

34 Years of Service 1982 - 2016



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

ANNUAL REPORT 2015 – 2016



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 Email: admin@handicabs.org.uk

CHAIRMAN'S FOREWORD

Muriel

Williams

The time has come again (as it does fairly regularly!) when I, as Chairman of HcL, greet you, our users, and thank you all for continuing to use our services. Naturally I am indebted to all our staff and on your behalf I say to them a very sincere “thank you”. However, if you do feel we could improve our service in any way please let your views be known either to your driver or by telephone to the office when your comments will be considered further.

The removal of our office from the Astley Ainslie Hospital to Bilston Glen went ahead quite smoothly and, since we have taken our “old” telephone numbers with us most of our users have probably not even noticed that we are in pastures new.

Now a plea for your services: May I suggest that one way you could show your support would be to volunteer to serve on HcL Executive Committee when the annual renewal papers come out. Our Board has become sadly depleted recently and new faces and ideas would be welcome. Please think seriously about this; it is not necessarily an onerous task – the Board only meets about four times in the year (not counting the Annual General Meeting).

I now come to the most pleasing part of my contribution to the Annual Report – the Thank You bit. Firstly to the staff – again a great big thank you: they continue to look after our interests and endeavour to get us (usually) where we want to go and in good time! AND none of this could be possible without the continued goodwill of the various Councils in whose areas we operate and the Order of St John who continue to support our work. However, we certainly must not forget to say thank you to all the other businesses, organisations and individuals who donate to our cause.

My final thank-you as usual goes 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

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Boardroom at Bilston Glen



Despatch Office at Bilston Glen

CHIEF EXECUTIVE'S REPORT

Kelvin Cochrane

This is the Company's 34th Annual Report and covers the period from the last Annual General Meeting held on Monday, 12th October 2015 to this year's AGM. on 10th October 2016. The Director's Report and Accounts are published separately and cover the Company's financial year to 31st March 2016, however a summary version is contained in this report.

The objectives of the charity are to provide transport for elderly, disabled, ill and or disadvantaged people and for health and life saving purposes.

HcL operates two main services in the Lothian's *Dial-A-Ride* and *Dial-A-Bus*. Our two operating bases are at Bilston Glen (Edinburgh, East & Midlothian) and Bathgate (West Lothian). The Administration & Registered office is also at Bilston Glen. We also provide longer distance journeys on demand subject to availability.

The charity plays an important role in meeting a number of national and local policy objectives. The Scottish Government has defined a number of national priority outcomes, through the National Performance Framework of which the following are particularly relevant to the work of the charity:

- Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it;
- We have tackled the significant inequalities in Scottish society;
- We live in well-designed, sustainable places where we are able to access the amenities and services we need.

This year sees HcL entering into a 3 year Community Transport "Public Social Partnership" (PSP)

The Vision is:

"To develop a genuine and lasting partnership between the City of Edinburgh Council and the Community Transport sector in Edinburgh to support the remodelling and development of innovative, integrated and flexible transport solutions and to build the capacity of the Community Transport sector so as to be able to deliver these solutions in the future."

The signatories are:

- The City of Edinburgh Council (CEC).
- Handicabs (Lothian) (HcL).
- Dove Transport.
- Lothian Community Transport Services (LCTS).
- Pilton Equalities Project (PEP).
- South Edinburgh Amenities Group (SEAG).

The Aim of the PSP in general terms is to improve the design and delivery of community and accessible transport services by working in partnership to maximise benefit to the community.

The Executive Committee identified four key strategic goals in 2014/15 that we aim to achieve over the next five years. Our work in the future will primarily be geared to their achievement.

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Our Objectives and Outcomes are:

- **Maintain and improve our current dial-a-ride and dial-a-bus services**
Trialling the use of volunteers
Designed advertising posters for volunteers
Additional training for despatchers
Advertise in local papers (free)
- **Develop new services which enhance mobility**
Exploring the possibility of concessionary fares on Dial-A- Bus
Entered into a Public Social Partnership with City of Edinburgh Council
Pilot new services in response to our funders' priorities and generate potential new income streams.
- **Develop the organisation**
Prepare a costed model for accessing concessionary travel income
Networking with other organisations
Improve our governance, increasing the effectiveness of our Committee and its engagement with our users and staff
Encourage more users to become members
- **Extend our communications**
Issuing questionnaires bi-yearly
Publish results of questionnaires through web page, Facebook & newsletters
Appointed a member of staff for publicising the services eg. Local talks, presentations, presence at road shows and leaflet distribution

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.

I would like to thank The City of Edinburgh Council, West Lothian Council, Midlothian Council and East Lothian Council on behalf of Handicabs (Lothian) for the role they play in enabling the services to operate and also to thank them on behalf of our passengers for their ongoing critical support. I also wish to thank the Order of St John for their continuous financial support.

Also I would like to thank everyone who has given HcL a donation in the past year

I would like to thank our professional and committed 44 members of staff who operate 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 although we often respond to urgent travel needs on the day and on-board data pads will allow us to respond more to spontaneous travel demands. We always do our best to provide the life-line and travel link for our many disabled and mobility challenged passengers.

