

35 Years of Service 1982 - 2017



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

ANNUAL REPORT 2016 – 2017



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

As Chairman, once again it is my pleasure to greet users of the services of HcL and to thank you all for doing so. I believe this loyalty is justified and on your behalf I say to our staff 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.

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 rather depleted recently and new faces and ideas will always be welcome. There are occasions when a Board member is required to represent the organisation elsewhere, but they do not come round regularly. Please think seriously about volunteering for election, 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 – my “Thank You” bit. Firstly to the staff – again a great big thank you: you 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 the other businesses, organisations and individuals who donate to our cause. For instance, only recently we were invited to a meeting at one of Morrisons stores where a generous cheque was handed to us; and they are not alone in such gestures.

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



Founder member and past Chairman Allan Rees with present Chairman Muriel Williams



Robert Hutson, Assistant Operations Manager, receiving an award for 15 years service

CHIEF EXECUTIVE'S REPORT

Kelvin Cochrane

This is the Company's 35th Annual Report and covers the period from the last Annual General Meeting held on Monday, 10th October 2016 to this year's AGM on 9th October 2017. The Director's Report and Accounts are published separately and cover the Company's financial year, 1st April 2016 to 31st March 2017, 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.

Handicabs (Lothian) - HcL - operates two main services in the Lothians; *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.

HcL aims to provide a quality of service which goes above and beyond providing door to door transport by providing a 'through-the-door' service, ensuring that our passengers receive the assistance they need at the start and end of their journey. This may be assisting people with getting their coat on or ensuring that they are settled safely in their home after the journey. The profile of our passengers indicates a high level of mobility difficulty, with some 35% of passengers for example using a wheelchair. Many of our passengers rely on our service and cannot use buses or taxis. Our service is a particular lifeline to medical services, our trip data indicates that 12% of trips are health-related, with another 11% specifically for health-related appointments and a further 2% for respite care.

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. www.hcltransport.org.uk

HcL conducted a "Quality of Life" survey and the aim of the survey was to identify the contribution of Handicabs services, both Dial-A-Bus and Dial-A-Ride, to the quality of life of passengers. The results clearly show that HcL is highly perceived and recognised as having a direct impact on the wellbeing of its passengers.

HcL offers its services, 7 days per week, 365 days per year to help customers in their everyday life.

By providing quality transport, our customers are able to be involved in the community by attending colleges, day centres, support groups, shopping centres, theatres, socialising etc. and in doing so it enables family members and carers to have a much needed break.

With the growth in population in the Lothians, more and more people will have the need for quality accessible transport. We also play a key role in contributing to the quality of life for vulnerable groups i.e. disabled, learning needs and the elderly.

HcL Annual Report 2016/2017

HcL plays a major part in social exclusion by enabling people to be involved in the community. People are able to do their own shopping, visit family and friends, attend appointments, day centres, colleges and meet new people by sharing vehicles etc.

HcL customer base is any person who is restricted from using public services due to mobility reasons. These include e.g. isolated adults living in the community, people with mental health issues, disabilities, elderly and ill people. In addition, HcL has secondary clients such as carers, daughters and sons of people with mobility restrictions who benefit through the provision of services to the person they care for. Handicabs has identified its source of referrals which include the health sector, community nursing staff, GP practices, health centre staff, hospitals, social work, home helps, home care organisers, good neighbourhood networks, libraries etc. All these areas are included in our mailing list for distribution of our leaflets.

HcL encourages written comments/feedback from its customers and staff through leaflets and staff suggestion boxes. We use these comments to shape future policy and practices. All information provided to customers can be provided in large print or translated into another language, typetalk or audio CD on request.

This year sees HcL entering into the second year of the 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.

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 HcL 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. During the year donations were received from the Postcode Lottery (£20,000), The Edinburgh Health & Social Care Partnership (£14,000) towards our booking and scheduling system (CATSS) and the Order of St. John (£10,000).

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 39 members of staff who operate our 28 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 last 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 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 27% (11,346) use wheelchairs. Edinburgh accounted for 48% of *Dial-A-Ride* trips, West Lothian 27%, Midlothian 16% and East Lothian 9%. *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. 2% 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 54% of *Dial-A-Bus* passenger trips, West Lothian 33%, Midlothian 10% and East Lothian 3%.

