

36 Years of Service 1982 - 2018



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

ANNUAL REPORT 2017 – 2018



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

Greetings to all friends/members who are users of the services provided by HcL. It is encouraging to expect a good turn-out to the AGM. Thank you for making the effort to join with us.

Let me again remind you that if you have any suggestion that you believe would improve our services please let us know either by talking to the driver when you are on a trip, or by telephone to the office when your views will be fully considered.

HcL regularly keeps in contact with the various Councils in whose areas we operate (City of Edinburgh Council; Midlothian Council; West Lothian Council; East Lothian Council) and they are all looking for ways to support us as well as new ways to serve disabled/elderly and disadvantaged people in their area.. We are pleased to liaise with them, hopefully to serve the Council and the people for whom they are responsible.

It is again my pleasure to greet users of the services of HcL and to thank you all for "making use of us". I trust this loyalty is justified! And on your behalf I say to our staff a very sincere "thank you". However, may I also suggest that you take any appropriate opportunity to "spread the gospel" about our services to anyone who finds it difficult to use public transport and pass on to them our contact details OR if you prefer, pass their contact details to our despatcher next time you are booking a trip and we in turn will contact them with details of what we can offer. However, the reverse side: should you 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 and we will seek to resolve your difficulties.

May I also suggest that another way you could show your support would be to volunteer to serve on our Executive Committee when the annual renewal papers come round? It is always refreshing to have new members in the offing. With fresh thoughts to stimulate possible ideas which have not been considered yet - not that we are short of volunteers. Please think seriously about this.

I now come to the most pleasing part of my contribution to the Annual Report – my Thank You list. Firstly to the staff – again a great big thank you: they continue to look after our interests and endeavour to get us 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

CHIEF EXECUTIVE'S REPORT

Kelvin Cochrane

This is the Company's 36th Annual Report and covers the period from the last Annual General Meeting held on Monday, 9th October 2017 to this year's AGM on 8th October 2018. The Director's Report and Accounts are published separately and cover the Company's financial year, 1st April 2017 to 31st March 2018, 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 which covers (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 26% of our *Dial-A-Ride* passengers 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 11% of trips are health-related, with another 12% specifically for health-related appointments and a further 1% for respite care.

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.

Dial-A-Ride operates **7 days** a week, **365 days** per year, including **evenings** to provide door-through-door transport for people with various mobility challenges, of whom 26% (10,622) 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. 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 32%, Midlothian 13% and East Lothian 2%.

Our services operating in both rural and urban communities throughout Lothian provided 40,992 *Dial-A-Ride*, & 42,207 *Dial-A-Bus* trips to carry a total of 83,199 passengers and their escorts, which

is on average 1,600 passengers every week. We have 31,016 registered users: *Dial-A-Ride* (13,784) and *Dial-A-Bus* (17,232) of whom 290 are individual members of the Company.

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.

HcL's 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, the elderly and people with ill health. 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. HcL 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.

We continue to be grateful for the efforts of volunteers across all aspects of the service, management and administration. With our limited resources, our ability to deliver services as well as we do would be severely impaired without their help.

The Executive Committee identified four key strategic goals in 2014/15 that we aim to achieve by 2019. Our work this year and next will primarily be geared to their achievement. Our 5 year strategy is available on our website www.hcltransport.org.uk

Summary of Achievements

- Staff Remuneration: All staff received a 2% pay rise from 1st December 2017. The pay rise keeps all staff within the Scottish Living Wage.
- Changes to Booking Procedure: A questionnaire was sent out, returned and analysed to ascertain passenger satisfaction regarding the current booking system. Previously, we accepted one advanced booking subject to availability and you could try for as many bookings for trips on the same day or day ahead and also a special tariff applied to destinations out with the Lothians.

This resulted in an updated booking system for Dial-A-Ride passengers.

- Dial-A-Ride Fares Restructured: On 1st June 2017, HcL restructured Dial-A-Ride fares with the first mile starting at £4.50 and increasing by 30p per mile. The fares are now calculated in a straight line from point A to point B. Some passengers may have noticed a slight increase in their fare and others may have noticed a slight reduction. The Out of Region (Special Trips) fare structure has been reduced from £1.25 per mile to £1.00 per mile.
- Fund Investors: A decision was taken at the Executive Committee (November 2017) to form a Sub-Committee with regard to investing a legacy we received from a user. We will also invest a portion of HcL's unrestricted reserves with an investment management company.
- General Data Protection Regulations: In accordance with the General Data Protection Regulation (GDPR) which came in to effect on 25th May 2018, we were required to inform you of our Privacy Policy with respect to the data which we use in order to provide our service to you. HcL have:

- Sent out covering letters to all staff enclosing a copy of our "Privacy Policy";

- Sent out covering letters to our Board Members re our “Privacy Policy”;
- Approximately 2,500 covering letters enclosing our “Privacy Policy” were posted to our users informing them on how we deal with their data;
- A “Privacy Policy” has been posted on our website;
- Job Application forms now include our “Privacy Policy”.