I would also like to thank the Chairman and the Executive Committee, past and present, for all their efforts over the years and lastly but not least the most important people our members and users of our Services.

Our Committee, members and friends continue to help us with generous donations and voluntary assistance and useful suggestions for improvement. Our AGM continues to be well attended with our user-led Executive Committee being elected then and a sociable buffet being provided. We also wish to thank our many suppliers and service centres who have assisted in keeping our services

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and vehicles going every day of the year. *Dial-A-Ride* operates **7 days** a week including **evenings** to provide door-through-door transport for people with various mobility challenges, of whom 29% (12,545) use wheelchairs. Edinburgh accounted for 44% of *Dial-A-Ride* trips, West Lothian 30%, Midlothian 15% and East Lothian 11%. *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 the Lothians have at least one and often two routes available during the week, either morning or afternoon. Edinburgh accounted for 53% of *Dial-A-Bus* passenger trips, West Lothian 33%, Midlothian 11% and East Lothian 3%.

Our services operating in both rural and urban communities throughout Lothian provided 43,267 *Dial-A-Ride*, & 46,193 *Dial-A-Bus* trips to carry a total of 89,460 passengers and their escorts, which is on average 1,720 passengers every week. We have 23,663 registered users: *Dial-A-Ride* (11,915) and *Dial-A-Bus* (11,748).



Amy Hutson Dispatcher Bilston Glen Office

HIGHLIGHTS: *the year in brief*

- 89,460 passengers and their escorts transported during the year.
Completion of 34 years' service covering over 19.81 million miles.
- 7 replacement vehicles.
- The *user* led Executive Committee, Finance and Fundraising Sub Committees met regularly during the year.
- Service level partnership agreements continued with all local Councils and the review of Accessible and Community Transport in Edinburgh ongoing.
- Development of the 3 vehicles *Rural Project (RCTI)* during its 15th 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.



New West Lothian Dial-a-Bus



HcL vehicle at refurbished Waverley Station

TREASURER'S REPORT

Jaslin Bhagrath CA

There has been a significant change in accounting standards during the year with the introduction of Financial Reporting Standard 102. The main impact of this standard on HcL is the treatment of the pension liability, related income and costs for both the current year and previous year, which has resulted in the restatement of the 2015 accounts. In 2015 HcL had a pension liability of £184k. The Lothian Pension Scheme FRS 102 report as at 31 March 2016 showed HcL had a pension surplus of £191k. This surplus has not been reflected in the accounts.

Income for the year was £1.32m compared to £1.40 in 2015 (a decrease of £80k). The charity received a number of large capital grants in 2015 totalling £167k. While further grants were received this year towards the purchase of new vehicles the amount was £90k less at £77k. This decrease was mitigated by an increase in fares by £15k.

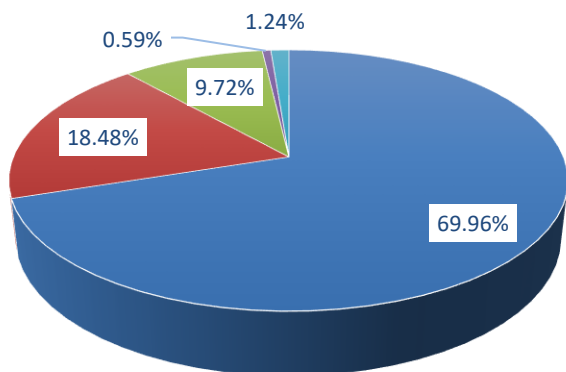
The charity moved to new premises at Bilston Glen in June 2015 which led to additional expenses including rent, heat and light and relocation expenses. Overall expenditure for the year was £1.37m compared to £1.30m in 2015 (an increase of £70k). As well as the additional costs of the move the other key increases were in staff costs, mainly as a result of the movement in the pension liability and an increase in depreciation as a result of the new vehicles purchased over the last two years.

As a result of the above the charity have a net movement of funds at the year-end of £204k. Total funds as at 31 March 2016 were £745k made up of:

- Restricted funds (the capital fund) £263k
- Unrestricted designated funds (towards new vehicles) £150k
- Unrestricted funds (the general fund) £332k

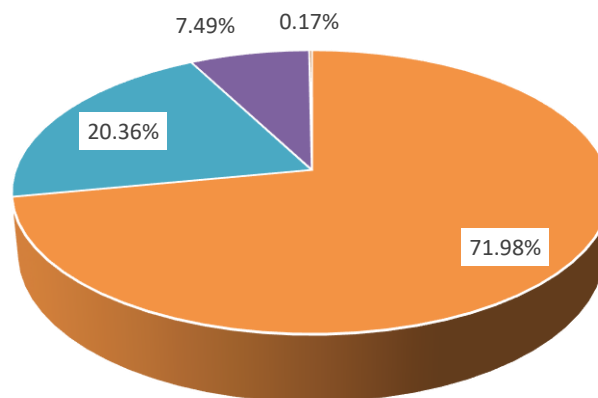
Looking ahead to 2016/17, we will be continuing to upgrade our vehicles to enable us to service our customers while also increasing the awareness of our service through advertising, fundraising and seminars.

