



CUSTOMER SERVICE EXCELLENCE

32 Years of Service 1982 - 2014



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

ANNUAL REPORT 2013 - 2014



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

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

CHAIRMAN'S FOREWORD

Muriel Williams

Welcome to HcL's Annual Report for 2013- 2014.

"The time has come; the walrus said" In other words I must now put "pen to paper" (not literally!) to bring you up-to-date with what has been happening in HcL over the past year as well as our expectations for the coming year.

Unfortunately, this year is not memorable for the right reasons:

1. In January 2014 we received a "notice to quit" our office in the Astley Ainslie Hospital. So far we have resisted and are currently still there; although possibly not for much longer.
2. This was followed later in the year with the departure of our Chief Executive – Wayne Pearson. For various reasons, Wayne has now taken early retirement and he actually left our organisation on 15th August 2014. After his many years of service with us, he has left a considerable "gap" in the management team and it has now fallen to Kelvin Cochrane (Operations Manager (West)) to stand in - on a temporary basis at the moment - until the Executive Committee has gone through the required procedures to find a replacement for Wayne.

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

However, I will now change the tone of this "epistle" to one of looking forward. Following the death of Ronnie Sinclair CA, who was Treasurer and Company Secretary of Handicabs from 1987 until he sadly died in December 2012, it was decided that an appropriate way to commemorate him would be to invest in a piece of equipment (a mobile stair climber) which would be of benefit to those of our users who have difficulty using stairs; especially when there are so many tenements in the areas in which we work. Ronnie's family have been most supportive in our efforts to achieve this and, following a final donation from the "Canny wi' Cash" grant managed by EVOC we at last achieved our goal and earlier this year we had an event to introduce this piece of equipment to Ronnie's family as well as our Executive Board. Since then it has been put to use on several occasions and we are now looking to publicise its existence to a wider audience in order that more people can benefit.

Now, I will come back to the support and goodwill of the various Councils in whose areas we operate, without which it would be virtually impossible for us (or the other organisations who provide subsidised transport for those who would be lost without it) to continue to offer our services. It is only fair that I name the supporting bodies here, and hope that their funding commitments will continue at least into the foreseeable future: Councils of the City of Edinburgh, West Lothian, Midlothian and East Lothian, as well as the Order of St John, not forgetting the other businesses, organisations and individuals who donate to our cause.

Recently there has been a marked change in the role of our ambulance teams. We are now seeking to change the emphasis on this type of work, instead concentrating more on serving those people with impairments who need our services to enable them to continue to be part of the community and to lead a meaningful life. If any member / user has a bright idea on how we can put this into operation more effectively, please get in touch with me.

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It would be a dreadful omission if I did not sincerely say “Thank you” to all our staff who do their utmost to ensure that our valuable services continue. And my final vote of thanks goes to those of you who regularly use the services we offer as well as all those who serve our cause and have not already been singled out in my appreciation list. Without you all – where would we be?

Muriel Williams
Chairman



Scott securing a West Lothian Passenger

ACTING CHIEF EXECUTIVE'S REPORT

Kelvin Cochrane

This is the Company's 32nd Annual Report and covers the period from the last Annual General Meeting held on 14th October 2013 to this year's A.G.M. on 13th October 2014. The Director's Report and Accounts are published separately and cover the Company's financial year to 31st March 2014 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 Headquarters in Astley Ainslie Hospital (Edinburgh, Midlothian and East Lothian) and Bathgate (West Lothian). We also provide longer distance journeys on demand subject to availability.

Passenger travel demands 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 by our Councils and other funders who have come under increasing pressure to make savings. This has and will continue to put increasing pressure on us to maintain and improve on the current level of service provision. The charity received £131,500 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), Canny wi Cash (Older People Deciding on Grants for Older People's Groups) stair climber project (£1,500), The Robertson Trust (£19,500), The R.S.McDonald Trust (£15,000) and The Community Transport Vehicle Fund (£40,089).

We have continued leaflet drops in all areas to provide information to potential new customers though there is still more work to be done on publicity and awareness-raising of our services. 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.. We have upgraded our despatching system CATSS to include Data Pads (Kittens) which will allow GPS tracking, messaging, drivers' sheets and record keeping in our vehicles which will lead to a more efficient operation and safer working environment for our staff.

I would like to thank our professional and committed 39 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 though we often respond to urgent travel needs on the day and Kittens 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.

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.



