



CUSTOMER SERVICE EXCELLENCE

*31 Years of Service 1982 - 2013*



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

# **ANNUAL REPORT 2012 - 2013**



**HcL – Handicabs (Lothian) is a Private Limited Company**  
**Registered in Scotland No. SC079712 Scottish Charity No. SC 013906**

**Registered Office & Headquarters: 58 Canaan Lane, Edinburgh, EH10 4SG,**  
**Tel. 0131 447 9953 (H.Q.), 0131 447 9949 (Bookings), Fax 0131 452 9627.**

## CHAIRMAN'S FOREWORD

*Muriel*

*Williams*

### **Welcome to HcL's Annual Report for 2012- 2013.**

Where does the time go? It does not seem "a whole year" since I put pen to paper (to use a colloquialism) to introduce the Annual Report for 2011-12; and it is now time to look again at what the future may hold for HcL.

It is becoming a routine statement that the financial situation in most sectors of the charity field seems to become more difficult annually, requiring more and more ingenuity just to stand still. However, the principal uplifting forecast is that somehow, with thanks to the continued support and development of novel strategies by a dedicated staff like ours we will continue to serve the needs of our members and those users who depend on us.

Again I must stress that without the support and goodwill of the various Councils in whose areas we operate 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, organisations and individuals who donate to our cause.

The part played by our ambulance team over the past year cannot be understated. However, even here the financial situation is becoming more difficult and it is no exaggeration to stress that without the income generated by this "arm" we could not support our users to the current level. I sincerely say "Thank you" to the staff who are doing their utmost to ensure that this valuable service can continue.

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

**Sincere good wishes.**



## CHIEF EXECUTIVE'S REPORT

*Wayne*

*Pearson*

This is the Company's 31<sup>st</sup> Annual Report and covers the period from the last Annual General Meeting held on 15<sup>th</sup> October 2012 to this year's A.G.M. on 14<sup>th</sup> October 2013. The Director's Report and Accounts are published separately and cover the Company's financial year to 31<sup>st</sup> March 2013 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 11% of our workload. The current economic downturn has affected the number of journeys undertaken by our regular passengers however we continue to have a large number of new registrations. The aging population with reduced mobility will continue to require specialist transport services particularly where door through door travel using dedicated staff is required. Changes to the Scottish Ambulance Service booking and eligibility criteria has also increased the demand from individuals for bookings to HcL for travel to hospital and clinic appointments.

We have been well supported by our Council and other funders who have come under increasing pressure to make savings. This has and will continue to put increasing pressure on us to maintain and improve on the current level of service provision in spite of higher fuel, vehicle and staff costs. Our aging fleet needs replacement faster than we can currently manage so we have been actively fundraising towards this goal with some success.

We have continued leaflet drops in all areas to provide information to potential new customers though there is still more work to be done on publicity and awareness-raising of our services. We have recently started upgrading our despatching system ("kittens") to include GPS tracking, messaging and record keeping in our vehicles. This is a new development which will lead to a more efficient operation and safer working environment for our staff.

Health related transport has increased during the past year providing valuable additional income for HcL to support all of our charitable work. We have provided 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.

Our professional and committed 47 members of staff operate our 32 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 and we are looking at ways we might be able to respond more to spontaneous travel demands. To provide for various contingencies such as vehicle breakdowns and traffic congestion we also make use of other operators and reserve vehicles. We always do our best to provide the life-line and travel link for our many disabled and mobility challenged passengers.

We thank our various funders for the role they play in enabling the services to operate and thank them on behalf of our passengers for their ongoing critical support.

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.

*Dial-a-Ride* operates **7 days** a week and **evenings** to provide door-through-door transport for people with various mobility challenges, of whom 34% (13,854) use wheelchairs. Edinburgh accounted for 41% of *Dial-a-Ride* trips, West Lothian 29%, 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. 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. 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 54% of *Dial-a-Bus* passenger trips, West Lothian 30%, Midlothian 13% and East Lothian 3%.



