

CHAIRMAN'S FOREWORD

Muriel

Williams

Welcome to HcL's Annual Report for 2011- 2012.

As in previous years I appreciate the opportunity to review the current position of HcL, and to look hopefully to the future.

The following statement is now becoming almost a trademark not only for us but for most charitable organisations: "It has been a difficult year financially!" Fortunately we have a dedicated staff and, thanks to their efforts, we are becoming adept at developing strategies which enable us to continue serving our members and those in the community who depend on us.

However, it must be stressed that without the support and goodwill of the various Councils in whose areas we operate (they also are having to develop strategies to safeguard their limited funding) we would find it even more difficult to continue to offer our services to those who rely on our support. It is only fair that I name them here, and we hope that their funding commitments will continue at least into the foreseeable future: Councils of the City of Edinburgh, West Lothian, Midlothian and East Lothian. We are also indebted to the Order of St John as well as other businesses and organisations who donate to our cause.

I cannot go further without recognising the part played by our ambulance team. It is no exaggeration to say that without the income generated by this "arm" we would not be able to offer support to our users at the current level. The proceeds from this work are a "lifeline" to the organisation as a whole. "Thank you" to all the staff who are doing their utmost to ensure that this service is able to continue.

My final vote of thanks goes to those of you who regularly use the services we offer as well as all those who serve our cause and have not already been singled out in my appreciation list. Without you all – where would we be?

Before I close I must take this opportunity to say "Well done" to our Chief Executive, Wayne Pearson, who has recently been recognised by SATA (Scottish Accessible Transport Alliance) for his dedication to HcL and its aims and objectives. He is the first recipient of their recently initiated "Individual Achievement Award". We are proud of you, Wayne, and glad to have you on board.

Sincere good wishes.



Muriel & Wayne at the SATA awards and AGM 2012

CHIEF EXECUTIVE'S REPORT

*Wayne**Pearson*

This is the Company's 30th Annual Report and covers the period from the last Annual General Meeting held on 17th October 2011 to this year's A.G.M. on 15th October 2012. The Director's Report and Accounts are published separately and cover the Company's financial year to 31st March 2012 however a summary version is contained in this report.

HcL operates three main services in Lothian including *dial-a-ride*, *dial-a-bus* and *ambulance*. Our two operating bases are at our Headquarters in Astley Ainslie Hospital (Edinburgh, Midlothian and East Lothian) and Bathgate (West Lothian). We also provide longer distance journeys on demand and subject to availability.

Passenger travel demands particularly *dial-a-ride* continues to outstrip our available resources by on average 10% 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 continues to be uncertainty about the future level of grant support we will receive from our Council funders and this has put pressure on us to maintain the same level of service as we currently provide in spite of increasing costs such as fuel and vehicle repairs. We have continued leaflet drops in all areas to provide information to potential new customers. The re-vamped web page has been activated and this has helped with new registrations.

Health related ambulance transport has doubled during the past year now providing valuable additional income for HcL to support all of our charitable work. 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, Astley Ainslie Hospital, Royal Edinburgh Hospital and Edinburgh Royal Infirmary. We are grateful to our pool of willing volunteers who supplement the regular driving staff. With changes to the Scottish Ambulance Service booking and eligibility criteria about to start this month there will likely be an increase in demand for bookings to HcL for travel to hospital and clinic appointments which we will struggle to accommodate with current resources.

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 51 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.

I would specially like to thank our members and committee for their ongoing generous and valuable support for HcL.

Dial-a-Ride operates 7 days a week and evenings to provide door-through-door transport for people with various mobility restrictions, of whom 34% (12,487) use wheelchairs. Edinburgh accounted for 42% of *Dial-a-Ride* trips, West Lothian 28%, Midlothian 17% and East Lothian 13%.

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 55% of *Dial-a-Bus* passenger trips, West Lothian 31%, Midlothian 11% and East Lothian 3%.



Dial-a-Bus and Handicab from 2002 at the now closed Dalkeith Base

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 and transfer patients make up the bulk of our current workload. 683 stretcher, 997 wheelchair and 2,209 ambulant patients were transported.



First HcL Ambulances in service 2005. 567 was donated by The Order of St John

in Scotland which continues to support our dial-a-ride fleet.

Our services operating in both rural and urban communities throughout Lothian provided 42,510 *Dial-a-Ride*, 53,848 *Dial-a-Bus* and 5,163 *Ambulance* trips to carry a total of 101,521 passengers and their escorts, which is on average 1,952 passengers every week.

We have 14,554 registered users: *Dial-a-Ride* (7,715) and *Dial-a-Bus* (6,839) of whom 398 are individual members of the Company.

Fares have not 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 remained at £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 £35,718 compared with a deficit of £67,093 in 2011. A fundraising group continues to write to trusts and funders seeking support for our work and replacement vehicles with some success.

It is with great sadness that we record the sudden death in service of **Jim (James) Miller** who was a faithful HcL driver for many years from July 1984 to January 2012 – he is sorely missed.