Please contact your local office if you want any more information on the above or visit our website at hcltransport.org.uk.

I would like to thank The City of Edinburgh Council, West Lothian Council, Midlothian Council and East Lothian Council on behalf of Handicabs (Lothian) (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; Morrisons Foundation (£15,000); the Anton Jurgens Charitable Trust (£5,000); The Robertson Trust (£7,500) and St John Scotland (£10,000).

Also I would like to thank all our members, users and friends who have given HcL a donation in the past year

I would like to thank our professional and committed 41 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 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 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.



Senior Driver Russell Scott receiving his 20 Year Service Award from Chief Executive Kelvin Cochrane

Dial-A-Ride booking procedure

Following a meeting of the Executive Committee on Tuesday 6 March 2018, the decision was taken to implement the new booking procedure from Monday 2 April 2018. The new booking procedure is as follows:

3 advanced bookings System

Two normal advanced bookings i.e Shopping, Visiting, Day Centres, Doctors, Bingo

Special Journey – You can book as far in advance as you need for special occasions e.g. weddings, holiday travel, theatre, family occasions etc to ensure that you can be assured of having transport, subject to availability. (This does not affect your two advanced bookings)

You can try for as many bookings on the same day or the week ahead (subject to availability).

A special tariff is applied for journeys to destinations outwith the Lothian area.

All bookings subject to availability.

One booking is a return journey either on the same day or any day further ahead from the same drop off and pick up point.

FAQ's your guide to Dial-A-Ride

Q: Who can use Dial-a-Ride?

Anyone living in Edinburgh and the Lothians (including temporary visitors to the Lothians) who are unable to use ordinary buses and/or suffering a degree of social exclusion due to geographical remoteness or other factors.

Q: Is Dial-a-Ride only for special purposes?

No. You can use it for any purpose - shopping, visiting friends, having a meal out, etc - within Edinburgh and the Lothians. A special tariff is applied for journeys to destinations out with the Lothian area. Prices will be quoted upon request.

Q: How much does it cost and how do I pay?

The fare you pay will depend on the distance you travel. It is possible to ask your fare at the time of booking. You just pay the driver at the time of travelling.

Q: When can I use it?

The service operates 7 days a week including evenings subject to availability and must be pre-booked.

Q: How often can I use the service?

You can make two advanced bookings at any one time, you can try for bookings on the same day or seven days ahead although the availability of these bookings is subject to demand.

Q: Can I book in advance for a special journey?

Yes, you can book anytime as far in advance as you need for special occasions: holidays, airport, train station, weddings, and theatre for example. **(This does not affect your two advanced bookings)**

All bookings are subject to availability, there is a 15 minute window either side of the time you booked for to accommodate other bookings, and so please be ready 15 minutes before your pick up time

Q: Can I phone up on the day I want to travel?

Yes! Providing you are willing to be flexible with your times of travel, we can often accommodate same day bookings. We welcome enquiries on the day of travel, because you may be able to get a journey that someone else has cancelled.

Q: Will I get assistance to the vehicle?

We operate a door-through-door service, the driver will always assist you it is part of the service. The vehicles are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

Q: Can friends travel with me?

All service users can take one genuine escort to assist them when travelling at no additional cost. Additional passengers pay £1.50 flat fare when accompanying a full-fare paying passenger on the same journey.

Q: What happens if I'm not ready on time?

We would advise you to be ready to travel at least 15 minutes before the time you have booked as there is a heavy demand for our services.

Q: What happens if I need to cancel my journey?

If you need to cancel your journey, simply call the office and give 24 hours' notice prior to travel and there will be no charge. If you don't notify the office of a cancellation, and a vehicle turns up to collect you, you may be charged £4.50 cancellation fee. Please remember if you cancel your journey, and you give enough notice, we can offer that slot to another passenger.

Q: Can I take a pet on the bus with me?

Guide dogs travelling with a registered blind person and assistance dogs may travel on any vehicle, for further information on other pets please contact your local office.

Q: Are there any safety rules?