*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. 1,103 stretcher patients, 1,403 wheelchair patients, 2,900 ambulant patients and 2,458 escorts were transported. One of our ambulances was involved in a fatal motor collision near Whitburn in May. Two staff members, John Watson and Billy Dunn despite both being seriously injured, saved the two passengers from the back of our burning vehicle. Sadly the driver of the other vehicle, who had lost control whilst overtaking and had crossed head-on into the path of our ambulance, was fatally injured.

Our services operating in both rural and urban communities throughout Lothian provided 40,282 *Dial-a-Ride*, 51,874 *Dial-a-Bus* and 7,864 *Ambulance* trips to carry a total of 100,020 passengers and their escorts, which is on average 1,924 passengers every week.



We have 16,511 registered users: *Dial-a-Ride* (8,694) and *Dial-a-Bus* (7,817) of whom 374 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 mile 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 the net incoming resources for the year amounted to £119,810 compared to a deficit of £35,718 in 2012. A fundraising group continues to write to trusts and funders seeking support for our work and replacement vehicles.



It is with great sadness that we record the sudden death in voluntary service of

**Ronnie Sinclair MA CA**

our Honorary Treasurer and Company Secretary for many years  
from 1987 to December 2012. He is sadly missed.

## HIGHLIGHTS: *the year in brief*

- 100,020 passengers and their escorts transported during the year.
- Completion of 31 years service covering over 18.25 million miles.
- *Two new replacement vehicles for Dial-a-Ride.*
- The *user* led Executive Committee, Finance and Fundraising sub committees met regularly during the year.
- Service level partnership agreements continued with all local Councils and the review of Accessible and Community Transport in Edinburgh ongoing.
- Development of the three vehicles *Rural Project (RCTI)* during its 14<sup>th</sup> year covering rural areas in West Lothian, Midlothian and East Lothian and 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 other 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 updated during the year. New “*kittens*” module introduced for vehicle tracking, navigation and communications.
- Newsletters, surveys, leaflets and publicity material produced including the history of HcL Handicabs – the first 30 years *by Alan Rees MBE.*



**“DIAL-A-BUS IS ONE OF THE BEST! We always have a great laugh when out shopping – KEEP UP THE GOOD WORK.”**

**Regards, Mrs Bunty O’Malley (August 2013)**

**“I would like to commend the staff of HcL for their helpful, flexible and cheerful service. It is such a relief for a hard pressed family carer to know that the Handicab will arrive on time, that the driver attendant will be positive and helpful (sometimes commercial taxi personnel make me feel as if I am a nuisance for booking a wheelchair taxi for my elderly Mother). I know that with HcL we are in safe hands. ”**

**Thank You, Margaret McKay (September 2013)**

# TREASURER'S REPORT

## CA

*Jaslin Bhagrath*

The charity has had a good year given the current economic conditions, particularly with a continuing squeeze on local council funding and pressure to continually improve services while maintaining competitive fares.

Incoming resources increased by 15% from £1.32m in 2012 to £1.52m in 2013. This is mainly due to the increase in Bus Service Operators grant income of £90k and the increase in fare income of £68k due to higher level of work received through patient transport with the NHS.

Resources expended increased by 3% from £1.36m in 2012 to £1.40m in 2013. As in previous years this is due mainly to the continued rise in fuel and vehicle repairs due to the aging fleet.

As a result of the above the charity had net incoming resources of £120k for the year ended 31 March 2013. Total funds as at 31 March 2013 were £496k made up of:

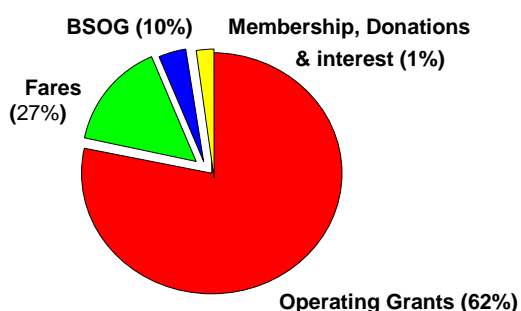
£149k restricted funds (the vehicle fund)