HIGHLIGHTS: *the year in brief*

- 101,521 passengers and their escorts transported during the year.
- Completion of 30 years service covering over 17.5 million miles.
- Two new replacement vehicles for *Dial-a-Ride*.
- The user led Executive Committee, Finance and Fundraising sub committees met throughout Lothian during the year.
- Service level partnership agreements continued with all local Councils and passenger surveys completed.
- Development of the three vehicles *Rural Project (RCTI)* during its 13th year covering rural areas in West Lothian, Midlothian and East Lothian.
- Continuation of the *Urban uDRT* project in Edinburgh.
- “Special Trips” out of Lothian for people travelling on holiday or for respite care.
- Working co-operatively with *Lothian Health* to help provide for patient and hospital transport needs. Transport for oncology patients travelling to and from the Western General Hospital is ongoing on a daily basis.
- Medical cover and assistance provided at various charitable events including gymnastics, street displays and bicycle training.
- Joint working with members of ECTOG (Edinburgh Community Transport Operators Group) to develop local community transport initiatives, including the “Change Fund”.
- Staff training ongoing including: manual handling, ambulance & first aid, health & safety, MiDAS.
- Membership of Disability Forum, Scottish Accessible Transport Alliance (SATA), Community Transport Association (CTA), Edinburgh Voluntary Organisations Council (EVOC) and Midlothian Voluntary Action (MVA).
- 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.
- Despatch system modified and updated during the year.
- Newsletters, surveys, leaflets and publicity material produced.
- Updated website with HcL format. www.hcltransport.org.uk

TREASURER'S REPORT

Ronnie

Sinclair

Our total unrestricted resources received for the year ended 31st March 2012 were £1,285,041 an increase of £32,772 over the previous year. The resources expended however amounted to £1,271,742 only £9,747 more than 2011 so this gave us a surplus of £13,299 compared with a loss of £9,726 in 2011. This outturn was caused by an increase in income from the transport of patients offset by a greater than budgeted increase in fuel costs and vehicle repairs. This has increased our unrestricted funds at 31st March 2012 to £219,759 up from £206,460 which represents approximately 9.0 weeks of annual expenditure still some way short of the 13 weeks we would like to have in reserve.

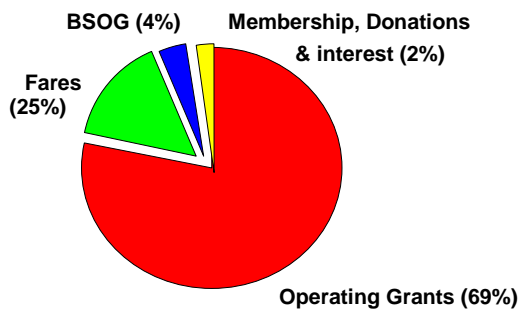
An allocation of where our income comes from and how it is spent can be seen in the pie-charts depicted below and can be compared with 2011. Some 73 % (2011 76%) of our income comes from Grants and Fuel Duty rebate, 25% (2011 23%) from fares and 2% (2011 1%) from membership subscriptions, donations and interest.

Our restricted fund which effectively is our vehicle fund fell this year by £49,017 to £156,821 as the annual depreciation on our vehicles of £87,767 was greater than the vehicle grants we received of £36,500 but we did receive a modest £2,250 for the vehicles we scrapped during the year.

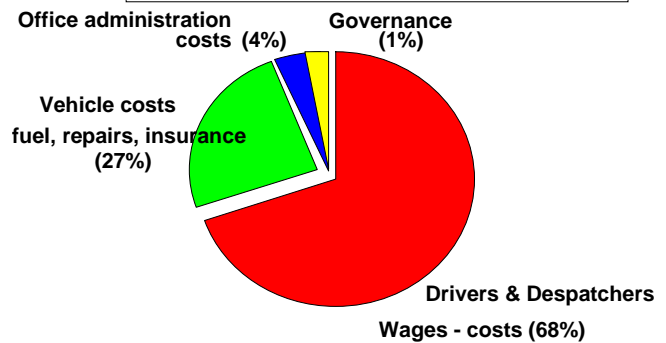
We actually scrapped two 10 year old Dial-a-Ride vehicles replacing them with two new ones at the beginning of the year. Our fleet at 31st March 2012 comprised 9 Dial-a-Bus (5 of which we do not own) and 19 Dial-a-Ride vehicles. We also have 5 ambulances. Sixteen of these vehicles are over 5 years old 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 HcL continues to operate on a very tight budget and will strive to supply full services on a break-even basis in 2013.

