

43 Years of Service 1982-2025



TRANSPORT FOR PEOPLE WITH MOBILITY CHALLENGES

# ANNUAL REPORT 2024-2025



Scottish Registered Charity No. SC013906 Registered Private Limited Company No. SC079712 Admin & Registered Office: 24/3A Dryden Road, Bilston Glen Industrial Estate, Loanhead EH20 9HX

## CHAIRMAN'S FOREWORD

*Dennis Wilson*

Welcome to the Annual Report for HcL for 2024/2025. Please read on as you will find it a very interesting read.

Over the past year, we have been preparing very much for providing transport for people who have difficulty using public transport or need a bit more support when travelling.

What has been happening over the past year? We have started 2 new low floor bus routes in Edinburgh with smaller buses that can pick passengers up where the public buses cannot manoeuvre round the narrow streets, and where our customers can use their travel cards. This service is being well used and is providing a desperately needed facility.

As we said at the AGM last year, we are going to merge with a smaller charity that provides mainly transport for people to go to their day centres. This is looking good, and all the drivers and staff have been working hard to make the merger as seamless as possible.

I would like to thank all the drivers and volunteers for being so helpful, the back-room staff who make everything happen! I would also like to thank all those on the Board of Directors who give their time to make sure we comply with all the Regulations to ensure that HcL keeps moving forward. I especially would like to thank Kelvin and his management team for being enthusiastic and looking for new ways to keep HcL afloat in these very difficult financial times.

**DENNIS WILSON**  
Chairman

# CHIEF EXECUTIVE'S REPORT

*Kelvin Cochrane*

This is the Charity's 43<sup>rd</sup> Annual Report and covers the period from the last Annual General Meeting held on Monday, 14<sup>th</sup> October 2024 to this year's AGM on Monday, 27<sup>th</sup> October 2025. The Director's Report and Accounts are published separately and cover the Charity's financial year, 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025, however, a summary version is contained in this report.

I am delighted to report that, for the first time since the COVID pandemic, we now have a full team of staff in post. This is a significant milestone, giving us confidence that recruitment is stabilising and, most importantly, allowing us to increase the number of booking slots available for passengers.

Despite a challenging funding landscape for third sector organisations in 2025, HcL has embraced diversification by exploring events and new industries such as community bus services, while continuing to receive vital support from our local Councils, City of Edinburgh, West Lothian, Midlothian & East Lothian Councils.

Throughout the year there has been a lot going on in the background by our team.

There have been meetings with MSPs, Councillors, stakeholders, trusts, and conferences attended spreading the good work all the staff carry out at HcL on your behalf.

Like many third sector organisations, we faced a difficult funding landscape in 2025. However, HcL has continued to adapt, diversify and strengthen. Alongside essential funding from the City of Edinburgh, West Lothian, Midlothian and East Lothian Councils, we have explored new areas such as community bus services.

Our Funding and Marketing Officer, Dolina, has played a key role in securing support from corporate partners, trusts and community groups. Highlights this year include:

- **OPAL (Opportunities for Active Lives) – Cyrenians:** adapted transport 3 times a week to day-care groups in West Lothian, funded for a further 2 years by the Lottery Awards for All Fund.
- **Forever Young Club, West Edinburgh:** outings and lunches for frail older adults, supported by the Edinburgh Community Grants Fund.
- **Blackridge Service:** enhanced through support from Foundation Scotland and local funders.
- **Edinburgh Marathon Festival:** 17 runners, including 16 from OCS and our own driver Billy, raised £5,400 to support outings across the Lothians.

We also received generous donations from local groups including Loanhead Guild and Bathgate British Legion. On behalf of everyone at HcL, I extend our heartfelt thanks to all our supporters - your generosity makes our work possible.

Our Service Development Manager, Elizabeth has represented HcL widely across Edinburgh and the Lothians, attending forums, networks and consultations on accessibility, older people's services, climate change and transport.

We delivered more than 20 information stalls and group visits this year, engaging with communities on topics such as carers' rights, dementia support, healthy living and disability services. We also contributed articles and updates to newsletters including iThrive Edinburgh, VOCAL (Voices of Carers Across Lothian) and Midlothian Council publications.

## Charitable Objectives and Activities

The objectives of HcL are to provide transport for older people, people with disabilities, additional support needs or with health conditions that affect mobility and those who are rurally isolated with little or no accessible transport.

Handicabs Lothian (HcL) operates 2 core services across Edinburgh and the Lothians: Dial-A-Ride and Dial-A-Bus. We also provide longer distance journeys on demand subject to availability.

We have 17,210 registered users: Dial-A-Ride (15,891) and Dial-A-Bus (1,319) as of October 2025.

