	Senior Despatcher	Kevin Gibson^	Senior Driver
John Watson	Senior Driver	Mark Toner	Senior Driver
Grant Gibson	Driver	Robert Kelly	Driver
Reg Watson	Driver	Steven Pennycook	Driver
Garry Drysdale	Volunteer Driver	Margaret Comfort	Volunteer Despatcher
<b>Donna Miller</b>	<b>Volunteer Despatcher (R)</b>		

We have updated our procedures and introduced additional cleaning measures in light of COVID-19 and to ensure the safety of our passengers and drivers. Drivers will follow Government guidelines re attending work and are provided with appropriate personal protective equipment (PPE).

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We commissioned a short film demonstrating cleaning procedures introduced as a result of COVID-19 to ensure a safe Dial-A-Ride service for our passengers, many of whom feel at risk. The video can be viewed on our website, facebook and twitter page showing what we are doing to reduce the risk of COVID-19 when travelling with HcL. Throughout their shift, drivers will sanitise/clean:

- door handles, doors, grasp rails;
- seatbelts, seatbelt clips and wheelchair tie down;
- floors and passenger lifts;
- steering wheels and dashboards;
- clean all areas of the vehicles that drivers, passengers or escorts have come into contact with;
- hand sanitiser stations in vehicles for all passengers.



*Driver Robert Laing sanitising vehicle with fogging machine*

In addition all vehicles will be disinfected monthly by using a ULV Fogger disinfectant mist sprayer. What is a ULV Fogger you say? ULV Fogger disperses a fine mist or fog of high grade disinfectant that kills 99.999% of bacteria. It is far reaching so eliminates bacteria in hard to reach places like, ceilings, walls, crevices as well as furniture, floors and equipment, leaving them safe to use.

At the time of booking you will be asked:

- do you have any symptoms associated with COVID-19?
- do you have a high temperature?
- do you have a new continuous cough?
- have noticed any difference in your taste and smell?
- are you self-isolating?

If you answer yes to any of the above questions, transport will be refused. Passengers and escorts are required to wear face coverings on vehicles unless they have a medical exemption. When arriving at your home, drivers will be wearing a face covering. They will ask you the same questions again to see if there has been any changes since booking. The driver will still provide any assistance you require from your home, to the vehicle and entering/exiting the vehicle - either by the side door or passenger lift.

*38 Years of Service 1982 - 2020*

**Scottish Charity No. SC013906**

**HcL's objectives are to provide transport for disabled, ill and or disadvantaged people and for health and life saving purposes.**

**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](mailto: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](mailto:bathgate@handicabs.org.uk)**

**HcL Administration & Registered Office 0131 447 9953**

**[admin@handicabs.org.uk](mailto:admin@handicabs.org.uk)**

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