INCOMING UNRESTRICTED RESOURCES
2011 / 2012 TOTAL £1,285,041



OUTGOING UNRESTRICTED RESOURCES
2011 / 2012 TOTAL £1,271,742



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 21st August 2012 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 2010 and 31 March 2011 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 21st August 2012 on behalf of the directors: *Muriel Williams* Director

SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2012

Incoming Resources	Unrestricted funds £	Restricted funds £	2012 Total £	2011 Total £
Donations	17,252	-	17,252	10,852
Activities to further company's objects	1,266,288	36,500	1,302,788	1,276,364
Investment income	1,501	-	1,501	1,553
Total Incoming Resources	<u>1,285,041</u>	<u>36,500</u>	<u>1,321,541</u>	<u>1,288,769</u>
Resources Expended				
Charitable Expenditure				
Operating Vehicles	1,262,088	87,767	1,349,855	1,347,598
Governance	9,654	-	9,654	9,514
Total Resources Expended	<u>1,271,742</u>	<u>87,767</u>	<u>1,359,509</u>	<u>1,357,112</u>
Net incoming / (outgoing) resources	13,299	(51,267)	(37,968)	(68,343)
Gain on Disposal of Assets	-	2,250	2,250	1,250
Net Movement in Funds	<u>13,299</u>	<u>(49,017)</u>	<u>(35,718)</u>	<u>(67,093)</u>
Total Funds at 1st April	<u>206,460</u>	<u>205,838</u>	<u>412,298</u>	<u>479,391</u>
Total Funds at 31st March	<u>219,759</u>	<u>156,821</u>	<u>376,580</u>	<u>412,298</u>
Balance Sheet as at 31st March			2012 £	2011 £
Fixed Assets			<u>140,357</u>	<u>159,935</u>
Current Assets			292,804	313,478
Current Liabilities			(56,581)	(61,115)
Net Current Assets			236,223	252,363
Total Net Assets			<u>376,580</u>	<u>412,298</u>
Restricted Funds			156,821	205,838
Unrestricted Funds				
General Funds			-	-
Designated Funds			219,759	206,460
			<u>376,580</u>	<u>412,298</u>
Approved by the Board on 21st August 2012				

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 2012 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 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.

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 2012.

CHIENE + TAIT, Chartered Accountants and Statutory Auditor, 61 Dublin Street, Edinburgh EH3 6NL, 24th August 2012.

HcL EXECUTIVE COMMITTEE 2011 / 2012

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

Assessors and Observers:

Councillor Lesley Hinds	<i>The City of Edinburgh Council</i>
Councillor Danny Logue	<i>West Lothian Council</i>
Councillor Jim Bryant	<i>Midlothian Council</i>
Councillor Michael Veitch	<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 (51 staff members at October 2012)

^ 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 (27)

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>
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>Senior Driver</i>
Robert Hutson	<i>Senior Driver</i>	Caroline Chisholm	<i>Driver</i>
Eddie Minto	<i>Driver</i>	Adrian MacFarlane	<i>Driver</i>
David Peterkin	<i>Driver</i>	Mark McCrindle	<i>Driver</i>
Chris Mason	<i>Driver</i>	Paul Glenwright	<i>Driver</i>
David McGill	<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 (casual)</i>	Andrew Kerr	<i>Ambulance (casual)</i>
Harry Blackley	<i>Ambulance (casual)</i>		

Midlothian & East Lothian (5)

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

West Lothian (16)

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>
Grant Gibson	<i>Driver</i>	Liam Hackett	<i>Ambulance (volunteer)</i>
Gemma McDonald	<i>Ambulance (volunteer)</i>	Yvonne Cochrane	<i>Ambulance (casual)</i>



Passenger interchange at Waverley Railway Station 1982

“Just a little note to say thank you for the marvellous service which DIAL-A-BUS provides for old folk like me. The office staff and the bus drivers are always extremely helpful and I am indebted to you all. I thank you once again for your kindness.”

Yours sincerely, *Margaret McLean* (July 2012)

“I just want to say a big thank you for all your hard work on the day of the move from Ward 1 Royal Victoria Hospital to Pentland Ward, Royal Edinburgh Hospital. The Ladies were all safely moved in by lunch time and settled very quickly. As always this was done with efficiency and care and was really appreciated by staff and relatives.”

Regards *Mo Maureen Wright* (Senior Charge Nurse NHS – August 2012)

“Can I take the opportunity to pass my very grateful thanks to all your drivers and support staff. I lost my right leg – for vascular reasons – in November 2009. I was in Sutherland (Astley Ainslie Hospital) for 11 weeks. As it happened, my wife was in RIE for two weeks at the time, over Christmas. Your drivers were wonderful, ferrying me back and forth.

I was discharged from Sutherland on the last Friday of January 2010. I wanted to WALK out of the ward. The nurses were most reluctant, but agreed provided that your driver, Caroline, escorted me. This she did, and I did, and I do not think I shall ever forget it. ”

With best wishes, *Humphrey Passmore* (May 2012)

Celebrating 30 Years of Service 1982 - 2012

Scottish Charity No. SC 013906

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

**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 Bookings

01505 633 336 Dial-a-Bus Bookings

01506 632 999 Ambulance Booking

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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