

CHAIRMAN'S FOREWORD

Williams

Muriel



Muriel Williams with Sarah Boyack MSP attending the Local Heroes celebrations at the opening of the 2011 session of the Scottish Parliament.

Welcome to HcL's Annual Report for 2010-11.

I am grateful for the opportunity to consider with you the current position and to take a hopeful look into the future.

This has been a difficult year financially, but we are not alone in experiencing funding problems. Indeed the country as a whole seems to be singing from the same songsheet.

We are fortunate in having a dedicated staff who are now well experienced in "making a little go a long way!" and with the continued goodwill of the various Councils in whose areas we operate: namely Edinburgh, West Lothian, Midlothian and East Lothian, and the Order of St John who also support our work, as well as other well wishers, we will continue to meet the future needs of those who rely on us to get out and about and to participate in their neighbourhood activities and interests.

This is an appropriate time and place to recognise that without the resources raised by our ambulance teams the future activities of HcL could be, indeed would be, more restricted than ever. And we cannot depend solely on Councils to cover completely the costs of our future activities, as they too are experiencing drastic cuts in their finances. To date we have been regarded by them favourably and we must hope that our good reputation and willingness to seek additional funding from other sources will encourage them to include us in their "to be kept and assisted" category.

On behalf of all who rely on the services provided by HcL may I thank each and every one of our staff for cheering us on the way when we are in need of a helping hand and for providing the necessary "wheels" to let us do our own thing in our own way.

Sincere good wishes.

CHIEF EXECUTIVE'S REPORT

Wayne

Pearson

This is the Company's twenty-ninth Annual Report and covers the period from the last Annual General Meeting held on 18th October 2010 to this year's A.G.M. on 17th October 2011. The Director's Report and Accounts are published separately and cover the Company's financial year to 31st March 2011 however a summary version is contained in this report.

HcL operates services throughout Lothian and beyond including *dial-a-ride*, *dial-a-bus* and *ambulance*, from bases at our Headquarters in Astley Ainslie Hospital (Edinburgh, Midlothian and East Lothian) and Bathgate (West Lothian). Demand for our service particularly *dial-a-ride* continues to outstrip our available resources by on average 12% of our workload. This is likely to increase as the population ages however the current economic downturn has restricted the number and frequency of journeys undertaken by our regular passengers. There is also ongoing uncertainty about the level of grant support we will receive from our Council funders currently and in the future. This has put pressure on us as we try to maintain the same level of service as is currently provided. We are changing some of the shift patterns and reducing our reserve vehicle fleet to make necessary savings. Our leaflet drops in East Lothian and Midlothian has provided information to potential new customers which we will follow-up in West Lothian and Edinburgh.

Health related transport has been maintained during the year and provides useful additional income to support all our services. This has helped patients and the NHS and is now seen as a vital part of local health transport provision. We provide regular ambulance and patient transport for the Oncology wards at the Western General Hospital, discharge and transfer transport for St John's Hospital, Western General Hospital and Edinburgh Royal Infirmary. We are grateful to our pool of willing volunteers who supplement the regular driving staff.



Wayne Pearson, Kelvin Cochrane and Roy Lockie at the West Lothian Base.

We once again thank our various funders for the role they have played in enabling the services to operate and thank them on behalf of our passengers for their ongoing support. Our 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.

Our professional and committed 48 members of staff operate our 33 vehicles and two 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 though we often respond to urgent travel needs on the day. To provide for various contingencies such as vehicle breakdowns and traffic congestion we also make use of other operators and reserve vehicles. We do our best to continue to provide a life-line and travel link for many disabled and mobility challenged people.



Allison Liddle (dial-a-bus driver for Midlothian & East Lothian preparing for another shift.

Dial-a-Ride operates 7 days a week and evenings to provide door-through-door transport for people with various mobility restrictions, of whom 35% (12,138) use wheelchairs. Edinburgh accounted for 46% of *Dial-a-Ride* trips, West Lothian 31%, Midlothian 13% and East Lothian 10%.

