

*33 Years of Service 1982 - 2015*



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

# **ANNUAL REPORT 2014 – 2015**



**HcL – Handicabs (Lothian) is a Private Limited Company  
Registered in Scotland No. SC079712 Scottish Charity No. SC01390**

**Admin & Registered Office: 24/3A Dryden Road, Bilston Glen Industrial Estate, Loanhead, EH20 9HX.  
Tel. 0131 447 9953 Fax 0131 452 9627**

## CHAIRMAN'S FOREWORD

*Muriel Williams*

### CHAIRMAN'S FOREWORD TO THE ANNUAL REPORT FOR 2014-2015

This has been an eventful year internally for HcL. Last year was a "trying time" for our organisation, but the turning point came early in 2015 with the appointment of our new Chief Executive Officer. Although there were a number of outside applicants, Kelvin Cochrane – previously our Operations Manager – was offered and accepted this position. We all wish Kelvin and the organisation well for the future.

Also, we have now left our previous Edinburgh address at the Astley Ainslie in Canaan Lane and are installed at a new address - 24/3A Dryden Road, Bilston Glen Industrial Estate, Loanhead EH20 9HX. However, please do not be concerned about the move and contacting us; we have taken our "old" Edinburgh telephone numbers with us, so can still be contacted on: DAR: 0131 447 9949; DAB: 0131 447 1718; Admin: 0131 447 9953. West Lothian numbers remain unchanged.

However, the "new broom" is sweeping clean and a number of changes may be noticed, the most obvious one being the removal of the "Ambulance" reference on our vehicles. Instead we are seeking to stress that our transport is principally to be used to enable those in our community who are "less able" to be more included in what is going on around about us. This could possibly reflect a move towards more schools etc. travel and a higher priority where needs are identified.

I would stress also that it is not only our users we are seeking to take with us on this journey into the future. HcL is making every effort to ensure that our staff are kept informed, and indeed invited to contribute now and in the future to any proposals that are deemed to enhance our services and possibly may enable them to grow. We are grateful and proud of the support our staff give us and we thank you all for your continuing support.

May I take this opportunity to enter a plea to all who use HcL and value its services, and believe they could contribute to the success and future of the organisation, to put their name forward for possible election to the Executive Committee. Even with the best of staff, without guidance and leadership the organisation cannot continue and possibly extend what it can offer to those in our area who require the services HcL provides. Please consider this plea carefully.

Let me end this part of my Foreword by apologising for HcL keeping up with nearly all other transport operators in the country – we have had to review our fares structure. I trust you will agree with those of us involved in the fares review who believe we have kept all increases to a minimum and that they are still good value for money.

The next stage of my contribution to the Annual Report is to thank the various Councils in whose areas we operate for their continued goodwill. Without their valued support we would not be able to provide transport for all those who rely on our services. Our grateful thanks go to the Councils of the City of Edinburgh, West Lothian; Midlothian and East Lothian (who are all having to count their pennies carefully) as well as the Order of St John who have this year again made a major contribution to swelling our funds. We also wish to express our gratitude to all other businesses, organisations and individuals who donate to our cause.

My final thank-you must go to all our users; we do appreciate your loyalty. Please rest assured that we will continue to serve you to the best of our ability for as long as we are needed.

Muriel Williams  
Chairman



***Chairman Muriel Williams with husband Peter***



***Robert Hutson with passengers at Waverley Station***

## CHIEF EXECUTIVE'S REPORT

*Kelvin Cochrane*

This is HcL's 33<sup>rd</sup> Annual Report and covers the period from the last Annual General Meeting held on 13<sup>th</sup> October 2014 to this year's AGM on 12<sup>th</sup> October 2015. The Director's Report and Accounts are published separately and cover HcL's financial year to 31<sup>st</sup> March 2015 however a summary version is contained in this report.

HcL operates two main services in the Lothian's *Dial-a-Ride* and *Dial-a-Bus*. Our 2 operating bases are at our Administration & Registered offices in Loanhead (Edinburgh, Midlothian and East Lothian) and Bathgate (West Lothian). We also provide longer distance journeys outwith the Lothians on demand and subject to availability.

Passenger travel demand, particularly *Dial-a-Ride*, continues to outstrip our available resources by on average 10% 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 in the last few years by our Councils and other funders who have themselves come under increasing pressure to make savings. This has meant a largely piecemeal approach to service development, with services developing opportunistically and without a clear sense of long term direction. The recent expansion into NHS ambulance work proved not to be sustainable or successful, and there was no clear path for how the organisation should develop in the longer term. As a result HcL's Executive Committee has identified the need to develop a strategy to provide strategic direction to our activities over a five to ten year timeframe. The strategy is based on a desire to build on the traditional strengths of HcL providing door-through-door transport for disabled people who have mobility challenges.