We believe transport plays a massive part in improving wellbeing and reducing loneliness and isolation for people with mobility challenges. Combined with the growth in population in the Lothians, increasing people will have the need for quality accessible transport.

## Dial-A-Ride

HcL aims to provide a quality service which goes above and beyond providing door-to-door transport by providing a door-through-door service. This ensures our passengers receive the assistance they need at the start and end of their journey which is often their only means of going out. This may be assisting people with putting their coat on, tying a shoelace, locking a front door 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 22.5% of our passengers using a wheelchair. Many of our passengers rely on our service and cannot use buses or taxis. Our service is a particular lifeline for passengers across the Lothians attending medical and health related appointments, in particular, across the different NHS Lothian hospitals.

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 22% use wheelchairs. Edinburgh accounted for 43% of Dial-A-Ride trips, West Lothian 37%, Midlothian 11% and East Lothian 9%.

By providing quality transport, our customers are able to be involved in the community by attending medical appointments; day centres; colleges; school and support groups; visiting shopping centres; theatres; visiting friends and family and socialising; day trips or events or to go away for a holiday which enables family members and carers to have a much-needed break!

From 1<sup>st</sup> September 2024 until 31<sup>st</sup> August 2025, the Dial-A-Ride service has provided 43,361 passenger trips for residents in the Lothians:

*"I really like Dial-A-Ride. They are very kind and really helpful to me and it's made a big change to my life it's helped me a lot and I wouldn't part with it. You can mix with other people too".*

*“Every time I use the service, drivers are very friendly, understanding and very helpful. I would use this company every time over another. Thank you for your services.”*

## **Dial-A-Bus**

Provides a Monday to 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 take their shopping inside on return, if needed. All areas of the Lothians have at least one or often 2 routes available during the week in either the morning or afternoon.

From 1<sup>st</sup> September 2024 until 31<sup>st</sup> August 2025, we have carried 28,926 passengers with 2.58% of passengers using wheelchairs...

*“Dial-A-Bus and Dial-A-Ride has changed by life for the better. It is an excellent service and the staff are excellent – drivers and phone staff – everyone has made a difference to my life, and they are so friendly. Well done, Dial-A-Bus and thank you to everyone at Dial-A-Bus. It has also made a big difference to Seafeld Pensioners – we can get out now”.*

*“A great service, Tuesday is the happiest day of my week. The office staff are very friendly. I have spread the news of our wonderful service to everyone. Thanks, you’re the best”.*

## **Community Bus Services**

We have been delivering local bus services in West Lothian Broxburn since 2020, Edinburgh, Corstorphine, East Craigs and the Gyle Route 68 (July 2024), Lady Nairne, Willow Brae and Portobello Route 69 (December 2024). Between August 2024 until August 2025 – 64,444 passengers travelled with HcL with 59,728 using concessionary travel passes. These services link the public and people with mobility challenges from residential areas with key services, including shops and health and personal care outlets. It also supports users to connect to existing public transport services in these areas for forward travel.

These services can operate on a hail and ride basis in residential areas where there are no formal bus stops. Passengers can signal to the driver to stop at any point in these areas, and the driver will stop as soon as it is safe to do so. Fares are £2.00 for adults and £1.00 for children with concessionary bus pass holders able to travel for free.

All the vehicles used on the routes are fully accessible and are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

## **Midlothian & East Lothian Dial-A-Bus Concessionary Travel**

We are pleased to announce from February 2024 Midlothian and East Lothian Dial-A-Bus service users will be able to use their concessionary passes.

Thank you to Midlothian & East Lothian Council for their support.

## **Edinburgh Dial-A-Bus Concessionary Travel**

We are pleased to announce from October 2024, Edinburgh Dial-A-Bus users can use their concessionary cards on all our Dial-A-Bus services.

Thank you to the City of Edinburgh Council for their support.

## Merger Overview

As part of our commitment to improving service delivery and long-term sustainability, the boards of Handicabs (Lothian) Ltd (HcL) and South Edinburgh Amenities Group (SEAG) are delighted to announce the merger is on track to be completed by March 2026. This merger aims to address financial pressures, enhance operational efficiency and ensure continued support for people with mobility challenges in Edinburgh and the Lothians.

The merger will result in SEAG being dissolved of its assets. Staff and resources will be transferred to HcL. The transition will be seamless with no expected disruption to services. Importantly, there will be no redundancies, ensuring long-term stability for SEAG staff. HcL will experience growth in its staff team and services allowing both organisations to benefit from the merger. Both organisations will operate under a unified brand (to be developed post-merger) while retaining Handicabs (Lothian) as the registered name. The rebranding process is essential for enhancing the public image and recognisability of the organisation.

