

Transportforall

Accessible transport is our right



Annual Report

and Independently Examined Accounts

for the year ended

31st Marc 2018

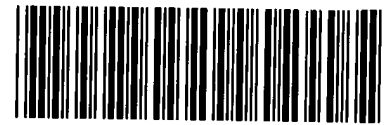


Improve the Bus user
experience for Disabled
and older

Transport for All
Registered and principal office:
336 Brixton Road
London SW9 7AA

Telephone: 020 7737 2339
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Website: www.transportforall.org.uk
Twitter: @transportforall

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COMPANIES HOUSE



Look for: transportforall

Charity Registration No. 1063733 - Company No. 3337948 - VAT No. 796213310

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Charity Information

The name of the Charity is Transport for All. It is a company limited by guarantee registered in England and Wales (number 3337948) and a registered charity number 1063733. Its governing document is its Memorandum and Articles of Association.

COMMITTEE OF TRUSTEES:

Alan Benson
Mohammed Mohsanali
Luisa Ferreira
Stephen Aselford
Jeff Harvey
Patrick Roberts
Gwynneth Pedler
Claire Lindsey – appointed on 27.01.18
A Harding – appointed on 27.01.18
Fitzroy Beckford - resigned on 27.01.18
Angela Smith – resigned on 27.01.18
Alok Agrawal – resigned on 27.01.18
Glyn Roberts – appointed on 31.03.18
Karl Farrell – appointed on 27.01.18
Victoria Herrera-Nurse –appointed on 27.01.18

EXECUTIVE OFFICERS:

Director: Faryal Velmi – left February 2018
Director: April Clifford – started February 2018

PROFESSIONAL ADVISORS:

Dennis and Turnbull
Swatton Barn
Badbury
Swindon
SN4 0EU

PRINCIPAL OFFICE:

336 Brixton Road
London
SW9 7AA

SOLICITORS:

Russell Cooke
2 Putney Hill
London
SW15 6AB

INDEPENDENT EXAMINER:

Haines Watts, Chartered Accountants
Old Station House
Station Approach
Newport Street
Swindon
SN1 3DU

BANKERS:

Unity Trust Bank
9 Brindleyplace
4 Oozells Square
Birmingham
B1 2HB



ictures from one of Transport for All's Bus Day of Action forums. TfA's Chair, Alan Benson introduces the day to our members. The day featured a series of roundtable discussions on key areas of interest.

Report of the board of Trustees

The Board of Trustees presents their report (including the directors' report as required by company law) and independently examined financial statements for the year ended 31 March 2018. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP) 2015 have been adopted in preparing the annual report and financial statements of the charity.

Structure, governance and management.

Transport for All is the current legal name of the organisation known as Transport for All. It is a membership organisation of individual and organisational members. The individual members are mostly disabled and older Londoners. Affiliates are disability and/ or older people's sector organisations, which share the objectives of Transport for All.

The trustees who served during the year are shown on page 1. Trustees are appointed at the biennial general meeting but can be co-opted onto the Board during the year. There is an induction process for all new members of staff, which also includes new trustee induction. This includes information on the responsibilities of a trustee and a full induction programme about the Charity.

The board of Trustees met 7 times during the year, discussing all aspects of the Charity's work and finances.

Members of the Board must declare any potential conflicts of interest at each meeting; no Board member has undertaken work for the organisation in a professional capacity beyond their normal role.

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The Trustees are responsible for the governance of the organisation; they approve policy, work plans, and strategy on a regular basis, as well as monitoring the finances through regular updates. The day-to-day running of the charity is delegated to the Director of the organisation.

In addition, Transport for All employs a Communication and Projects Officer, a Campaigns and Outreach Officer, an Admin and Membership Officer, an Information, Advice and Advocacy Officer, and a Helpline officer.

The officers of the charity are the Chair and the Treasurer. The Chair has power to take necessary decisions between Board meetings, and to authorise expenditure up to a maximum of £2,000. The Director is supervised by the Chair.

A management committee comprising of the Director and Chair, the Vice-chairs and the Treasurer have met regularly to discuss day-to-day activities and operations of the charity.

We undertake financial risk assessments on an annual basis, as part of the process of setting budgets and monitoring expenditure.