Safety at HcL is paramount! Ensuring the safety of you, our passenger, is never compromised. It is with this in mind that the following will be strictly applied:

- all passengers will be required to wear a seatbelt.
- while scooters can be transported on vehicles, passengers will not be transported on them while the vehicle is in motion
- wheelchairs must be in a safe condition to be secured in the vehicle.
- NO SMOKING is permitted in any of our vehicles



£15,000 cheque received from Morrisons Foundation July 2017

HIGHLIGHTS: *the year in brief*

- 83,199 passengers and their escorts transported during the year.
Completion of 36 years' service covering over 20.89 million miles.
- 2 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 17th 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.
- Ongoing staff training including: manual handling, first aid, health & safety, MiDAS (Minibus Driver Awareness Scheme) and Disability Awareness.
- Membership of Disability Forums, Scottish Accessible Transport Alliance (SATA), Community Transport Association (CTA), Edinburgh Voluntary Organisations Council (EVOC), Midlothian Voluntary Action (MVA), West Lothian Social Enterprise Network (WLSN), Edinburgh's Older People's Service providers Forum and West Lothian Senior Peoples Forum.
- 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.

TREASURER'S REPORT

Jaslin Bhagrath CA

Income for the year to 2018 was £1.50m compared to £1.29m in 2017 (an increase of £208k). During the year the charity received a legacy of £216k, which accounts for the main reason for the increase in overall income. The charity is very grateful for this legacy along with all the other donations received in the year which enables the charity to continue to carry out its charitable activities.

Charitable activity income on the other hand has fallen during the year (a decrease of £18k). In 2017 we received £14k from EVOC, a one-off grant, which we didn't receive this year, this saw a decline in operating grant income. There was also a reduction in capital grant income received of £20k. However, fares continue to increase as the need for our services grow, increasing by £13k in 2018.

Overall expenditure for the year to 2018 was £1.36m compared to £1.31m in 2017 (an increase of £57k). The largest cost to the charity is wages and salaries, which accounts for 65% of total expenditure. During the year, driver and despatchers wages increased by £43k, with an increase in the number of staff from 36 to 39 and an annual pay rise of 2%. We are committed to retaining the high caliber of staff we have. Without them the charity would be unable to meet its objectives.

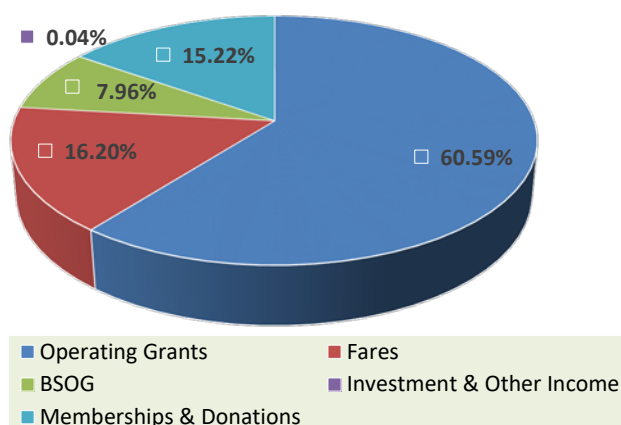
As a result of the above the charity has net income at the year-end of £130k and net movement of funds, after actuarial gain on the pension scheme, of £341k.

Total funds as at 31 March 2018 were £972k made up of:

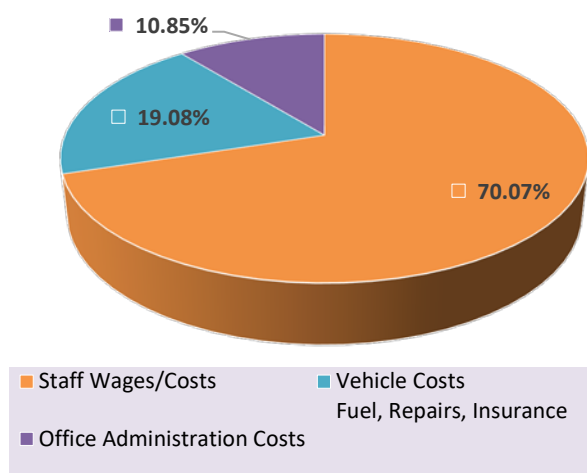
- Restricted funds (the capital fund) £162k
- Unrestricted designated funds (towards new vehicles) £103k
- Unrestricted funds (including pension fund) £707k

The Balance sheet shows the charity have net assets of £971k, made up in the main of cash at bank of £802k. The Board are aware that the surplus funds held in the interest bearing accounts are not generating sufficient return, given the low level of interest rates. As such the Board are currently reviewing the cash it requires to continue its operations in both the short and longer term, with a view to investing in low risk equity investments.