## Synergy and Strategic Development

The synergy between HcL's individual transport solutions and SEAG's expertise in group services will foster increased operational flexibility and efficiency. The merger is expected to drive significant growth including the potential to serve 50,000 additional trips. This synergy will offer more options for users and create opportunities to meet the growing demand for accessible transport across the Lothians.

SEAG's Trustees have been attending HcL's Board as observers ahead of the merger to facilitate a smooth governance and strategic continuity. SEAG's Management will retain their current roles with the General Manager becoming Deputy Chief Executive.

## Looking Ahead

We are hugely excited about the merger and the positive impact it will have on community transport. The combined strength of HcL and SEAG will ensure greater sustainability, improve service offerings, and expand our reach within the community.

## Timeline and Milestones

Our target is to complete the merger by the beginning of the 2026 financial year. This will allow for a clean financial transition and the alignment of operational goals. Key milestones include governance approvals; staff transfers and the integration of administrative and operational systems.

We are in the process of aligning all our IT and staff policies. TUPE will start for SEAG staff early 2026. All necessary legal documents have been drawn up and will be signed when advised.

## Key Objectives

- **Financial Sustainability:** By merging, we aim to create a more efficient and sustainable organisation which will be better equipped to navigate financial challenges and operational demands.

- **Service Continuity:** The transition will prioritise maintaining high-quality services with no interruptions to users.
- **Operational Efficiency:** Systems, procedures and staff will be integrated to optimise resources and enhance service flexibility.
- **Governance and Compliance:** We will ensure compliance with legal, regulatory and governance standards including the protection of employees under TUPE Regulations.

Thank you to the City of Edinburgh Council and our Link Officer for their continued support during this exciting transition.

We are also grateful to all our supporters, from members and users who have made donations, and from the Funders, Trusts, Charitable Organisations and local groups who have supported us.

I also would like to thank our professional and committed 43 members of staff who operate our 32 vehicles and 2 despatch centres throughout the year including evenings and weekends, and volunteer drivers.

Also, a big thanks to the Chairman and Executive members past and present for all their efforts over the years and the support they have given me.

Our committee, members and friends continue to help us with generous donations and voluntary assistance.

Last but not least, the most important people, our members and users who continue to use and support our services.

Without the support of Edinburgh City Council, West Lothian Council, Midlothian & East Lothian Council, HcL would not be what it is today.

A very big thanks to all.

## Summary of Achievements

1. During the year from April 2024 to March 2025 we provided transport for over 130,000 people.
2. HcL is proud to continue to be a member of the Scottish Living Wage.
3. Signed agreements with The City of Edinburgh Council until March 2027.
4. Rolled over yearly agreements with West Lothian, Midlothian and East Lothian Councils.
5. Reviewed and updated our Staff Conditions of Service with the assistance of Unite the Union and staff.
6. Reviewed and updated Executive Policies.
7. Maintained and improved Dial-A-Ride, Dial-A-Bus and Community Bus Services.
8. Raised profile of the Charity through the regular updating of the website, Facebook and Twitter; refreshed and updated leaflets; advertised transport through multiple routes and online service locators.
9. Over 30 applications submitted to Funders.
10. Purchased 5 buses - 2 new community buses; one quality second hand community bus; one quality second hand Dial-A-Ride and one quality second hand Dial-A-Bus vehicle.
11. Developed new services which enhance mobility – implemented a new Dial-A-Ride service in East Lothian and West Lothian.
12. Awarded second Edinburgh Community Bus Route (Route 69) - Lady Nairne/Portobello.
13. Active members of forums: Edinburgh Community Transport Operators Group (ECTO), Lothian Community Transport Services, Pilton Equality Project, South Edinburgh Amenities Group and The DOVE Centre, Community Transport Association, West Lothian Volunteer Network, West Lothian Senior Peoples Forum, Edinburgh Older Peoples Forum, Edinburgh Accessibility Commission, Midlothian Older Peoples Forum, Volunteer Health Scotland & West Lothian Bus Alliance.
14. Ongoing development of stakeholder relationships and ways we can work with the City of Edinburgh Council; West Lothian Council; Midlothian Council and East Lothian Council. New services include school transport for children with complex health needs, Adult Day Centres and Community Bus Services.
15. Member of ECO Stars which enables us to monitor our carbon footprint yearly.
16. Edinburgh Dial-A-Bus changed from a Section 19 to a Section 22 operation to allow users to use their Concessionary Travel Entitlement.
17. Re-tendered for Broxburn & Uphall Town Service, awarded for 2 more years through West Lothian Council.
18. Engaged with funders to fully understanding their policy priorities and to communicate effectively the contribution that HcL makes in meeting these policies.