Objectives and Activities

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The charity's objects as defined in its Memorandum and Articles of Association are "for the public benefit to assist and meet the needs of disabled and older people through the promotion of a comprehensive accessible transport system".

The charity has referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing its aims and objectives and in planning its future activities.



Picture of TfA supporters at one of our Pan London Mobility Forum

Our mission:

We champion the rights of Disabled and older people to travel with freedom and independence in London.

Our work:

SUPPORT Disabled and older Londoners to access transport services through the provision of specialised advice and information.

INFORM through disseminating the latest news, developments and consultation about accessible transport.

EMPOWER Disabled and older Londoners to assert their rights and make their voices heard.

TRAIN staff in the transport industry on disability equality.

LOBBY AND CAMPAIGN to affect change and win improvements to transport accessibility.

INFLUENCE transport providers, commissioners and politicians through effectively communicating the views, experiences and aspirations of Disabled and older transport users

The Transport for All staff team is:

| | |
|-----------------|--|
| Faryal Velmi | Director to February 2018 |
| April Clifford | Director from February 2018 |
| Raphael Harfaux | Communications and Projects Officer |
| Catherine Smith | Campaigns and Outreach Officer to Nov 2017 |
| Kika Everington | Information, Advice, Advocacy Officer |
| Yragael Drouet | Helpline Officer |
| Julia Evans | Administration and Membership Officer |
| Richard Farnos | Advice & Advocacy Manager to May 2018 |
| Tariq Shabbeer | Fundraising Manager to Dec 2017 |

There have been key changes in the staffing of Transport for All. Faryal Velmi – the Director of Transport for All for the last 10 years left in February and was replaced by April Clifford.

Review of 2017 to 2018

We Support and Empower

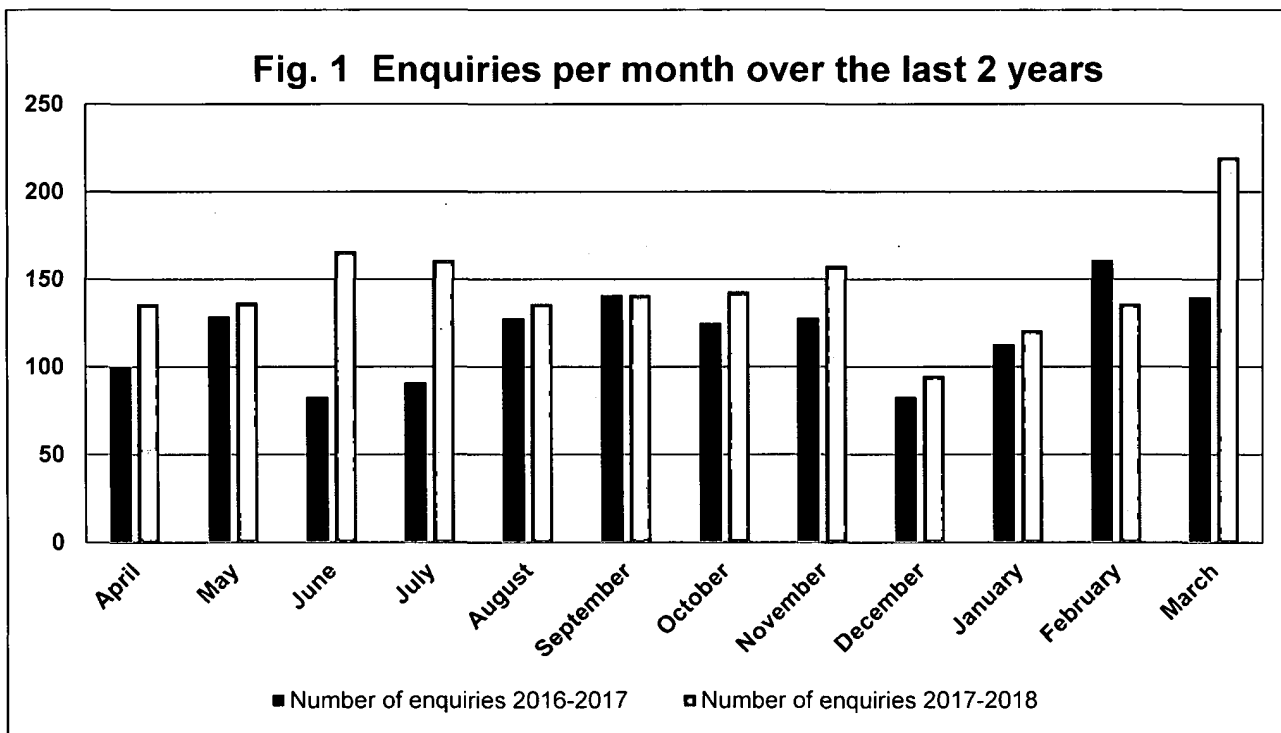
Our Information, Advice and Advocacy Service is a vital part of Transport for All's work. It is a free and impartial service that helps Disabled and older inner and outer Londoners with wide-ranging support. Our friendly Information, Advice and Advocacy, and Helpline Officers provide information and advice in regards to transport issues. This includes accessible journey planning guidance, applying for concessionary services, taking forward complaints to transport providers, and talking through concerns and questions.