David (West Lothian) Dial-a-Bus

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

Dial-a-Ride operates **7 days** a week including **evenings** to provide door-through-door transport for people with various mobility challenges, of whom 34% (13,057) use wheelchairs. Edinburgh accounted for 43% of *Dial-a-Ride* trips, West Lothian 28%, Midlothian 17% 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 30%, Midlothian 11% and East Lothian 4%.

Our services operating in both rural and urban communities throughout Lothian provided 47,311 *Dial-a-Ride*, 50,521 *Dial-a-Bus* to carry a total of 97,832 passengers and their escorts, which is on average 1,811 passengers every week.

We have 19,066 registered users: *Dial-a-Ride* (9,787) and *Dial-a-Bus* (9,297) of whom 382 are individual members of the Company.

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Fares have not changed from the 1st June 2011 with *Dial-a-Ride* fares remaining at £3.75 for the first mile of travel (with a free helper / escort) thereafter 25 pence per mile up to 10 miles, then 50 pence per mile. *Dial-a-Bus* fares remained at £1.25 each way. Special Out of Region fares are £1.00 per mile. Full details of *Dial-a-Ride*, *Dial-a-Bus* statistics for journeys are available on request.

Financially the net incoming resources for the year amounted to £147,711 compared to a surplus of £119,810 in 2013. A fundraising group continues to write to trusts and funders seeking support for our work and replacement vehicles.



West Lothian passenger entering new vehicle. Funded by RS Macdonald charitable trust & Robertson Trust

Self-Direct Support (Scotland) Act 2013

A new law came into force on 1st April 2014 which means that people who need care from a local authority can now get the cash from them and arrange the care themselves.

This means people needing care can hire assistants themselves and arrange for them to come at a time that suits them. It means that the person needing the care can decide what they need and then choose the care that works for them. It doesn't take away the choice though and if you still want your local authority to provide your package then that can continue.

For more information, please contact **Lothian Centre for Inclusive Living** on [0131 475 2350](tel:01314752350)

Or email lcil@lothiancil.org.uk

HIGHLIGHTS: *the year in brief*

- 97,832 passengers and their escorts transported during the year.
- Completion of 32 years' service covering over 18.75 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 14th year covering rural areas in West Lothian, Midlothian and East Lothian and continuation of the *Urban uDRT* project in Edinburgh.
- "Special Trips" out of Lothian for people travelling on holiday or for respite care.
- Joint working with other members of ECTOG (Edinburgh Community Transport Operators Group) to develop local community transport initiatives, including the "Change Fund".
- Staff training ongoing including: manual handling, first aid, health & safety, MiDAS.
- Membership of Disability Forum, Scottish Accessible Transport Alliance (SATA), Community Transport Association (CTA), Edinburgh Voluntary Organisations Council (EVOC) and Midlothian Voluntary Action (MVA).
- Members and friends of HcL continue to offer tremendous support for the organisation with generous donations being put towards replacement vehicles and equipment. The "Gift Aid" scheme continues to provide a boost for charitable donations.
- Working with Unite the Union to progress staff conditions and training and health and safety matters.
- Updating and development of accessible vehicle specifications to improve access and comfort for passengers.
- Despatch system updated during the year. New "*kittens*" module introduced for vehicle tracking, navigation and communications.
- Newsletters, surveys, leaflets and publicity material produced.



Edinburgh driver Caroline Helping passengers at Ratho



Edinburgh driver Stuart at Ratho helping passengers

TREASURER'S REPORT

Jaslin Bhagrath CA

In financial terms the charity has had a consistent year. The reduction in Scottish Ambulance service work has impacted on our regular income although, as Kelvin commented in his report, we received substantial capital grants in the year to help replace some of our ageing fleet.

Incoming resources decreased by 2% from £1.52m in 2013 to £1.49m in 2014. As mentioned above fares are down £134k mainly due to the decline in Scottish Ambulance work although this has been offset by the increase in capital grants and the insurance proceeds received following the motor collision in May 2013.