INCOMING UNRESTRICTED RESOURCES
2015/2016 Total £1,242,343



- Operating Grants
- BSOG
- Memberships & Donations
- Fares
- Investment & Other Income

OUTGOING UNRESTRICTED RESOURCES
2015/2016 Total £1,249,531



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

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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 2nd August 2016 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 2015 and 31 March 2016 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 2nd August 2016 on behalf of the directors: *Muriel Williams* Director

SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2016

Incoming resources

	Unrestricted funds £	Restricted funds £	2016 Total £	Restated 2015 Total £
Income				
Donations	13,886	-	13,886	12,174
Membership	1,510	-	1,510	1,723
Incoming from charitable activities:				
Operating grants	869,196		869,196	880,030
Capital grants	-	76,500	76,500	166,933
Bus Service operators grant	120,781		120,781	117,617
Fares	229,628		229,628	214,400
Investment income	3,492		3,492	3,942
Other income	3,850		3,850	4,550
Total income	1,242,343	76,500	1,318,843	1,401,369
Expenditure				
Charitable activities	1,243,205	120,485	1,363,690	1,295,589
Other expenses	6,326	-	6,326	6,943
Total expenditure	1,249,531	120,485	1,370,016	1,302,532
Net (expenditure)/income	(7,188)	(43,985)	(51,173)	98,837
Actuarial gains/(losses) on defined benefit pension scheme	255,000	-	255,000	(202,000)
Net movement in funds	247,812	(43,985)	203,827	(103,163)
Total funds at 1 April 2015	234,281	306,717	540,998	644,161
Total funds at 31 March 2016	482,093	262,732	744,825	540,998

BALANCE SHEET AS AT 31ST MARCH 2016

	2016 £	Restated 2015 £
Fixed assets	279,396	110,624
Current assets	573,280	798,948
Current liabilities	(107,851)	(184,574)
Net current assets	465,429	614,374
Defined benefit pension scheme liability	-	(184,000)
Net assets	744,825	540,998
Total funds of the charity:		
Restricted income funds	262,732	306,717
Unrestricted income funds		
Designated	150,000	-
General	332,093	418,281
Pension reserve	-	(184,000)
	744,825	540,998

Approved by the Board on 2nd August 2016

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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 2016 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 2016.

CHIENE + TAIT LLP, Chartered Accountants and Statutory Auditor, 61 Dublin Street, Edinburgh EH3 6NL, 5th August 2016.

HcL EXECUTIVE COMMITTEE 2015 / 2016

Muriel Williams <small>MStJ</small>	Chairman
Joan Cameron	Vice Chairman
Jaslin Bhagrath <small>CA</small>	Treasurer (appointed 11/12/15)
Mike Harrison <small>MSc BA</small>	
Dr. Ronnie Seiler	
Dennis Wilson	
John Ballantine	
Marie McDonald	(appointed 24/11/15)
Dr Kenneth Brown	(appointed 1/3/16)
Janet Potter	(retired 12/10/2015)
Elizabeth Robertson	(retired 12/10/2015)
Alan Johnston	Vice Chairman (retired 12/10/2015)
Barbara Udok	Vice Chairman (retired 25/11/2015)

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
Trevor Docherty	Midlothian Council
Ian Dagleish	East Lothian Council

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HcL STAFF (41 staff members at April 2016) ^ denotes 20 or more years' service
 Senior denotes 10 or more years' service

Headquarters (3)

Kelvin Cochrane ^	Chief Executive
Ian Greig ^	Operations Manager
Linda McDonald	Finance Manager (resigned July 2016)

Edinburgh (23)

Robert Hutson	Assistant Operations Manager	Gladys Armstrong ^	Senior Despatcher
Chris Howard	Despatcher	Catherine Petrie	Senior Despatcher
Alexis Brown	Despatcher	Amy Hutson	Temporary 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
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	David McGill	Driver
Susan MacKay	Driver		

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 (10)

Gary Toner^	Assistant Operations Manager	Frances McCallum	Senior Despatcher
Kevin Gibson ^	Senior Driver	George Russell	Senior Driver
John Watson	Senior Driver	Scott Barrie	Senior Driver
Mark Toner	Driver	Roy Lockie	Driver
Grant Gibson	Driver	Robert Kelly	Volunteer Driver
David McGraw	Senior Driver (died April 2016)		



West Lothian Dial-a-Bus vehicle handover



HcL staff with new vehicle

34 Years of Service 1982 - 2016

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

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

Dial-a-Ride Bookings 01506 633953

Dial-a-Bus Bookings 01505 633336

Fax 01506 635148

bathgate@handicabs.org.uk

HcL Administration & Registered Office 0131 447 9953

admin@handicabs.org.uk

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www.HcLTransport.org.uk

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Please contact: 0131 447 9953**