Incoming Unrestricted Resources
2017/2018 Total: £1,444,708



Outgoing Unrestricted Resources
2017/2018 Total: £1,262,001



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 11th September 2018 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 2018 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 11th September 2018 on behalf of the directors: *Muriel Williams* Director

SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2018

	Unrestricted funds £	Restricted funds £	2018 Total £	2017 Total £
Income and endowment from:				
Donations and legacies	218,799	15,000	233,799	5,296
Membership	1,030	-	1,030	1,737
<i>Charitable activities:</i>				
Operating grants	862,888	12,500	875,388	883,292
Capital grants	-	36,500	36,500	56,500
Bus Service Operators Grant	114,952	-	114,952	118,220
Fares	234,016	-	234,016	220,557
Investments	523	-	523	1,940
Other	-	-	-	450
Total income	1,432,208	64,000	1,496,208	1,287,992
Expenditure on:				
Charitable activities	(1,248,569)	(117,148)	(1,365,717)	(1,308,359)
Total expenditure	(1,248,569)	(117,148)	(1,365,717)	(1,308,359)
Net income/(expenditure)	183,639	(53,148)	130,491	(20,367)
Other recognised gains/(losses):				
Actuarial gains/(losses) on defined benefit pension scheme	211,000	-	211,000	(94,000)
Net movement in funds	394,639	(53,148)	341,491	(114,367)
Reconciliation of funds:				
Total funds at 1 April 2017	415,448	215,010	630,458	744,825
Total funds at 31 March 2018	810,087	161,862	971,949	630,458

BALANCE SHEET AS AT 31ST MARCH 2018

	2018 £	2017 £
Fixed assets	162,018	247,884
Current assets	866,710	578,440
Current liabilities	(56,779)	(68,866)
Net current assets	809,931	509,574
Defined benefit pension scheme liability	-	(127,000)
Net assets	971,949	630,458
Total funds of the charity:		
Restricted funds	161,862	215,010
Unrestricted funds		
Designated	102,566	126,283
General	707,521	416,165
Pension reserve	-	(127,000)
	971,949	630,458

Approved by the Board on 11th September 2018

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 2018 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 2018.

Whitelaw Wells, Chartered Accountants and Statutory Auditor, 9 Ainslie Place, Edinburgh, EH3 6AT.

HcL EXECUTIVE COMMITTEE 2017 / 2018

Muriel Williams MStJ	Chairman
Dr Kenneth Brown	Vice Chair
Jaslin Bhagrath CA	Treasurer
Mike Harrison MSc BA	
Dr. Ronnie Seiler	(Resigned)
Dennis Wilson	
John Ballantine	
Joan Cameron	
Marie McDonald	
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
Bruce Moffat	East Lothian Council

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
Alexis Brown	Finance Officer

Edinburgh (20 – 3 driver vacancies)

Robert Hutson	Assistant Operations Manager		
Gladys Armstrong ^	Senior Despatcher	Chris Howard	Senior Despatcher
Amy Hutson	Despatcher	Annette Cunningham	Volunteer Despatcher
Kirsty Kinnaird	Despatcher/Finance Assistant		
Allan McIntosh	Despatcher/Driver (left 11/4/2018)		
Tony Brice ^	Senior Driver	Hilary Kinnaird^	Senior Driver
David Dunn^	Senior Driver	Billy Armstrong	Senior Driver
Julian Ogilvie	Senior Driver	Adrian Macfarlane	Driver (left 22/4/2018)
Mark McCrindle	Driver	Andrew Marshall	Driver (left 8/4/2018)
Paul Glenwright	Driver (left 10/11/2017)	David McGill	Driver
Robert Laing	Driver	Susan MacKay	Driver (left 8/10/2017)
Cameron McLean	Driver	William Millar	Driver
Steven Edwards	Driver (4/4/2017)	Angie Stein	Driver (31/10/2017)
Gary Duff	Driver (21/11/17)	Scott Pennycook	Driver (23/1/2018)

Midlothian & East Lothian (5)

Irene McDonald ^	Senior Driver	Ged McDonald ^	Senior Driver
James Hunter ^	Senior Driver	Russell Scott	Senior Driver
Allison Liddle	Senior Driver (Left 1/10/2017)	Andrea Battini	Driver

West Lothian (11)

Gary Toner^	Assistant Operations Manager	Frances McCallum	Senior Despatcher
Kevin Gibson ^	Senior Driver	Steven Pennycook	Driver (3/4/2018)
John Watson	Senior Driver	Garry Drysdale	Volunteer Driver
Mark Toner	Senior Driver	Roy Lockie	Driver (left 29/3/2018)
Grant Gibson	Driver	Robert Kelly	Driver
Jennifer Bell	Driver (left 8/12/2017)	Angela Starrs	Volunteer
Margaret Comfort	Volunteer Despatcher		

HcL Annual Report 2017/2018



HcL VEHICLES THROUGH THE AGES!

36 Years of Service 1982 - 2018

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
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
bathgate@handicabs.org.uk**

**HcL Administration & Registered Office 0131 447 9953
admin@handicabs.org.uk**

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

www.HcLTransport.org.uk

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Please contact: 0131 447 9953**