19. Partnership working - collaborated with partner organisations in the public, voluntary or private sectors where this advances our strategic aims.
20. Monitoring and evaluation of our services – both statistically and qualitatively eg seeking feedback from passengers, members and stakeholders.
21. Continue to employ a trainer to deliver staff training in-house.
22. Merging with a local Community Transport provider (April 2026).
23. We are delighted to have received funding from the lottery which will see our partnership work with OPAL Cyrenians continue into 2026.
24. Positive feedback received from the Khmelnytski Centre with the bus donated by HcL supporting many essential journeys in Ukraine.

**Highlights for the last 12 months**  
**131,848 passengers transported from April 2024 to March**  
**2025**  
**23.53 million miles covered since 1982**

### **Outreach**

Throughout the year we have provided pop-up stalls, information talks and group visits to a variety of organisations in Edinburgh, West, East and Midlothian from Prestonpans to Penicuik and Portobello to Livingston.

In an outreach/development capacity we attend and contribute to different forums/commissions both across the 4 Health and Social Care Partnership areas and also nationally. These include Older People's Providers Forums, Volunteer Networks, Voluntary Health Scotland and the Edinburgh Accessibility Commission.

We also regularly complete consultations and questionnaires on various subjects such as accessibility, environment, funding and health and social care which affect us as an organisation and our passengers.

In order to further develop our accessibility this year we also set up and registered with the West Lothian Volunteer Gateway online service locator, and we have continued to be part of ALISS: Scotland's online information system and Euans Guide Disabled Access information site.

Since our last Annual Report, we have contributed to many other organisations sending written information, posters, flyers and articles.

Elizabeth Campbell our Service Development Manager at the launch of the Midlothian Disabled Peoples Directory in Dalkeith.



## SUMMER DAY TRIPS

Throughout the lovely summer weather, we organised a number of very successful day trips for passengers from across Edinburgh and the Lothians. These outings were provided through money that we had fundraised and were free of charge to our passengers from Edinburgh, East, West and Midlothian.

Over the summer we had outings to:

Pitlochry  
Peebles  
North Berwick  
Dunfermline  
Burntisland  
McArther Glen, Livingston  
Dobbies Garden Centre, Uphall  
Dobbies Garden Centre, Melville  
Seagull Trust Barge Trip, Falkirk

Passengers who travelled with us from West Lothian to Burntisland and Peebles said:

*“Your kind gesture was much appreciated we had a lovely day in Peebles.  
Thank you.”*

*“You were very kind. Thank you so much for our day out to Burntisland we had a fantastic day, and weather couldn’t have been better.  
Many Thanks.”*

## Passengers from East Lothian visiting Dobbies in July



### Becoming more Environmentally Friendly

The Green Committee which was established at the beginning of 2022 has continued to consider how HcL can become greener and more environmentally friendly taking into account different aspects of our business, their environmental impact and how we can improve our practice.

The group membership consists of a mixture of different staff as well as a member of the Executive Committee.

Over the past year the Green Committee have focused on how we can make improvements in 5 key areas:

- Waste and Recycling;
- Paper Use;
- Plastic use & other products;
- Utilities and resource efficiency;
- Vehicles /Travel;

Using these key areas, we put together a Net Zero Policy to sit alongside our Environmental Policy and Action Plan.

This year Elizabeth, our Service Development Manager attended the Stop Climate Chaos Scotland Reception 'Scotland United for Climate Change' in the Scottish Parliament which was sponsored by Ben Macpherson MSP. This was a good opportunity to hear from speakers and visit information stalls showcasing the climate action being taken in sectors across Scotland and internationally.

Elizabeth also attended the East Lothian Climate Change Strategy consultation and Dolina went along to SCVO's The Gathering event attending the Your Journey to Net Zero and Beyond Session.



### **New Service - No 69 Service Lady Nairne Circular**

At the end of last year, we were delighted to win the tender to deliver a new community bus service in Edinburgh.

Service 69 Lady Nairne began on Monday, 16<sup>th</sup> December 2024. Like our other community bus services, the 68 Gyle - Clermiston and the 2A & 2B Broxburn/Uphall, this bus enables local people to improve their independence and access key amenities such as shops and health services, as well as existing public transport links for onward travel.

The service operates a hail and ride section, where there are no formal bus stops. Passengers can signal to the driver to stop at any point on the section, and the driver will stop as soon as it is safe to do so.

The vehicle used on service 69 is fully accessible and is specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

Fares are £2 for adults and £1 for children, with concessionary bus pass holders able to travel for free!