Our services operating in both rural and urban communities throughout Lothian provided 42,088 *Dial-A-Ride*, & 42,858 *Dial-A-Bus* trips to carry a total of 84,946 passengers and their escorts, which is on average 1,634 passengers every week. We have 25,700 registered users: *Dial-A-Ride* (12,843) and *Dial-A-Bus* (12,857).



102 year old Anne Thomson celebrating 5 years of independent travel on Dial-A-Bus service at an event hosted by Morrisons, Almondvale.

HIGHLIGHTS: *the year in brief*

- 84,946 passengers and their escorts transported during the year.
Completion of 35 years' service covering over 20.35 million miles.
- 6 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 16th 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.



Dial-A-Bus passengers on route



Dial-A-Ride passenger Elaine Boyd

TREASURER'S REPORT

Jaslin Bhagrath CA

Income for the year was £1.29m compared to £1.32m in 2016 (a decrease of £30k). The main reason for the decrease is the reduction in capital grants received in the year. In 2017 the charity received £56,500, towards new vehicles, compared to £76,500 in 2016.

Other significant movements in income include an additional £14k in operating grants due to the funds received from EVOC towards our CATTs booking system. Fares have dropped marginally, down £9k.

Overall expenditure for the year was £1.31m compared to £1.37m in 2016 (a decrease of £62k). The charity continues to operate in tough times and have taken a cautious approach to expenditure during the year.

As a result of the above the charity has a net expenditure at the year-end of £20k and net movement of funds, after actuarial loss on the pension scheme, of £114k.

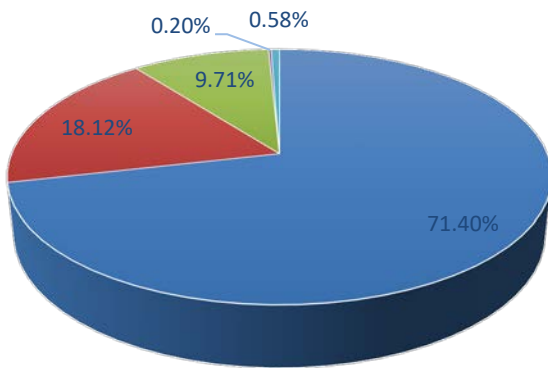
Total funds as at 31 March 2017 were £630k made up of:

- Restricted funds (the capital fund) £214k
- Unrestricted designated funds (towards new vehicles) £126k
- Unrestricted funds (including pension fund) £290k

Looking ahead to 2017/18, we have secured local authority funding for the next 12 months. We will continue to work closely with local authorities to diversify the way in which we operate to allow us to continue to deliver our much needed service to the people of Edinburgh and the Lothians.

INCOMING UNRESTRICTED RESOURCES

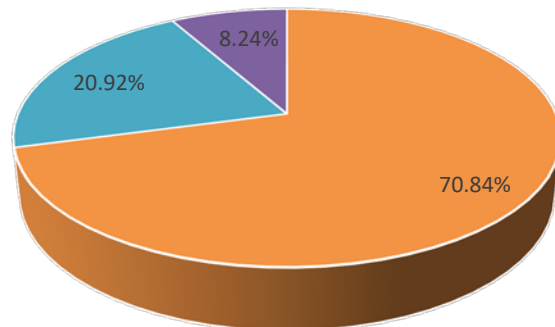
2016/2017 Total £1,217,492



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

OUTGOING UNRESTRICTED RESOURCES

2016/2017 Total £1,189,782



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

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 16th August 2017 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 2016 and 31 March 2017 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 16th August 2017 on behalf of the directors: *Muriel Williams* Director

SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2017

Incoming resources

	Unrestricted funds £	Restricted funds £	2017 Total £	2016 Total £
Income				
Donations	5,296	-	5,296	13,886
Membership	1,737	-	1,737	1,510
Incoming from charitable activities:				
Operating grants	869,292	14,000	883,292	869,196
Capital grants	-	56,500	56,500	76,500
Bus Service operators grant	118,220	-	118,220	120,781
Fares	220,557	-	220,557	229,628
Investment income	1,940	-	1,940	3,942
Other income	450	-	450	3,850
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Total income	1,217,492	70,500	1,287,992	1,318,843
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Expenditure				
Charitable activities	1,189,782	118,577	1,308,359	1,370,016
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Total expenditure	1,189,782	118,577	1,308,359	1,370,016
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Net (expenditure)/income	27,710	(48,077)	(20,367)	(51,173)
Actuarial gains/(losses) on defined benefit pension scheme	(94,000)	-	(94,000)	(255,000)
	-----	-----	-----	-----
Net movement in funds	(66,290)	(48,077)	(114,367)	203,827
	-----	-----	-----	-----
Total funds at 1 April 2016	482,093	262,732	744,825	540,998
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Total funds at 31 March 2017	415,803	214,655	630,458	744,825
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BALANCE SHEET AS AT 31ST MARCH 2017