Our Information, Advice and Advocacy service also ensures that Transport for All knows first-hand what the issues, trends and barriers facing older and Disabled travellers in London.

Enquiries – demand

Our Information, Advice and Advocacy Service has seen increasing demand for support. From April 1st 2017 to 31st March 2018 we responded to **1,750** enquiries from Disabled and older Londoners; an **increase of 19%** on the previous year.

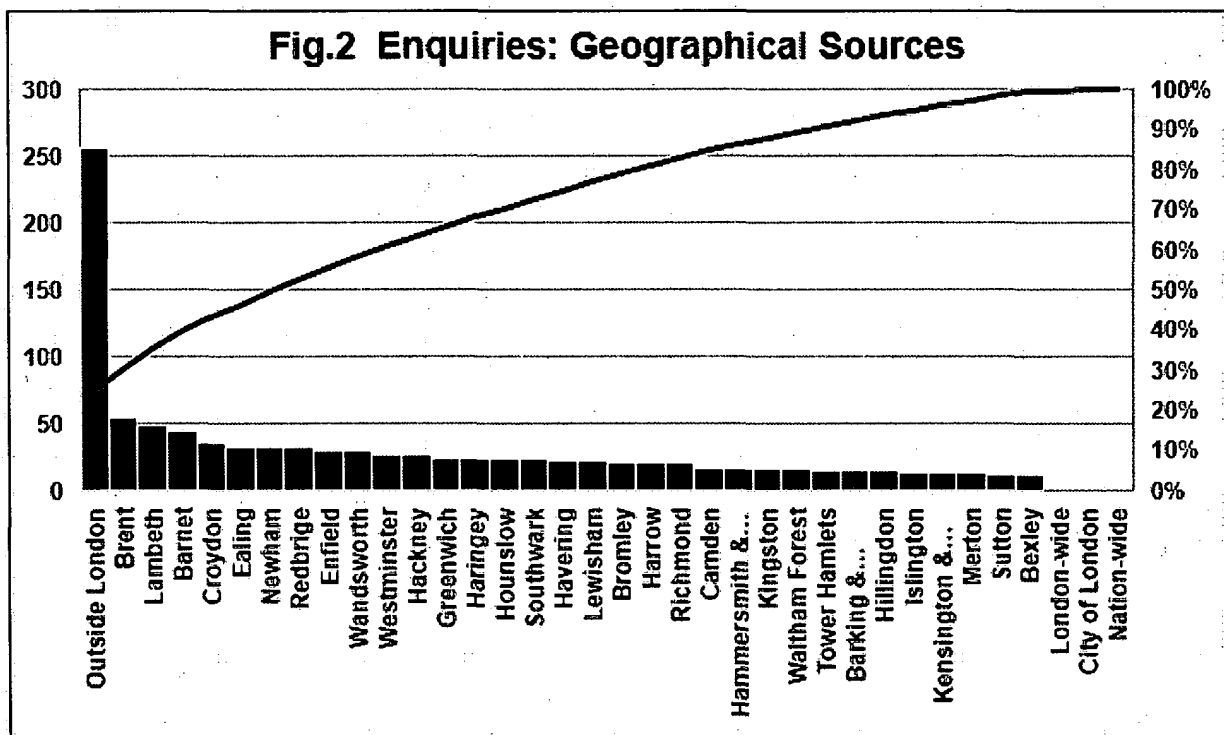
The monthly breakdown comparing 2016-2017 and 2017-2018 is illustrated in **Fig.1**