The Executive Committee has identified four key strategic goals that we aim to achieve over the next five years.

They are to:

- maintain and improve our current dial-a-ride and dial-a-bus services
- develop new services which enhance mobility
- develop the organisation
- extend our communications

Our work in the future will primarily be geared around the achievement of these goals.

We have continued leaflet drops in all areas to provide information to potential new customers, advertised on local radio, launched a Facebook page and are in the process of redeveloping our website though there is still more work to be done on publicity and awareness-raising of our services. If any member or user knows of any Club, Sheltered Housing, Day Centre, Nursing Homes, or any individual who would benefit from our service, please contact our West Lothian Office on 01506 633953 where we can arrange talks/presentations to various groups/individuals.

Opening Doors, An Interim Five Year Sustainable Strategy and Business plan will be available on our website: [hcltransport.org.uk](http://hcltransport.org.uk)

## HcL Annual Report 2014/2015

The charity received £166,933 towards funding of new vehicles. The Directors would like to thank those organisations who gave financial support including: The Order of St. John in Scotland (£36,500), The Community Transport Vehicle Fund (£43,555) and West Lothian Council (£69,289)

I would like to thank our 41 professional and committed members of staff who operated our 29 vehicles and 2 despatch centres throughout the year, including evenings and weekends, to respond to the various travel needs of our passengers. Most of our work is pre-booked though we often respond to urgent travel needs on the day and the 'Kittens' data pads, now installed in all of our vehicles, will allow us to respond to more spontaneous travel demands. 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.

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.



### AGM 2014

Our Committee, members and friends continue to help us with generous donations and voluntary assistance and useful suggestions for the improvement of our services. 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

## HcL Annual Report 2014/2015

week, including **evenings**, to provide door-through-door transport for people with various mobility challenges, of whom 30% (13,061) use wheelchairs. Edinburgh accounted for 45% of *Dial-A-Ride* trips, West Lothian 25%, Midlothian 18% and East Lothian 12%. *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 55% of *Dial-A-Bus* passenger trips, West Lothian 31%, Midlothian 12% and East Lothian 4%.

Our services operating in both rural and urban communities throughout Lothian provided 43,858 *Dial-A-Ride*, 49,168 *Dial-A-Bus* to carry a total of 93,026 passengers and their escorts, which is on average 1,789 passengers every week. We have 21,170 registered users: *Dial-A-Ride* (10,829) and *Dial-A-Bus* (10,341) of whom 377 are individual members of the Company.



**Gary Toner with passenger getting on DAR vehicle**

There was an increase on fares on 1<sup>st</sup> April 2015. *Dial-A-Ride* increasing from £3.75 to £4.00 for the first mile of travel (with a free helper/escort) thereafter 25 pence per mile up to 20 miles, then 50 pence per mile. *Dial-A-Bus* fares increased from £1.25 each way to £1.50 each way. Special Out of Region fares are £1.25 per mile. Full details of *Dial-A-Ride* and *Dial-A-Bus* statistics for journeys are available on request.

Financially, the net incoming resources for the year amounted to £152,614 compared to a surplus of £147,771 in 2014. A fundraising group continues to write to trusts and funders seeking support for our work and replacement vehicles.

## HIGHLIGHTS: *the year in brief*

- 93,026 passengers and their escorts transported during the year.
- Completion of 33 years' service covering over 19.25 million miles.
- 3 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 3 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 DRT* project in Edinburgh.
- "Special Trips" outwith the Lothians for people travelling on holiday or for respite care.
- Joint working with other members of ECTOG (Edinburgh Community Transport Operators Group) to develop local community transport initiatives, including the "Change Fund".
- Ongoing staff training including: manual handling, 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.
- Newsletters, surveys, leaflets and publicity material produced.



*Driver Kevin Gibson receiving award for 25 years service*



**AGM 2014**



# TREASURER'S REPORT

*Jaslin Bhagrath CA*

The charity has focused on their core activities this year, Dial-A-Ride and Dial-A-Bus. The charity also took the decision to obtain a valuation on their pension liability under the defined benefit Lothian Pension scheme. This liability, together with the income and expenditure account movements is reflected in the statutory accounts.