Dial-a-Bus provides a Monday - Friday shopping service to local major shopping centres for people who have difficulty shopping using public transport. 3% of passengers use wheelchairs. All areas of Lothian have at least one and often two routes available during the week, either morning or afternoon. Edinburgh accounted for 50% of *Dial-a-Bus* passenger trips, West Lothian 33%, Midlothian 12% and East Lothian 5%.

Ambulance operates on an availability basis 7 days a week to provide ambulance services for the NHS and event cover. Stretcher, wheelchair and ambulant patients are able to be carried with specialist equipment available as required. Oncology, renal and transfer patients make up the bulk of our current workload. 646 stretcher, 818 wheelchair and 1,021 ambulant patients were transported in addition to 544 escorts.

Our services operating in both rural and urban communities throughout Lothian provided 43,100 *Dial-a-Ride* and *Ambulance* trips and 55,742 *Dial-a-Bus* trips to carry a total of 98,842 passengers and their escorts, which is on average 1,900 passengers every week.

We have 14,010 registered users: *Dial-a-Ride* (7,101) and *Dial-a-Bus* (6,909) of whom 458 are individual members of the Company.

Fares have changed in the past year with *dial-a-ride* fares remaining at £3.75 for the first three miles of travel (with a free helper / escort) thereafter 25 pence per mile up to 10 miles, then 50 pence per mile. *Dial-a-Bus* fares increased to £1.25 each way. Special Out of Region fares are £1.00 per mile. Full details of *Dial-a-Ride*, *Dial-a-Bus* and *Ambulance* statistics for journeys are available on request.

Financially we had a net operating deficit of £67,093 compared with a surplus of £53,453 in 2010. A fundraising group continues to write to trusts and funders seeking support for our work and replacement vehicles with some success.



The Midlothian & East Lothian Dial-a-Bus with driver Allison Liddle helping a passenger to board.

Additional projects which have or are being operated by the service include:

- A three-vehicle *rural* project (RCTI) covering rural areas in West Lothian, Midlothian and East Lothian. Local Councils continue to provide funding for this mix of dial-a-ride and dial-a-bus transport.
- An *urban demand responsive transport* (uDRT) project funded by The City of Edinburgh Council for an additional *Dial-a-Ride* driver and vehicle in Edinburgh.
- “*Special trips*” out of Lothian for people travelling on holiday or for respite care. Fares are charged at a higher rate to cover most of the travel costs.
- Transport assistance for local community groups, environment and charitable projects by volunteers which provides valuable additional work by HcL in the community.

- Ongoing provision of ambulance / first aid and patient transport services as resources allow.
- Transport for oncology patients travelling to and from the Western General Hospital is ongoing, equivalent to one additional vehicle, supported by Lothian Health.
- Ongoing discharge and transfer ambulance services for local hospitals. Casual patient transport for patients is being provided to the Edinburgh Royal Infirmary, Astley Ainslie Hospital, St. John's Hospital and the Western General Hospital.
- Ongoing staff training in First Aid (at various stages), passenger awareness, manual handling and MiDAS (Minibus Driver Awareness Scheme) assessment.

The user led Executive Committee, Finance and Strategy sub committees met throughout Lothian during the year having been formed from the membership at the Annual General Meeting. Members and friends of Handicabs continue to offer tremendous support for the organisation with donations generously given being put towards our new *Dial-a-Ride* vehicles and equipment.



HIGHLIGHTS: *the year in brief*

- 98,842 passengers and their escorts transported during the year.
- Completion of 29 years service covering over 16 million miles.
- *Two* new replacement vehicles for *Dial-a-Ride*.
- Additional *two* ambulances bringing the fleet to *five*.
- Service level partnership agreements continued with all local Councils and passenger surveys commenced.
- Development of the *Rural Project* during its *twelfth* year.