Enquiries – geographical



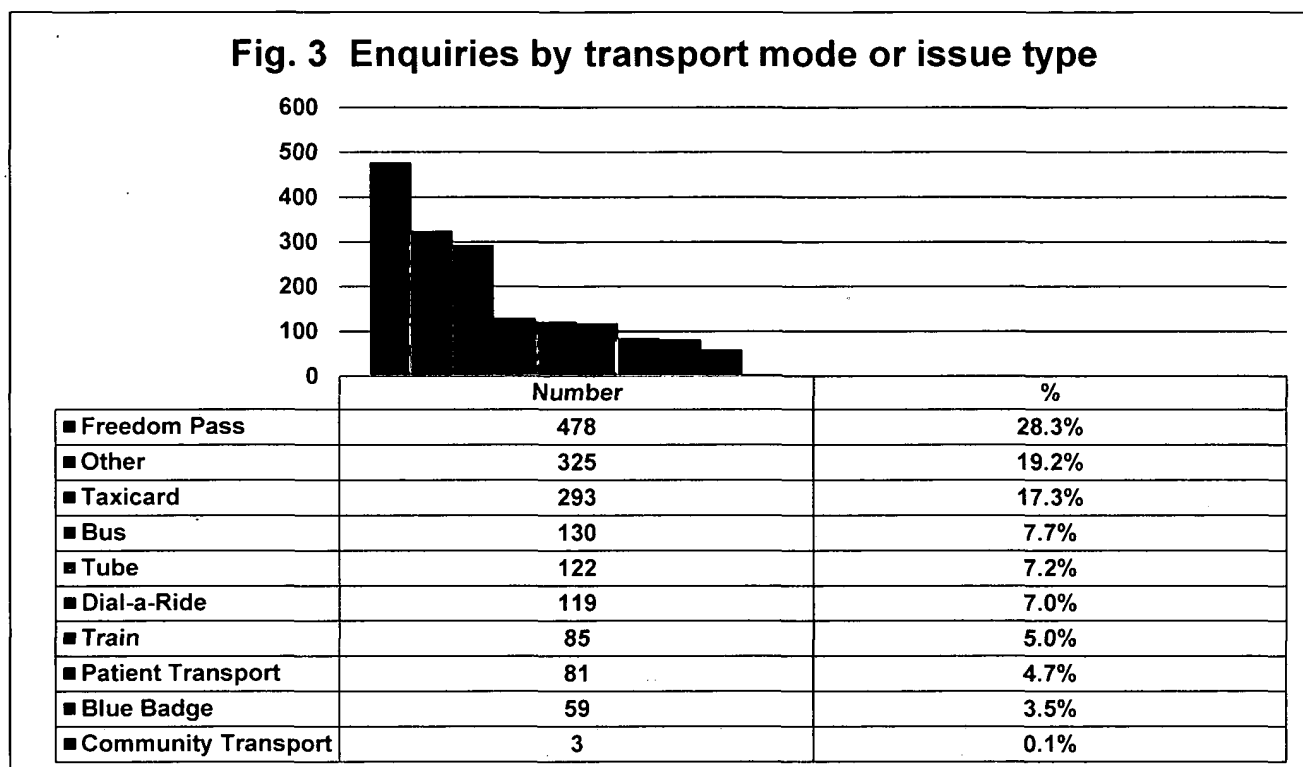
Of the **1,023** enquiries where the caller's location was recorded, 25% came from outside of London. Following this was Brent with 55 enquires, Lambeth with 49 and Barnet with 44. The full breakdown is illustrated in **Fig. 2** below:



Enquiries – by transport mode or issue type

Fig. 3 illustrates the number of enquiries received and the percentage breakdown. The majority related to Freedom Passes at **478** enquiries, and Taxicard on **293**. Of those enquiries detailed as 'other' i.e. **325** enquiries, the main assistance provided covered journey planning.