### **Feedback on Service 69**

**Mary O Connell - Pilmeny Development Project** – "I facilitate and support a forum for Older Adult's, called NEECAG. The group meets monthly in Portobello. When the No 69 bus was discontinued, NEECAG members told us what a loss it was for them, their neighbours and the community, especially those who had poor mobility/ isolated. Having the No 69 bus back has enabled the older Adult's we work with to get out of their house, get their independence back, reduce isolation: whether that's shopping locally, Asda, going to the hairdressers, meeting friends for a coffee, etc."

**Margaret Bennett Northfield and Willowbrae Community Council** - "The return of the 69 Bus Service, courtesy of HcL, has been warmly welcomed by the elderly and disabled residents of Lady Nairne and Willowbrae. Living on the side of a steep hill and a long way

from a bus stop led to hardship, isolation and loneliness during the COVID lockdowns, after the service was withdrawn. Today, however, the one hour round trip to Asda passes all 3 local GP surgeries, the Library, Community Centre, several supermarkets and Portobello High Street and saves long treks uphill carrying heavy shopping bags. Travellers are guaranteed a friendly welcome on board by drivers Ros and Bob, as well as a 'blether' with fellow passengers, many of whom are on first name terms already!

The bus can be hailed anywhere along the route between Paisley Drive and Meadowfield Avenue and also at regular bus stops elsewhere and takes passengers of all ages. If you haven't used it yet, why not look out for HcL's smart black midi-coach and spend an hour familiarising yourself with the route?"



Passengers give a big thumbs up to the new bus service

## Welcome back Service 69

## Route 69 Timetable

### Monday to Saturday

Asda the Jewel		0930	1030	1130	1330	1430	1530
Portobello High School		0933	1033	1133	1333	1433	1533
Portobello Town Hall		0943	1043	1143	1343	1443	1543
Kings Road		0945	1045	1145	1345	1445	1545
Northfield (Royal High School)		0950	1050	1150	1350	1450	1550
Paisley Drive	0900	1000	1100	1200	1400	1500	1600
Parsons Green Primary School	0905	1005	1105	1205	1405	1505	1605
Duddingston Cross Roads	0910	1010	1110	1210	1410	1510	1610
Duddingston Row Bingham Roundabout	0915	1015	1115	1215	1415	1515	1615
Asda the Jewel	0925	1025	1125	1225	1425	1525	1625

### Midlothian Funding

This year local authorities have increasingly found that they must manage substantial reductions in their budgets which meant proposed savings and cuts to services. As a result, earlier this year as part of their savings plan for 2024/25 onwards Midlothian Council proposed cuts that would have impacted greatly on HcL services. If this went ahead 100 percent of our funding would have been withdrawn, this would have had a devastating impact on the services that we could provide.

We immediately implemented a campaign to emphasise the importance of community transport and how we are an essential part in enabling people to get out and about to be engaged, active and to participate in their local communities.

We wrote to the local Councillors, MPs and MSPs and Midlothian Council's 'Have your Say' consultation. We made the consultation forms available to our passengers on social media and on our Midlothian journeys and we made sure that we returned them to Midlothian Council.

We were very relieved to find out in March that HcL would not receive a cut to our funding. We received fantastic support from other organisations, our passengers, and the wider community for which we are hugely grateful.

# Thank you for your support!



## Update on Aid to Ukraine Campaign

What a journey - on Friday, May 24<sup>th</sup>, 2024, HcL, CEO Kelvin Cochrane started the journey in one of our 9-seater adapted buses filled to the brim with mobility equipment and other resources for the Khmelnytskyi City Children's Centre. Leaving from our Loanhead depot in Edinburgh to the hospital in the Khmelnytsky region of the Ukraine, covering a staggering 3,134km. Since arriving the bus has offered many therapeutic outings for families and children and made many happy memories. Thank you to everyone who supported the journey.





A huge thanks to the following funders, businesses, staff and the public who have impacted so positively on the work that we can carry out throughout the Lothians from us all at HCL.

The funding landscape has challenged every third sector organisation this year, we have opted to diversify how we do things looking at events and tapping into new industries such as tourism. We are delighted to have had continued support from trust funding and huge corporate support from OCS and of course the continued support from the community.

### Partnerships

#### OPAL – Opportunities for Active Lives Cyrenians

We continue to provide adapted transport for OPAL groups 3x weekly return journeys to and from day care groups. These groups have a real impact on older people lives in West Lothian and support both charities aim to reduce isolation and loneliness while promoting community connecting.

Aim of our community connecting work is to:

*“Offer preventative services to improve older people’s mental health and wellbeing, physical health and support an active lifestyle with a connection to the local community.”*



Thank you to the support from the Lottery Awards for all fund that has supported this partnership for another 2 years.