	2017 £	Restated 2016 £
Fixed assets	247,884	279,396
Current assets	578,440	573,280
Current liabilities	(68,866)	(107,851)
	-----	-----
Net current assets	509,574	465,429
Defined benefit pension scheme liability	(127,000)	-
	-----	-----
Net assets	630,458	744,825
	=====	=====
Total funds of the charity:		
Restricted income funds	215,010	262,732
Unrestricted income funds		
Designated	126,283	150,000
General	416,165	331,738
Fixed asset fund	-	355
Pension reserve	(127,000)	-
	-----	-----
	630,458	744,825
	=====	=====

Approved by the Board on 29th August 2017

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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 2017 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 2017.

CHIENE + TAIT LLP, Chartered Accountants and Statutory Auditor, 61 Dublin Street, Edinburgh EH3 6NL, 31st August 2017.

Hcl EXECUTIVE COMMITTEE 2016 / 2017

Muriel Williams MStJ	Chairman
Joan Cameron	Vice Chairman
Jaslin Bhagrath CA	Treasurer
Mike Harrison MSc BA	
Dr. Ronnie Seiler	
Dennis Wilson	
John Ballantine	
Marie McDonald	
Dr Kenneth Brown	
Patricia Lawson (appointed 29/11/2016)	

Assessors and Observers:

Councillor Lesley MacInnes	The City of Edinburgh Council
Councillor Tom Conn	West Lothian Council
Councillor Russell Imrie	Midlothian Council
Councillor (<i>To be arranged</i>)	East Lothian Council
Frank Henderson	The City of Edinburgh Council
Nicola Gill	West Lothian Council
Trevor Docherty	Midlothian Council
(<i>To be arranged</i>)	East Lothian Council

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HCL STAFF (39 staff members at April 2017) ^ 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 (left July 2016)
Alexis Brown	Finance Officer (from July 2016)

Edinburgh (21)

Robert Hutson	Assistant Operations Manager		
Gladys Armstrong ^	Senior Despatcher	Chris Howard	Despatcher
Catherine Petrie	Senior Despatcher (left 14/12/16)		
Alexis Brown	Despatcher > Finance Officer Jul16		
Amy Hutson	Temporary Despatcher		
Kirsty Kinnaird	Despatcher/Finance Assistant (24/10/16)		
Allan McIntosh	Driver > Despatch Mar17		
Tony Brice ^	Senior Driver	Hilary Kinnaird^	Senior Driver
David Dunn^	Senior Driver	Stuart Temple	Senior Driver (left 5/3/17)
Billy Armstrong	Senior Driver	Julian Ogilvie	Senior Driver
Caroline Chisholm	Driver (left 25/11/16)	Eddie Minto	Driver (left 5/9/16)
Adrian Macfarlane	Driver	David Peterkin	Driver (left 27/1/17)
Mark McCrindle	Driver	Andrew Marshall	Driver
Paul Glenwright	Driver	David McGill	Driver
Robert Laing	Driver	Susan MacKay	Driver (11/7/16)
Cameron McLean	Driver (3/10/16)	William Millar	Driver (9/1/17)
Andrea Battini	Driver (30/1/17)		

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 (left 2/10/16)
John Watson	Senior Driver	Scott Barrie	Senior Driver (left 11/12/16)
Mark Toner	Driver	Roy Lockie	Driver
Grant Gibson	Driver	Robert Kelly	Driver
Jennifer Bell	Driver (26/9/16)	Angela Starrs	Volunteer (22/7/16)



Gladys Armstrong and Amy Hutson Despatchers at Bilston Glen Office



2016 AGM at Davidson's Mains Parish Church

35 Years of Service 1982 - 2017

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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