Incoming resources decreased by 3% from £1.49m in 2014 to £1.44m in 2015. Income in 2015 includes £43k of investment income relating to the net return on pension scheme assets. Excluding this income for the year was £1m. Fares are down £46k due to the cessation of work with the Scottish Ambulance service which brought in income of £47k in 2014. 2014 also included one-off income of £37k in relation to the insurance proceeds received following the motor collision in May 2013. We continue to work hard to obtain capital grants towards our ageing fleet with capital grants increasing by £35k in 2015.

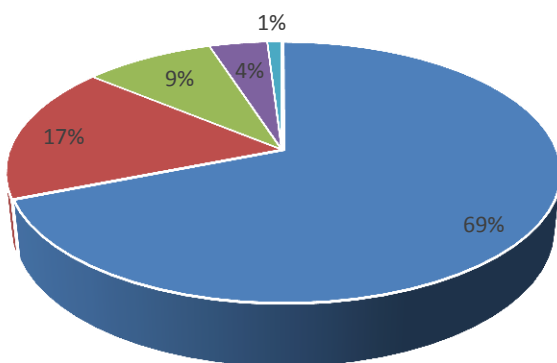
The Board are very aware we are operating in difficult times and have monitored costs accordingly. Resources expended decreased by 4% from £1.34m in 2014 to £1.29m in 2015. The most significant reduction in costs can be seen in vehicle expenses down £53k due to a combination of reduced work but also reduced repairs as older vehicles have been able to be replaced through funding received in the year.

As a result of the above the charity had net incoming resources of £153k for the year ended 31 March 2015. Total funds as at 31 March 2015 were £570k made up of:

- Restricted funds (the capital fund) £307k
- Unrestricted funds (the general fund) £447k
- Pension fund £(184k)

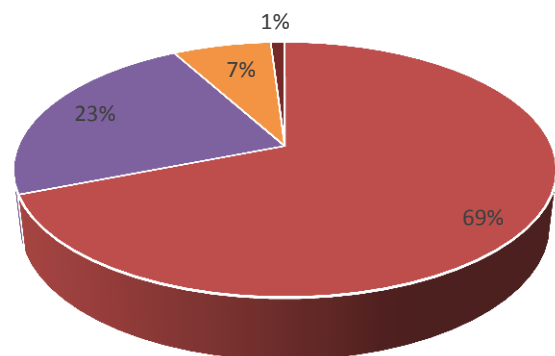
Looking ahead to 2015/16, we will be focusing our work on serving those people with impairments who need support. Our priority is to meet the continuing need of our customers and as such we continue to seek funding to purchase further new Dial-A-Ride vehicles in the coming year.

Incoming Unrestricted Resources  
2014/2015 Total: £1,270,436



- Operating Grants
- Fares
- BSOG
- Investment Income (pensions)
- Memberships, Donations & Interest

Outgoing Unrestricted Resources  
2014/2015 Total: £1,217,689



- Staff Wages/Costs
- Vehicle Costs  
Fuel, Repairs, Insurance
- Office Administration Costs
- Governance

## HcL Annual Report 2014/2015

### 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 25<sup>th</sup> August 2015 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 2014 and 31 March 2015 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 25<sup>th</sup> August 2015 on behalf of the directors: *Muriel Williams* Director

### SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2015

Incoming Resources	Unrestricted funds £	Restricted funds £	2014 Total £	2014 Total £
Donations	6,174	6,000	12,174	17,839
Activities to further company's objects	1,218,320	166,933	1,385,253	1,468,017
Investment income	45,942	-	45,942	2,214
<b>Total Incoming Resources</b>	<b><u>1,270,436</u></b>	<b><u>172,933</u></b>	<b><u>1,443,369</u></b>	<b><u>1,488,070</u></b>
<b>Resources Expended</b>				
<b>Charitable Expenditure</b>				
Operating Vehicles	1,210,746	73,066	1,283,812	1,337,674
Governance	6,943	-	6,943	2,625
<b>Total Resources Expended</b>	<b><u>1,217,689</u></b>	<b><u>73,066</u></b>	<b><u>1,290,755</u></b>	<b><u>1,340,299</u></b>
<b>Net incoming / (outgoing) resources</b>	<b>52,747</b>	<b>99,867</b>	<b>152,614</b>	<b>147,771</b>
Actuarial (losses) on defined benefit pension schemes	(227,000)	-	(227,000)	-
<b>Net Movement in Funds</b>	<b><u>(174,253)</u></b>	<b><u>99,867</u></b>	<b><u>(74,386)</u></b>	<b><u>147,771</u></b>
<b>Total Funds at 1<sup>st</sup> April</b>	<b><u>437,311</u></b>	<b><u>206,850</u></b>	<b><u>644,161</u></b>	<b><u>496,390</u></b>
<b>Total Funds at 31<sup>st</sup> March</b>	<b><u>263,058</u></b>	<b><u>306,717</u></b>	<b><u>569,775</u></b>	<b><u>644,161</u></b>
<b>Balance Sheet as at 31<sup>st</sup> March</b>			<b>2015</b>	<b>2014</b>
			£	£
Fixed Assets			<u>110,624</u>	<u>69,915</u>
Current Assets			798,948	658,640
Current Liabilities			(155,797)	(84,394)
<b>Net Current Assets</b>			<u>643,151</u>	<u>574,245</u>
Pension liability			(184,000)	-
<b>Total Net Assets</b>			<u>569,775</u>	<u>644,161</u>
Restricted Funds			306,717	206,850
Unrestricted Funds				
General Funds			447,058	437,311
Pension Fund			(184,000)	-
			<u>569,775</u>	<u>644,161</u>