This funding also means the public get the opportunity to choose sustainable transport options for longer journeys through our Dial-A-Bus, Dial-A-Ride and community bus service in West Lothian.

# Case Study

OPAL and HcL Community Partnership



**D went along with her daughter to the Strathbrock group after calling the office to find out what services were available. D is living with Dementia and gets very nervous in some circumstances, so her daughter wanted to make sure she was comfortable in the group situation. D went along and really enjoyed it. Due to her living with Dementia, she was unable to make her own way to the group on a regular basis and her daughter works. They wanted her to remain as independent as possible. D was referred for HCL transport to and from the group. This has been a great success, her daughter has commented that she is able to relax knowing her mum is picked up safely from home by the driver, they make sure she is safely on the bus, gets to the group and then is home safe too. This allows her daughter to have time where she knows her mum is OK and not needing her care. It has also allowed D to make new friendships and join in with activities in her local area and now the group are keeping in touch with her, and she has been invited to activities by them outside the group.**

## Forever Young Club

We were delighted to have received funding to support more outings with lunches for the Forever Young Club. The Forever Young Club is a day care service for frail older adults in West Edinburgh. The project offers older adults the opportunity to get out of the house and meet others and make friends. The group offers support, friendship, a variety of social activities and a hot lunch.



Thank you to the Edinburgh Community Grants Fund (CGF) for supporting this partnership.

## Blackridge Dial-A-Bus



**Foundation  
Scotland**

Thank you to Blackridge Community Fund through Foundation Scotland that supported our Dial-A-Bus service in 2025.

## Thank you to all our wonderful funders

Blackridge Community Fund  
Buccleuch Foundation  
Edinburgh Community Funding SW  
Quarter Farm Trust  
Awards For All  
Foundation Scotland  
Hugh Fraser

## Environmental Impact

***“The aspiration is “for HcL to play an inspirational and leading role in delivering Scotland’s Net Zero transition by 2045 in a fair and just way in line with the work we carry out as a community transport provider”***

We are delighted to have received funding last year for our first electric vehicle and infrastructure. We hope to install another charging point at our Loanhead depot and introduce another electric vehicle to the fleet in 2025/26 thanks to plugged-in energy saving trust funding.



## 2025 EVENTS

### Edinburgh Marathon Festival - HcL 2025 champions

2025 saw 17 people running the Edinburgh Marathon on behalf of HcL. A team of 16 runners came from OCS. OCS is a global company that provides various services throughout the world. They also have an office just around the corner from HcL at Bilston Glen. The team of 16 came from both their Edinburgh and Glasgow offices. The team took part in various lengths with 6 of the team running the full marathon. The team raised a staggering £5,000 for HcL, a huge thank you to all of the staff team that took part.



We also had our very own VIP runner Billy, who is one of our drivers, who raised nearly £400 running the 10k. Well done and thank you from us all at HcL

With everyone that took part on the day raising a staggering £5,400. These funds will go towards the outings we provide each year throughout the Lothians.



## Community Support



Thank you to Loanhead Guild who donated hats and scarfs to our Aid to Ukraine campaign and for their continued support. Thank you to Bathgate British Legion for taking our collection tins and donating towards our work.

Finally, a huge thank you to all of the community who takes time to support our work, we are incredibly grateful and could not do it without you all.



**How you can help**

# HcL Fundraising Toolkit

**FUNDRAISING FOR HCL COULDN'T BE SIMPLER WHETHER YOU'RE RAISING MONEY ONLINE, DONATING IN MEMORY, LEAVING A GIFT IN YOUR WILL, TAKING PART IN AN EVENT OR CORPORATE FUNDRAISING, THE OPPORTUNITIES TO SUPPORT OUR WORK ARE LIMITLESS. WE CAN SUPPORT YOUR EFFORTS AND HELP YOU .**

For more information, if you have any questions or would like some assistance please contact our Fundraising Manager Email [dolina.gorman@handicabs.org.uk](mailto:dolina.gorman@handicabs.org.uk) Tel 07546711195



## Who does your support help?

You will help us to continue to make accessible transport available to everyone within the Lothians- we are an essential service that reduces isolation - our aim is to support everyone within the Lothians stay connected in their community, with your help we can do this .

# TREASURER'S REPORT

The year to 31<sup>st</sup> March 2025 saw the charity generate income of £2.16m, an increase of 10% on the previous year. The main reason for the increase was due to the charity's expansion of its community transport services across the Lothians. We secured additional grant funding to support this initiative which assisted in generating additional fare income.