£347k unrestricted funds

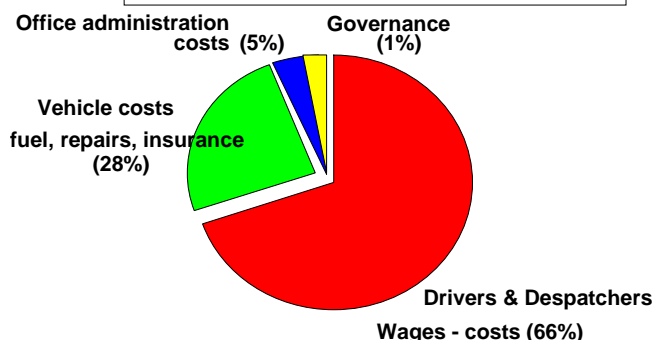
Looking ahead to 2013/14 we have been notified that the Scottish Ambulance Service will be the NHS Lothian's first port of call for patient transport services. This will see a reduction in our income meaning we will need to focus our attention on generating income from other sources, particularly fundraising.

Our aging fleet remains a concern. Our priority is to meet the continuing need of our customers and as such we are looking to purchase two new Dial-A-Ride vehicles in the coming year together with other equipment including a new stair climber thanks to the generous donations from Ronnie Sinclair's family and friends.

**INCOMING UNRESTRICTED RESOURCES**  
2012 / 2013 TOTAL £1,440,748



**OUTGOING UNRESTRICTED RESOURCES**  
2012 / 2013 TOTAL £1,313,283



### 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 20<sup>th</sup> August 2013 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 2012 and 31 March 2013 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 58 Canaan Lane, Edinburgh EH10 4SG.

Signed on 20<sup>th</sup> August 2013 on behalf of the directors: *Muriel Williams* Director

**SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2013**

Incoming Resources	Unrestricted funds £	Restricted funds £	2013 Total £	2012 Total £
Donations	9,081	1,720	10,801	17,252
Activities to further company's objects	1,430,000	81,500	1,511,500	1,302,788
Investment income	1,667	-	1,667	1,501
<b>Total Incoming Resources</b>	<b><u>1,440,748</u></b>	<b><u>83,220</u></b>	<b><u>1,523,968</u></b>	<b><u>1,321,541</u></b>
<b>Resources Expended</b>				
<b>Charitable Expenditure</b>				
Operating Vehicles	1,306,250	90,118	1,396,368	1,349,855
Governance	7,033	-	7,033	9,654
<b>Total Resources Expended</b>	<b><u>1,313,283</u></b>	<b><u>90,118</u></b>	<b><u>1,403,401</u></b>	<b><u>1,359,509</u></b>
Net incoming / (outgoing) resources	127,465	(6,998)	120,567	(37,968)
(Loss)/Gain on Disposal of Assets	-	(757)	(757)	2,250
<b>Net Movement in Funds</b>	<b><u>127,465</u></b>	<b><u>(7,655)</u></b>	<b><u>119,810</u></b>	<b><u>(35,718)</u></b>
<b>Total Funds at 1<sup>st</sup> April</b>	<b><u>219,759</u></b>	<b><u>156,821</u></b>	<b><u>376,580</u></b>	<b><u>412,298</u></b>
<b>Total Funds at 31<sup>st</sup> March</b>	<b><u>347,224</u></b>	<b><u>149,166</u></b>	<b><u>496,390</u></b>	<b><u>376,580</u></b>
<b>Balance Sheet as at 31<sup>st</sup> March</b>			<b>2013</b>	<b>2012</b>
			<b>£</b>	<b>£</b>
<b>Fixed Assets</b>			<b><u>117,170</u></b>	<b><u>140,357</u></b>
<b>Current Assets</b>			<b>446,642</b>	<b>292,804</b>
<b>Current Liabilities</b>			<b>(67,422)</b>	<b>(56,581)</b>
<b>Net Current Assets</b>			<b><u>379,220</u></b>	<b><u>236,223</u></b>
<b>Total Net Assets</b>			<b><u>496,390</u></b>	<b><u>376,580</u></b>
<b>Restricted Funds</b>			<b>149,166</b>	<b>156,821</b>
<b>Unrestricted Funds</b>				
General Funds			<b>347,224</b>	<b>219,759</b>
			<b><u>496,390</u></b>	<b><u>376,580</u></b>
<b>Approved by the Board on 20<sup>th</sup> August 2013</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 2013 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.