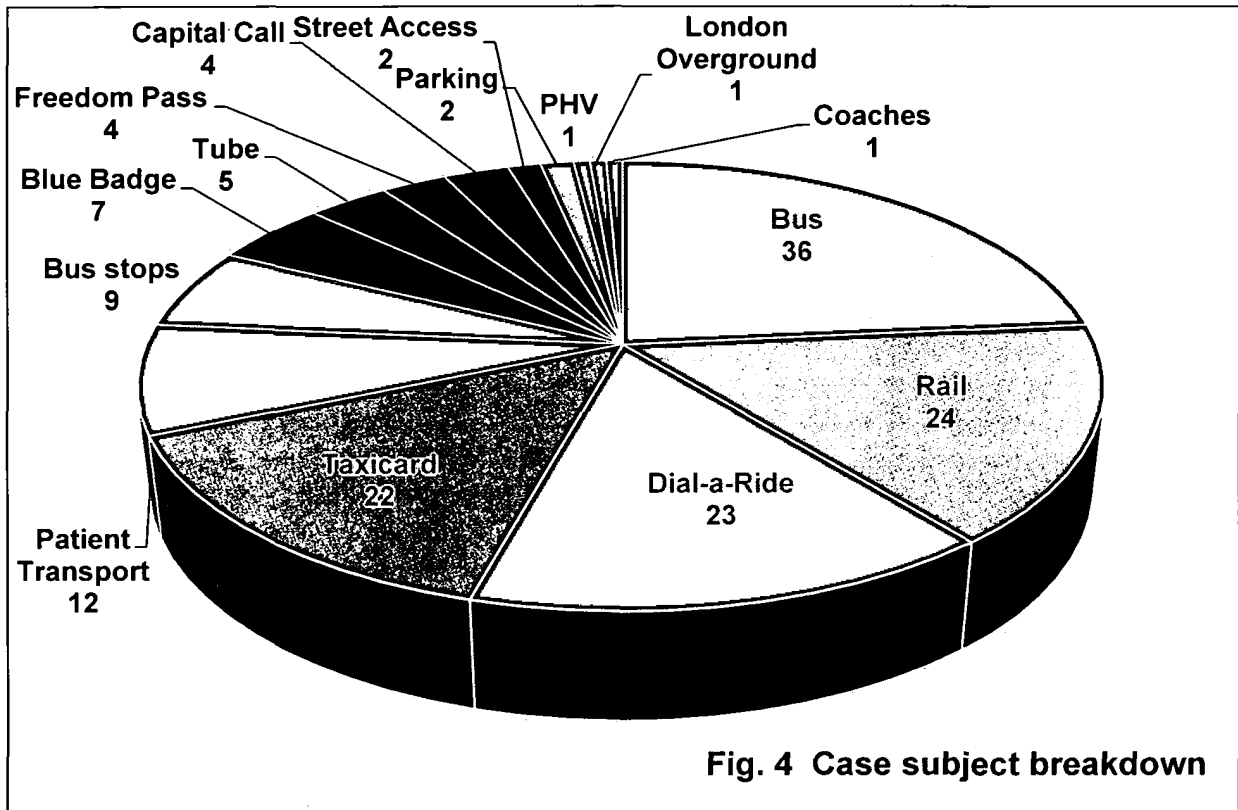
Problems with Patient Transport are significant at **4.7%** given that relatively speaking it is a small number of people who use it in comparison to trains, tubes and buses.



Cases – issue breakdown

Case work is when an issue is more complex and requires more intensive support from our Information, Advice, Advocacy Officer. **Fig. 4** shows that between 1st April 2017 and 31st March 2018, the service took forward **153** cases; an **increase of 22.2%** on the same period in our previous year. Examples include support to make complaints, undertaking appeals for concessionary travel schemes, or seeking compensation following an accident on public transport.

The majority of case work has focused on issues dealing with the buses, rail, Dial-a-Ride and Taxicard. There are ongoing problems in regards to using the accessible space on the bus, and despite the Supreme Court's ruling in January 2016 regarding Doug Paulley case, there continues to be widespread confusion and inconsistency by bus drivers in regards to roads, rights and responsibilities.