TREASURER'S REPORT

Sinclair

Ronnie



Our total unrestricted resources received for the year ended 31st March 2011 were £1,252,269 an increase of £33,133 over the previous year. The unrestricted resources expended however amounted to £1,261,995 some £76,897 more than 2010 so this gave us a loss of £9,726 compared with a surplus of £34,038 in 2010. This outturn was caused by a greater than budgeted increase in fuel costs and vehicle repairs but offset by an increase in income from the transport of patients. This has decreased our unrestricted funds at 31st March 2011 to £206,460 down from £216,186 which represents approximately 8.5 weeks of annual

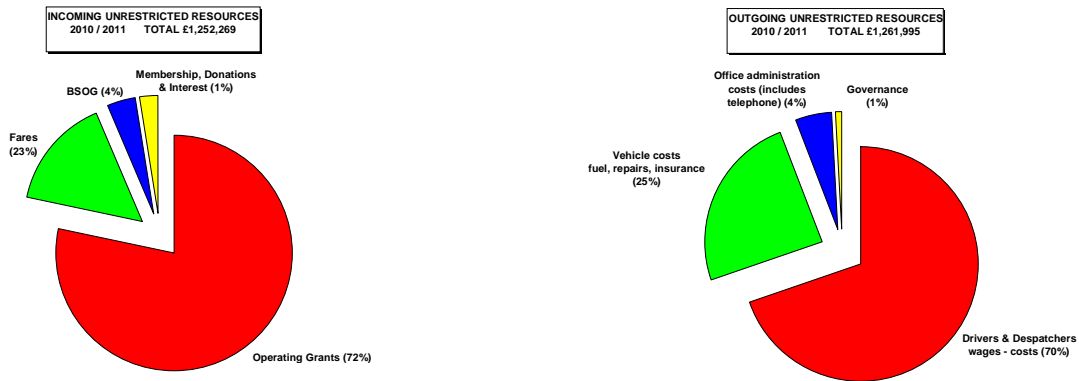
expenditure still some way short of the 13 weeks we would like to have in reserve.

An allocation of where our income comes from and how it is spent can be seen in the pie-charts depicted below and can be compared with 2010. Some 76 % (2010 78%) of our income comes from Grants and Fuel Duty rebate, 23% (2010 21%) from fares and 1% (2010 1%) from membership subscriptions, donations and interest.

Our restricted fund which effectively is our vehicle fund fell this year by £57,367 to £205,838 as the annual depreciation on our vehicles of £95,117 was greater than the vehicle grants we received of £36,500 but we did receive £1,250 for the vehicles we scrapped during the year.

We scrapped two Dial-a-Ride vehicles replacing just one of them in the course of the year and added 3 second-hand multipurpose vehicles so our fleet at 31st March 2011 comprised 9 Dial-a-Bus (5 of which we do not own) and 19 Dial-a-Ride vehicles. We also have 5 ambulances. Thirteen of these vehicles are over 4 years old and already depreciated to £ nil. It is becoming difficult to keep our fleet up to date far less extend it to meet the continuing needs of our customers.

Nevertheless Handicabs continues to operate on a very tight budget and will strive to supply full services on a break-even basis over the next year.



DIRECTORS' STATEMENT ON SUMMARISED FINANCIAL STATEMENTS

The summarised financial statements set out on the following page have been extracted from the full financial statements which were approved on 23th August 2011 and do not constitute the charity's statutory financial statements. The full financial statements have been audited and the auditor's opinion was qualified as to the limitation on their work relating to retirement benefits accounting. They were unable to confirm the company's share of any pension scheme surplus or deficit that exists as at the year end. The Directors took the decision not to obtain disclosure information required under FRS 17 as being unnecessary expenditure of charitable funds. The financial statements for the years ended 31 March 2009 and 31 March 2010 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 auditors 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 58 Canaan Lane, Edinburgh EH10 4SG.

Signed on 23th August 2011 on behalf of the directors: *Muriel Williams* Director

SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2011

| Incoming Resources | Unrestricted funds | Restricted funds | 2011 Total | 2010 Total |
|---|-------------------------|----------------------|-------------------------|-------------------------|
| | £ | £ | £ | £ |
| Donations | 10,852 | - | 10,852 | 20,526 |
| Activities to further company's objects | 1,239,864 | 36,500 | 1,276,364 | 1,312,469 |
| Investment income | 1,553 | - | 1,553 | 439 |
| Total Incoming Resources | <u>1,252,269</u> | <u>36,500</u> | <u>1,288,769</u> | <u>1,333,434</u> |
| Resources Expended | | | | |
| Charitable Expenditure | | | | |
| Operating Vehicles | 1,252,481 | 95,117 | 1,347,598 | 1,273,442 |
| Governance | 9,514 | - | 9,514 | 9,576 |