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 2013.

## HcL EXECUTIVE COMMITTEE 2012 / 2013

Muriel Williams MStJ	<i>Chairman</i>
Alan Johnstone	<i>Vice Chairman</i>
Wayne Pearson OStJ, FCILT, FCMI	<i>Chief Executive &amp; Chief Ambulance Officer</i>
Ronnie Sinclair BA CA	<i>Hon. Treasurer &amp; Co. Secretary (died December 2012)</i>
Jaslin Bhagrath CA	<i>Hon. Treasurer (appointed February 2013)</i>
Caroline Barr	Joan Cameron
Mike Harrison MSc BA	Rev. Dr. Graham Monteith (appointed October 2012)
Ann Robertson	Dr. Ron Seiler
Dennis Wilson	

### Assessors and Observers:

Councillor Lesley Hinds	<i>The City of Edinburgh Council</i>
Councillor Tony Boyle	<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 Vanters	<i>Midlothian Council</i>
Ian Dalgleish	<i>East Lothian Council</i>
Rona Laskowski	<i>NHS - Lothian</i>

## HcL STAFF (47 staff members at September 2013) ^ denotes 20 or more year's service Senior denotes 10 or more year's service

### Headquarters (7)

Wayne Pearson ^ OStJ, FCILT, FCMI	<i>Chief Executive &amp; Chief Ambulance Officer</i>		
Kelvin Cochrane ^	<i>Operations Manager</i>		
Ian Greig ^	<i>Operations Support Officer</i>		
Margaret McGregor ^	<i>Senior Finance Officer</i>		
Linda McDonald	<i>Finance Officer</i>		
Matt Wood	<i>Ambulance &amp; Admin</i>	Mike Grainger	<i>Ambulance Volunteer</i>

### Edinburgh (20)

Gladys Armstrong ^	<i>Senior Despatcher</i>	Chris Howard	<i>Despatcher</i>
Catherine Petrie	<i>Senior 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>	Heather Brown ^	<i>Senior Cleaner</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 (15)

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>	John Watson	<i>Senior Driver</i>
Scott Barrie	<i>Driver</i>	Mark Toner	<i>Driver</i>
Roy Lockie	<i>Ambulance</i>	Harry Downie	<i>Driver</i>
Billy Dunn	<i>Driver</i>	Grant Gibson	<i>Driver</i>

Liam Hackett

Ambulance Volunteer

Yvonne Cochrane

Ambulance (casual)

Ashley Patterson

Ambulance

## Out and About, Door to Door

A history of HcL/Handicabs (Lothian) - the first 30 years



Alan Rees MA MBE

Founder member, former Company Secretary and Chairman

Dedicated to Ronnie Sinclair BA CA who was Treasurer and Company Secretary from 1987 until his untimely death in December 2012



*31 Years of Service 1982 - 2013*

**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](mailto: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 Bookings  
Fax 01506 635 148  
[bathgate@handicabs.org.uk](mailto:bathgate@handicabs.org.uk)**

**07808 064122      Ambulance Calls & Bookings**

**0131 447 9953      HcL Headquarters & Administration  
[admin@handicabs.org.uk](mailto:admin@handicabs.org.uk)**

**HcL is a Private Limited Company  
Registered in Scotland No. SC079712**

**[www.HcLTransport.org.uk](http://www.HcLTransport.org.uk)**

**IF YOU WOULD LIKE THIS DOCUMENT OR ANY INFORMATION**

**FROM IT TO BE TRANSLATED INTO ANOTHER LANGUAGE OR  
PROVIDED IN ANOTHER FORMAT e.g. LARGE PRINT OR  
COMMUNITY LANGUAGE PLEASE CONTACT: 0131 447 9949.**