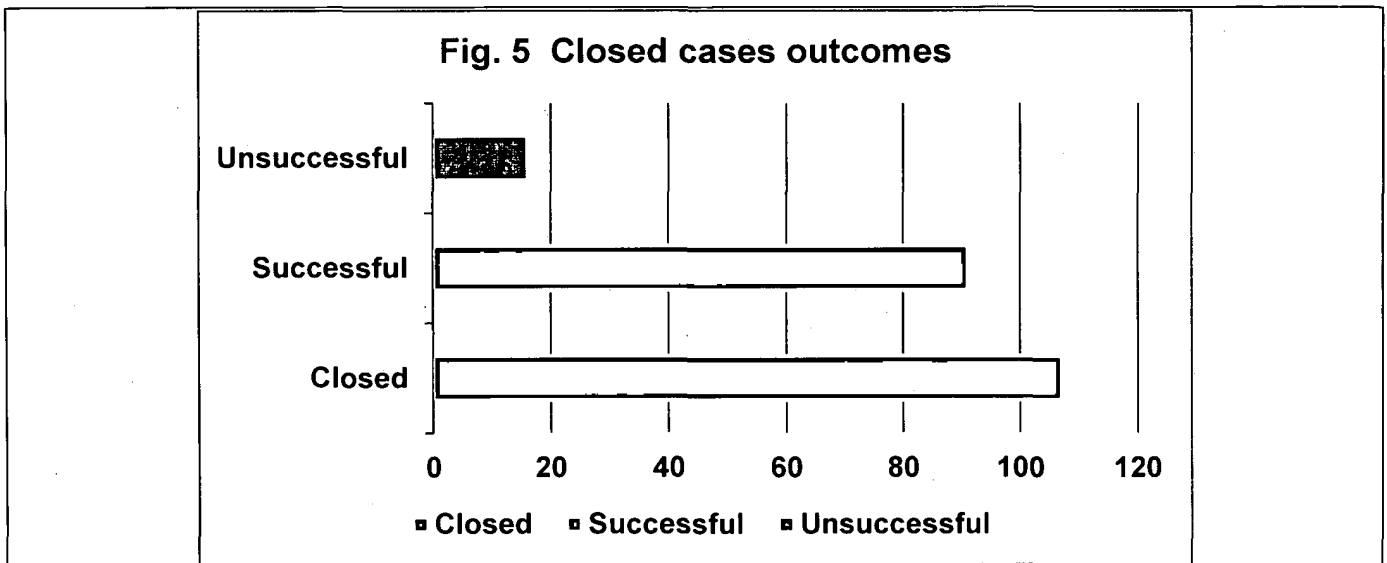


Cases – outcomes

For the purposes of our statistics, closed cases are categorised in three groups:

- **Referral** i.e. cases referred to another agency
- **Success** i.e. cases involving our intervention that are satisfactorily resolved
- **Unsuccessful** i.e. cases involving our intervention that were not successful

Fig. 5 details the breakdown of the **107** cases dealt with and closed in this period. Of these **91 were successful** and 16 were unsuccessful. This is an **85% success rate**; an **increase of 8%** from the same period in the previous year.



Tanya's Story

Tanya contacted our Advice Line needing advice as she needed an ambulance to take her nine-year old Disabled daughter to a hospital appointment. As a single, Disabled mother herself, Tanya used patient transport for her own appointments, but hadn't needed it before for her daughter.

Our Information, Advice and Advocacy Officer (IAAO) spoke with Tanya and explained that we could not provide the actual transport, but could offer information, advice and advocacy support relating to patient transport.

Tanya responded saying,

"I've already rang the Patient Transport team and they explained that I'm not a fit and appropriate person to accompany my daughter to go to hospital".

Our IAAO explored this further, and Tanya explained that when she herself used patient transport, staff provided her with gas and air due the pain of her own conditions; she would be unable to travel without it. As a result, the Patient Transport Team refused to allow her to travel with her daughter because her own medical needs meant she was not deemed a 'fit and appropriate person' to accompany her.