| | | | | |
|---|------------------|-----------------|------------------|------------------|
| Total Resources Expended | <u>1,261,995</u> | <u>95,117</u> | <u>1,357,112</u> | <u>1,283,018</u> |
| Net incoming / (outgoing) resources | (9,726) | (58,617) | (68,343) | 50,416 |
| Gain on Disposal of Assets | - | 1,250 | 1,250 | 3,037 |
| Net Movement in Funds | <u>(9,726)</u> | <u>(57,367)</u> | <u>(67,093)</u> | <u>53,453</u> |
| Total Funds at 1 st April | <u>216,186</u> | <u>263,205</u> | <u>479,391</u> | <u>425,938</u> |
| Total Funds at 31 st March | <u>206,460</u> | <u>205,838</u> | <u>412,298</u> | <u>479,391</u> |
| Balance Sheet as at 31st March | | | 2011 | 2010 |
| | | | £ | £ |
| Fixed Assets | | | <u>159,935</u> | <u>208,977</u> |
| Current Assets | | | 313,478 | 424,771 |
| Current Liabilities | | | (61,115) | (154,357) |
| Net Current Assets | | | <u>252,363</u> | <u>270,414</u> |
| Total Net Assets | | | <u>412,298</u> | <u>479,391</u> |
| Restricted Funds | | | 205,838 | 263,205 |
| Unrestricted Funds | | | | |
| General Funds | | | - | - |
| Designated Funds | | | 206,460 | 216,186 |
| | | | <u>412,298</u> | <u>479,391</u> |
| Approved by the Board on 23 rd August 2011 | | | | |

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 2011 set out above.

This statement is made solely to the charity directors as a body in accordance with the terms of our engagement letter. Our work has been undertaken so we might state to the charity directors those matters we are required to state in such a statement and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity directors for our work, for this statement, 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 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.

Basis of opinion

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 2011.

CHIENE + TAIT, Chartered Accountants and Registered Auditors, 61 Dublin Street, Edinburgh EH3 6NL, 5th September 2011.

HcL EXECUTIVE COMMITTEE 2010 / 2011

| | |
|---------------------------------|--|
| Muriel Williams MStJ | <i>Chairman</i> |
| Alan Johnstone | <i>Vice Chairman</i> |
| Wayne Pearson OstJ, FCILT, FCMl | <i>Chief Executive & Chief Ambulance Officer</i> |
| Ronnie Sinclair BA CA | <i>Hon. Treasurer & Co. Secretary</i> |
| Caroline Barr | Alan Beatson |
| John Brennan | Joan Cameron |
| Mike Harrison | Ann Robertson |
| Dr. Ron Seiler | Dennis Wilson |

Assessors and Observers:

Councillor Gordon McKenzie *The City of Edinburgh Council*

| | |
|---------------------------|-----------------------------|
| Councillor Janet Campbell | <i>West Lothian Council</i> |
| Councillor Wilma Chalmers | <i>Midlothian Council</i> |
| Councillor Barry Turner | <i>East Lothian Council</i> |

| | |
|------------------|--------------------------------------|
| Gillian Anderson | <i>The City of Edinburgh Council</i> |
| Ian Forbes | <i>West Lothian Council</i> |
| Karl Vanter | <i>Midlothian Council</i> |
| David Kerr | <i>East Lothian Council</i> |
| Rona Laskowski | <i>NHS - Lothian</i> |

HcL STAFF (48 staff members at October 2011)

^ denotes 20 or more year's service
Senior denotes 10 or more year's service

Headquarters (3)

| | |
|-----------------------------------|--|
| Wayne Pearson ^ OStJ, FCILT, FCMI | <i>Chief Executive & Chief Ambulance Officer</i> |
| Margaret McGregor ^ | <i>Senior Finance</i> |
| Linda McDonald | <i>Finance</i> |