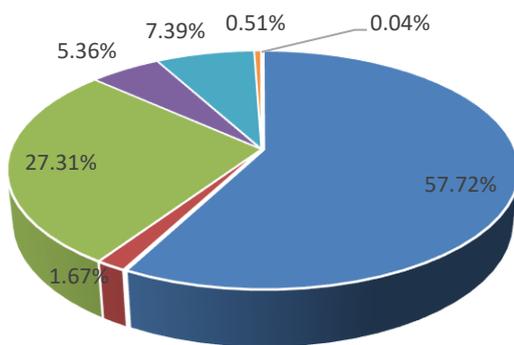
Expenditure for the year was £2.01m, an increase of 16% on the previous year. Staff costs account for 61% of the charity's expenditure. These costs increased by 11% during the year, in part due to the increase in staff numbers to support the additional community transport services and in part due to the annual rises granted to the staff to enable the charity to remain a competitive employer in what continues to be a challenging recruitment market. Other significant costs include the repairs, maintenance and depreciation of the vehicle fleet.

As a result of the above, the charity has net income (before other recognised losses) at the year-end of £158k.

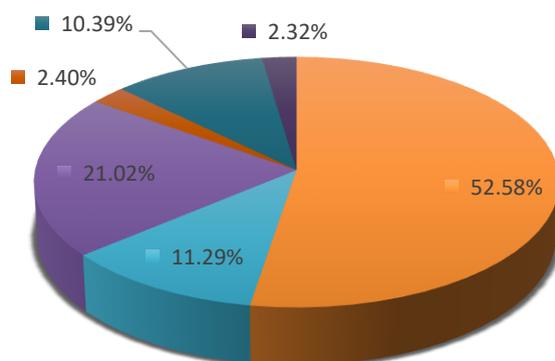
Total funds as at 31<sup>st</sup> March 2025 were c£1.466m made up of:

- Restricted funds £218k (towards new vehicles, equipment and passenger trips)
- Unrestricted designated funds (towards new vehicles and charity restructure costs) £378k
- Unrestricted funds (including pension fund) £870k

**Incoming Operating Grants  
2024/2025 Total: £2,155,501**



**Expenditure on Charitable Activities  
2024/2025 Total: £2,011,615**



## 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 9<sup>th</sup> September 2025 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 full financial statements for the year's ended 31<sup>st</sup> March 2025 and 31<sup>st</sup> March 2024 can be found at Companies House.

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 9<sup>th</sup> September 2025 on behalf of the Directors: Director Mr D Wilson

## SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025

	Unrestricted funds	Restricted funds	2025 Total	2024 Total
	£	£	£	£
<b>Income and endowment from:</b>				
Donations and legacies	8,649	1,751	10,400	7,579
Membership	700	-	700	655
<i>Charitable activities:</i>				
Operating grants	712,250	531,949	1,244,199	1,082,584
Capital grants	-	35,900	35,900	109,625
Network Support Grant	115,637	-	115,637	124,450
Fares	588,694	-	588,694	479,998
Other trading activities - training	770	-	770	1,115
Investments	13,701	-	13,701	13,666
Other	145,500	-	145,500	137,800
<b>Total income</b>	<b>1,585,901</b>	<b>569,600</b>	<b>2,155,501</b>	<b>1,957,472</b>
<b>Expenditure on:</b>				
Fundraising	(25,359)	(1,667)	(27,026)	(22,413)
Charitable activities	(1,437,759)	(546,830)	(1,984,589)	(1,711,173)
<b>Total expenditure</b>	<b>(1,463,118)</b>	<b>(548,497)</b>	<b>(2,011,615)</b>	<b>(1,733,586)</b>
<b>Net gains/(losses) on investments</b>	<b>14,129</b>	<b>-</b>	<b>14,129</b>	<b>28,783</b>
<b>Net income/(expenditure)</b>	<b>136,912</b>	<b>21,103</b>	<b>158,015</b>	<b>252,669</b>
<b>Other recognised (losses)/gains:</b>				
Actuarial gains on defined benefit pension scheme	(101,000)	-	(101,000)	(132,000)
<b>Net movement in funds</b>	<b>35,912</b>	<b>21,103</b>	<b>57,015</b>	<b>120,669</b>
<b>Reconciliation of funds:</b>				
<b>Total funds at 1 April 2024</b>	<b>1,212,333</b>	<b>197,069</b>	<b>1,409,402</b>	<b>1,288,733</b>
<b>Total funds at 31 March 2025</b>	<b>1,248,245</b>	<b>218,172</b>	<b>1,466,417</b>	<b>1,409,402</b>