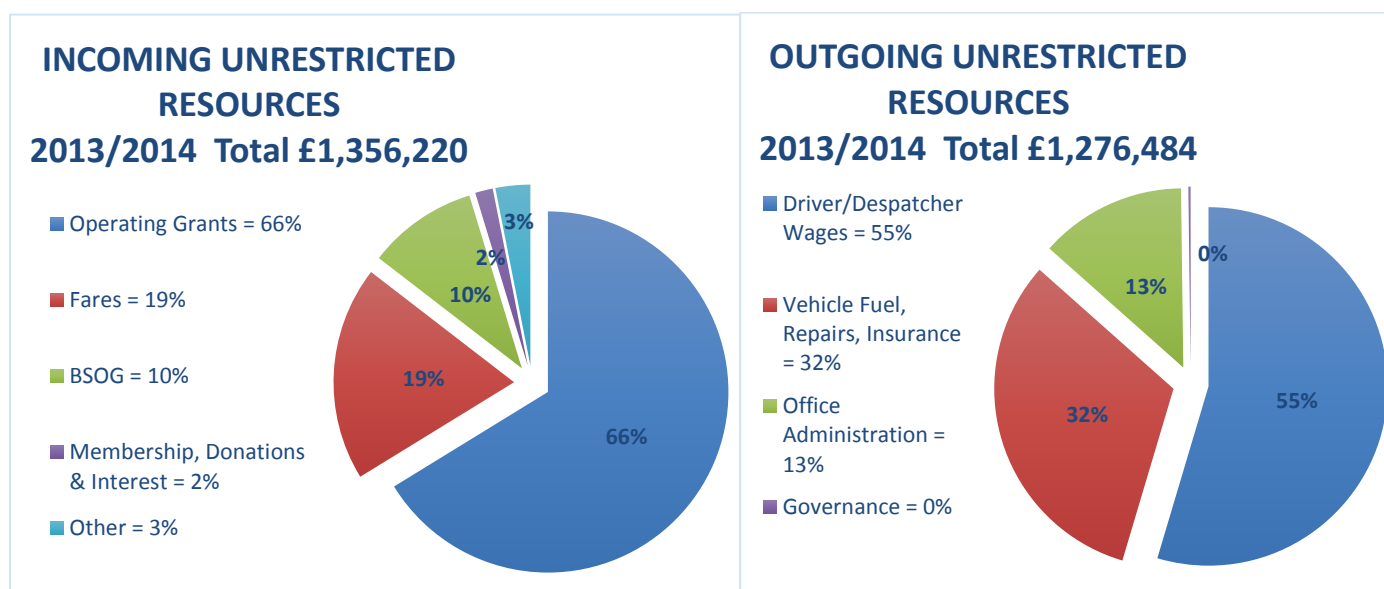
The Board are very aware we are operating in difficult times and have monitored costs accordingly. Resources expended decreased by 5% from £1.40m in 2013 to £1.34m in 2014. The most significant reduction in costs can be seen in vehicle expenses down £30k due to a combination of reduced work but also 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 £148k for the year ended 31 March 2014. Total funds as at 31 March 2014 were £644k made up of:

£207k restricted funds (the capital fund)

£437k unrestricted funds

Looking ahead to 2014/15, as Muriel mentioned, 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.



DIRECTORS' STATEMENT ON SUMMARISED FINANCIAL STATEMENTS

The summarised financial statements set out on the following page have been extracted from the full financial statements which were approved on 19th August 2014 and do not constitute the charity's statutory financial statements. The full financial statements have been audited and the auditor's opinion was qualified as to the limitation on their work relating to retirement benefits accounting. They were unable to confirm the company's share of any pension scheme surplus or deficit that exists as at the year end. The Directors took the decision not to obtain disclosure information required under FRS 17 as being unnecessary expenditure of charitable funds. The financial statements for the years ended 31 March 2013 and 31 March 2014 have been delivered to the Registrar of Companies.

These summarised financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the Charity. For further information the full financial statements, the auditor's report on these financial statements and the Directors' Report should be consulted. Copies of the full financial statements can be obtained from the Registered Office at 58 Canaan Lane, Edinburgh EH10 4SG.

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Signed on 19th August 2014 on behalf of the directors: *Muriel Williams* Director

SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2014

Incoming Resources	Unrestricted funds £	Restricted funds £	2014 Total £	2013 Total £
Donations	17,489	350	17,839	10,801
Activities to further company's objects	1,336,517	131,500	1,468,017	1,511,500
Investment income	2,214	-	2,214	1,667
Total Incoming Resources	<u>1,356,220</u>	<u>131,850</u>	<u>1,488,070</u>	<u>1,523,968</u>
Resources Expended				
Charitable Expenditure				
Operating Vehicles	1,273,859	63,815	1,337,674	1,397,125
Governance	2,625	-	2,625	7,033
Total Resources Expended	<u>1,276,484</u>	<u>63,815</u>	<u>1,340,299</u>	<u>1,404,158</u>
Net incoming / (outgoing) resources	79,736	68,035	147,771	119,810
Gross transfers	10,351	(10,351)	-	-
Net Movement in Funds	<u>90,087</u>	<u>57,684</u>	<u>147,771</u>	<u>119,810</u>
Total Funds at 1st April	<u>347,224</u>	<u>149,166</u>	<u>496,390</u>	<u>376,580</u>
Total Funds at 31st March	<u>437,311</u>	<u>206,850</u>	<u>644,161</u>	<u>496,390</u>
Balance Sheet as at 31st March			2014 £	2013 £
Fixed Assets			<u>69,915</u>	<u>117,170</u>
Current Assets			658,640	446,642
Current Liabilities			(84,394)	(67,422)
Net Current Assets			<u>574,246</u>	<u>379,220</u>
Total Net Assets			<u>644,161</u>	<u>496,390</u>
Restricted Funds			206,850	149,166
Unrestricted Funds				
General Funds			437,311	347,224
			<u>644,161</u>	<u>496,390</u>
Approved by the Board on 19th August 2014				