Edinburgh (26)

| | | | |
|-------------------|----------------------------------|-------------------|------------------------------|
| Ian Greig ^ | <i>Operations Manager (East)</i> | Heather Brown ^ | <i>Senior Cleaner</i> |
| Gladys Armstrong | <i>Senior Despatcher</i> | Chris Howard | <i>Despatcher</i> |
| Catherine Petrie | <i>Despatcher</i> | Alexis Brown | <i>Despatcher</i> |
| Jim Miller ^ | <i>Senior Driver</i> | Tony Brice ^ | <i>Senior Driver</i> |
| Hilary Kinnaird | <i>Senior Driver</i> | David Dunn | <i>Senior Driver</i> |
| Stuart Temple | <i>Senior Driver</i> | Billy Armstrong | <i>Senior Driver</i> |
| Julian Ogilvie | <i>Driver</i> | Robert Hutson | <i>Driver</i> |
| Caroline Chisholm | <i>Driver</i> | Eddie Minto | <i>Driver</i> |
| Adrian MacFarlane | <i>Driver</i> | David Peterkin | <i>Driver</i> |
| Dillon Marshall | <i>Driver</i> | Mark McCrindle | <i>Driver</i> |
| Chris Mason | <i>Driver</i> | Paul Glenwright | <i>Driver</i> |
| Matt Wood | <i>Ambulance</i> | David Easton MStJ | <i>Ambulance (volunteer)</i> |
| Mike Grainger | <i>Ambulance (volunteer)</i> | Colin Thomson | <i>Ambulance (volunteer)</i> |

Midlothian & East Lothian (6)

| | | | |
|------------------|----------------------|----------------|----------------------|
| Irene McDonald ^ | <i>Senior Driver</i> | Ged McDonald ^ | <i>Senior Driver</i> |
| James Hunter ^ | <i>Senior Driver</i> | Susie Cuthbert | <i>Senior Driver</i> |
| Russell Scott | <i>Senior Driver</i> | Allison Liddle | <i>Senior Driver</i> |

West Lothian (13)

| | | | |
|-------------------|----------------------------------|-----------------|--------------------------|
| Kelvin Cochrane ^ | <i>Operations Manager (West)</i> | Gary Toner | <i>Senior Despatcher</i> |
| Frances McCallum | <i>Senior Despatcher</i> | David McGraw ^ | <i>Senior Driver</i> |
| Kevin Gibson ^ | <i>Senior Driver</i> | George Russell | <i>Senior Driver</i> |
| Scott Barrie | <i>Driver</i> | Joanne Cochrane | <i>Ambulance</i> |
| Mark Toner | <i>Driver</i> | Roy Lockie | <i>Ambulance</i> |
| Henry Downie | <i>Driver</i> | William Dunn | <i>Driver</i> |
| Liam Hackett | <i>Ambulance (volunteer)</i> | | |



“Excellent Service enabling people to access their community.”

Margaret Anderson

“Congratulations on maintaining excellent – punctual – cheerful services.”

Jean Craig

“We recently registered with you and used the service for the first time last Friday on a trip – my wife’s first outing in 4 weeks – to Swanston.

It was superb, the service by telephone, prompt timing and wonderful drivers (particularly the driver from Dovecot Rd to Swanston who took time to explain everything!

Our sincere thanks to ALL involved, it really has made her week/month..!”

Chris Jones

“I am writing to thank you for all your hard work and support to the clinical teams on the Western General Hospital site during the recent bad weather from your company. Your assistance in getting patients home safely was much appreciated by all. I have no doubt there will still be continued bad weather to come over the coming weeks”

Jane Todd, Director of Operations – Surgical Services UHD

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PLEASE CONTACT: 0131 447 9949.

**Edinburgh, Midlothian, East Lothian & Headquarters:
58 Canaan Lane, Edinburgh, EH10 4SG (registered office)**

0131 447 9949 Dial-a-Ride & Ambulance Bookings

0131 447 1718 Dial-a-Bus Bookings

Fax 0131 452 9627

edinburgh@handicabs.org.uk

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

01506 663 953 Dial-a-Ride & Ambulance Bookings

01505 633 336 Dial-a-Bus Bookings

Fax 01506 635 148

bathgate@handicabs.org.uk

07808 064122 Urgent Ambulance Calls & Bookings

0131 447 9953 HcL Headquarters & Administration

admin@handicabs.org.uk

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www.handicabs.org.uk

www.hcltransport.org.uk

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