## BALANCE SHEET AS AT 31<sup>ST</sup> MARCH 2025

	2025	2024
	£	£
<b>Fixed assets</b>	<b>1,071,343</b>	<b>1,037,082</b>
Current assets	508,858	469,145
Current liabilities	(113,784)	(96,825)
<b>Net current assets</b>	<b>395,074</b>	<b>372,320</b>
<b>Net assets</b>	<b>1,466,417</b>	<b>1,409,402</b>
<b>Total funds of the charity:</b>		
Restricted funds	218,172	197,069
Unrestricted funds		
Designated	377,956	436,934
General	870,289	775,399
	1,466,417	1,409,402
<b>Approved by the Board on 9<sup>th</sup> September 2025</b>		

## HcL Staff (47 staff and 2 volunteers as at October 2025)

^ denotes 20 or more years' service \* denotes 10 or more years' service

### Headquarters

Kelvin Cochrane<sup>^</sup> Chief Executive

### Core Team (6)

Robert Hutson <sup>^</sup>	Operations Manager
Gary Toner <sup>^</sup>	Assistant Operations Manager
Ian Greig <sup>^</sup>	Operations Support Officer
Alexis Brown <sup>*</sup>	Finance Officer
Elizabeth Campbell	Service Development Manager
Dolina Gorman	Fundraising and Marketing Manager

### Edinburgh (22)

Amy Hutson <sup>*</sup>	Operations Supervisor	Kirsty Kinnaird	Despatcher/Finance Assistant
Chris Howard <sup>*</sup>	Senior Despatcher	David McGill <sup>*</sup>	Senior Driver
Angela Stein <sup>*</sup>	Senior Driver	Robert Laing <sup>*</sup>	Senior Driver
Robert Cummings	Driver	Neil Young	Driver
Darren Wallace	Driver	James Marr	Driver
Frederick Aspinall	Driver	Aiden Bolger	Driver
Patrick Carey	Driver	Andrew Dickson	Driver
William Ross	Driver	Ian Cochrane	Driver
Rosalyn Stein	Driver	Kevin Scott	Driver
Brian Cornwall	Driver		
Amanda Wainnes	Passenger Assistant		
Peter Henderson	Driver		
Neil McKay	Driver		

### Midlothian & East Lothian (6)

Russell Scott <sup>*</sup>	Senior Driver	Mark McCrindle <sup>*</sup>	Senior Driver
Scott Pennycook	Driver	David McGeachie	Driver
Gregory Crosbie	Driver	Andrew Thomson	Driver

### West Lothian (12 plus 2 volunteers)

Frances McCallum <sup>^</sup>	Despatch Co-Ordinator	Mark Toner <sup>*</sup>	Senior Driver
John Watson <sup>*</sup>	Senior Driver	Reginald Watson	Driver
Robert Kelly <sup>*</sup>	Senior Driver	Janet Russell	Driver
Ronald Thompson	Driver	George Edmondson	Driver
Thomas Crosby	Driver	Jacqueline Stewart	Driver
Richard Sharp	Driver	Falconer Crichton	Volunteer Driver
Margaret Comfort	Volunteer Despatcher	Colin Dundas	Passenger Assistant

## HcL Staff leavers throughout the year

Connor Barclay	Driver	Jim Foy	Driver
Steven Woodburn	Driver	Eric Davidson	Driver
Douglas Campbell	Volunteer Driver	Andrea Battinin	Driver
Steven Woodburn	Driver	Iain Wherrett	Driver

## HcL BOARD OF TRUSTEES

Dennis Wilson	Chairman
Dr Kenneth Brown TD MBChB MRCPAFOM CIH	Vice Chairman
Jaslin Bhagrath CA	Treasurer
Mike Harrison MSc BA	
Joan Cameron	
Patricia Lawson	
Kirstie Kerr	
Lee MacInnes (resigned 9 <sup>th</sup> September 2025)	
Stephen Somerfield	

## Assessors and Observers

Councillor (To be arranged)	The City of Edinburgh Council
Councillor Tom Conn	West Lothian Council
Councillor Russell Imrie	Midlothian Council
Councillor (To be arranged)	East Lothian Council
Frank Henderson (Observer)	The City of Edinburgh Council
Nicola Gill (Observer)	West Lothian Council
Derek Oliver (Observer)	Midlothian Council
Bruce Moffat (Observer)	East Lothian Council

## Contact Information

**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](mailto:edinburgh@handicabs.org.uk)**

**West Lothian:**  
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](mailto:bathgate@handicabs.org.uk)**

**HcL Administration & Registered Office - 0131 447 9953**

**[admin@handicabs.org.uk](mailto:admin@handicabs.org.uk)**

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

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