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 2014 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 2014.

CHIENE + TAIT, Chartered Accountants and Statutory Auditor, 61 Dublin Street, Edinburgh EH3 6NL, 19 August 2014.

HcL EXECUTIVE COMMITTEE 2013 / 2014

Muriel Williams MStJ	<i>Chairman</i>
Alan Johnstone	<i>Vice Chairman</i>
Jaslin Bhagrath CA	<i>Hon. Treasurer</i>
Joan Cameron	
Mike Harrison MSc BA	Rev. Dr. Graham Monteith
Dr. Ron Seiler	
Dennis Wilson	
Assessors and Observers:	
Councillor Lesley Hinds	<i>The City of Edinburgh Council</i>
Councillor Tony Boyle	<i>West Lothian Council</i>
Councillor Jim Bryant	<i>Midlothian Council</i>
Councillor Michael Veitch	<i>East Lothian Council</i>
TBA	<i>The City of Edinburgh Council</i>
Ian Forbes	<i>West Lothian Council</i>
Karl Vanter	<i>Midlothian Council</i>
Ian Dalgleish	<i>East Lothian Council</i>
Rona Laskowski	<i>NHS - Lothian</i>

HcL STAFF (39 staff members at September 2014) ^ denotes 20 or more years' service Senior denotes 10 or more years' service

Headquarters (4)

Kelvin Cochrane ^	<i>Acting Chief Executive</i>
Ian Greig ^	<i>Operations Manager</i>
Margaret McGregor ^	<i>Senior Finance Officer</i>
Linda McDonald	<i>Finance Officer</i>

Edinburgh (20)

Gladys Armstrong ^	<i>Senior Despatcher</i>	Chris Howard	<i>Despatcher</i>
Catherine Petrie	<i>Senior Despatcher</i>	Alexis Brown	<i>Despatcher</i>
Tony Brice ^	<i>Senior Driver</i>	Hilary Kinnaird ^	<i>Senior Driver</i>
David Dunn ^	<i>Senior Driver</i>	Stuart Temple	<i>Senior Driver</i>
Billy Armstrong	<i>Senior Driver</i>	Julian Ogilvie	<i>Senior Driver</i>
Robert Hutson	<i>Senior Driver</i>	Caroline Chisholm	<i>Driver</i>
Eddie Minto	<i>Driver</i>	Adrian MacFarlane	<i>Driver</i>
David Peterkin	<i>Driver</i>	Mark McCrindle	<i>Driver</i>
Chris Mason	<i>Driver</i>	Paul Glenwright	<i>Driver</i>
David McGill	<i>Driver</i>	Heather Brown ^	<i>Senior Cleaner</i>

Midlothian & East Lothian (5)

Irene McDonald ^	<i>Senior Driver</i>	Ged McDonald ^	<i>Senior Driver</i>
James Hunter ^	<i>Senior Driver</i>	Russell Scott	<i>Senior Driver</i>
Allison Liddle	<i>Senior Driver</i>		

West Lothian (10)

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



Scott with new West Lothian Vehicle



West Lothian driver George helping Dial-A-Bus passenger

Scottish Charity No. SC 013906

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

**Edinburgh, Midlothian, East Lothian & Headquarters:
58 Canaan Lane, Edinburgh, EH10 4SG (registered office)**

0131 447 9949 Dial-a-Ride Bookings

0131 447 1718 Dial-a-Bus Bookings

Fax 0131 452 9627

edinburgh@handicabs.org.uk

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

01506 633 953 Dial-a-Ride Bookings

01505 633 336 Dial-a-Bus Bookings

Fax 01506 635 148

bathgate@handicabs.org.uk

0131 447 9953 HcL Headquarters & Administration

admin@handicabs.org.uk

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www.HcLTransport.org.uk

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