Approved by the Board on 25<sup>th</sup> August 2015

## HcL Annual Report 2014/2015

### 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 2015 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 2015.

**CHIENE + TAIT LLP, Chartered Accountants and Statutory Auditor, 61 Dublin Street, Edinburgh EH3 6NL, 25 August 2015.**

### HcL EXECUTIVE COMMITTEE 2014 / 2015

Muriel Williams <sup>MStJ</sup>	Chairman
Alan Johnston	Vice Chairman (retired 3/3/2015)
Barbara Udok	Vice Chairman
Jaslin Bhagrath <sup>CA</sup>	Hon. Treasurer
Joan Cameron	
Mike Harrison <sup>MSc BA</sup>	
Dr. Ronnie Seiler	
Dennis Wilson	
Janet Potter	
Elizabeth Robertson	
John Ballantine	

#### Assessors and Observers:

Councillor Lesley Hinds	The City of Edinburgh Council
Councillor Tony Boyle	West Lothian Council
Councillor Jim Bryant	Midlothian Council
Councillor Michael Veitch	East Lothian Council
Chris Day	The City of Edinburgh Council
Ian Forbes	West Lothian Council
Karl Vanters	Midlothian Council
Ian Dalgleish	East Lothian Council
Rona Laskowski	NHS - Lothian

## HcL Annual Report 2014/2015

**HcL STAFF** (41 staff members at April 2015)      ^ denotes 20 or more years' service  
 Senior denotes 10 or more years' service

### Headquarters (4)

Kelvin Cochrane ^	Chief Executive
Ian Greig ^	Operations Manager
Margaret McGregor ^	Senior Finance Officer
Linda McDonald	Finance Officer

### Edinburgh (23)

Gladys Armstrong ^	Senior Despatcher	Chris Howard	Despatcher
Catherine Petrie	Senior Despatcher	Alexis Brown	Despatcher
Tony Brice ^	Senior Driver	Hilary Kinnaird^	Senior Driver
David Dunn^	Senior Driver	Stuart Temple	Senior Driver
Billy Armstrong	Senior Driver	Julian Ogilvie	Senior Driver
Robert Hutson	Senior Driver	Caroline Chisholm	Driver
Eddie Minto	Driver	Adrian MacFarlane	Driver
David Peterkin	Driver	Mark McCrindle	Driver
Andrew Marshall	Driver	Paul Glenwright	Driver
Allan McIntosh	Driver	Robert Laing	Driver
Grant Gibson	Driver	David McGill	Driver
Heather Brown ^	Senior Cleaner		

### Midlothian & East Lothian (5)

Irene McDonald ^	Senior Driver	Ged McDonald ^	Senior Driver
James Hunter ^	Senior Driver	Russell Scott	Senior Driver
Allison Liddle	Senior Driver		

### West Lothian (9)

Gary Toner^	Operations Supervisor	Frances McCallum	Senior Despatcher
David McGraw ^	Senior Driver	Kevin Gibson ^	Senior Driver
George Russell	Senior Driver	John Watson	Driver
Scott Barrie	Senior Driver	Mark Toner	Driver
Roy Lockie	Driver		



*HcL staff and passengers*



*DAB Passengers at Cameron Toll shopping Centre*

**Scottish Charity No. SC013906**

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

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

**Dial-a-Ride Bookings 0131 447 9949**

**Dial-a-Bus Bookings 0131 447 1718**

**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**

**Dial-a-Ride Bookings 01506 633 953**

**Dial-a-Bus Bookings 01505 633 336**

**Fax 01506 635148**

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

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