Tanya advised that she had no family or friends nearby that could go with her daughter to the appointment, but was told they would not change their decision. They suggested she contact social services to request a social worker accompany her daughter. Tanya discussed this with her daughter who become very distressed when faced with the possibility of a stranger taking her to the hospital; she desperately wanted her mother to accompany her.

Our IAAO contacted the Patient Transport Team to discuss the matter further. She was informed that transport was for patients which she wasn't, and in addition they would not be able to provide Tanya with the medical intervention she herself would require for the journey. Our IAAO explained that Tanya had to travel with her daughter due to her daughter being very young, and also because she needed parental oversight during the journey and at the appointment. The Patient Transport staff member reiterated what had already been stated i.e. that she was not a patient, and that her own complex health needs could not be managed. Our IAAO asked to escalate the issue to a senior manager, but was advised that the manager had already been involved and had determined the journey would not be appropriate.

The IAAO subsequently spoke with the Patient Transport Team manager, and explained that the policy of refusing to take a parent to accompany their Disabled child because they were deemed not medically fit was essentially discriminatory towards Disabled parents. In addition, due to the age of the child it would be a normal expectation of any parent to be able to accompany their child to the hospital appointment.

After hearing the arguments put forward by Transport for All's Information, Advice and Advocacy Officer, the manager said that they would use their discretion and allow Tanya to accompany her daughter, and would provide the medical interventions Tanya herself needed.



Tanya and her daughter were extremely grateful for the support the IAAO provided, and were happy with the outcome. Tanya felt that without the support she received through our Information and Advice Line, the situation would have been distressing and worrying for both her and her daughter. Tanya was able to accompany her daughter to the hospital, which meant they were both calm and relaxed for the appointment, and able to fully engage with the medical staff about her daughter's needs.

Alice's story

Alice contacted our Information, Advice and Advocacy service in regards to a refused application for a Disabled Person's Freedom Pass for her 21 year old autistic son, Jonathan. The Freedom Pass would have given Jonathan concessionary travel allowing him to use aspects of the transport system in London for free. He was turned down due to receiving zero points for the 'moving around activity' part of the mobility element of Personal Independence Payment (PIP).

Having worked on previous cases, our Information, Advice and Advocacy Officer (IAAO) knew that it is very difficult to get a Freedom Pass if you are autistic and have no other impairments. Unperturbed, they explored the situation further.

Alice advised that whilst Jonathan was able to speak, he would not talk to strangers. This meant that he was unlikely to be in receipt of sufficient points for the 'Communicating verbally' activity of PIP to qualify for a Freedom Pass, and is instead more likely to be getting points for the 'Engaging with other people face-to-face' activity, which does not make someone eligible for a Freedom Pass.

The IAAO discussed the PIP award refusal letter with Alice to establish what the details were to ascertain what information was noted, and to see if he had been incorrectly assessed. The letter stated of Jonathan,

'You can express and understand basic verbal information with help from someone who is trained or experienced in helping people to communicate' – 8 points.

Receiving 8 points for Communicating verbally would mean Jonathan was automatically eligible for the Freedom Pass, but his application had been turned down despite this. Alice sent our IAAO a copy of the letter so she could review the contents. They determined that Jonathan had indeed received the correct number of points to be automatically eligible for the Freedom Pass. Our IAAO contacted Alice to inform her that Jonathan had received the correct number of points to qualify, and recommended they compose an appeal letter to challenge the decision, which Alice agreed was a good idea. Our IAAO wrote an appeal letter detailing the findings of her case review, and advising that due to the points he had received he was automatically eligible for a Disabled Person's Freedom Pass.

The appeal was successful, and Jonathan was subsequently deemed eligible and the award decision was overturned. Alice was grateful for the support provided by the Information, Advice and Advocacy service. She felt that without our involvement the decision that Jonathan was ineligible would have remained, resulting in costly travel and the potential to miss out on opportunities in his life.



We influence, lobby and campaign

TfA continues to be the leading light in campaigning and lobbying on accessible transport issues.



Rail Access Now Campaign

In April, we launched our rail access campaign with an action at London Bridge protesting against Southern Rail's decision to withdraw Turn-Up-and-Go services. We also organised eight simultaneous protests at all stations in London affected by the Access for All cuts. These demonstrations have been a huge success, thanks to our members, and have received widespread coverage in the media.

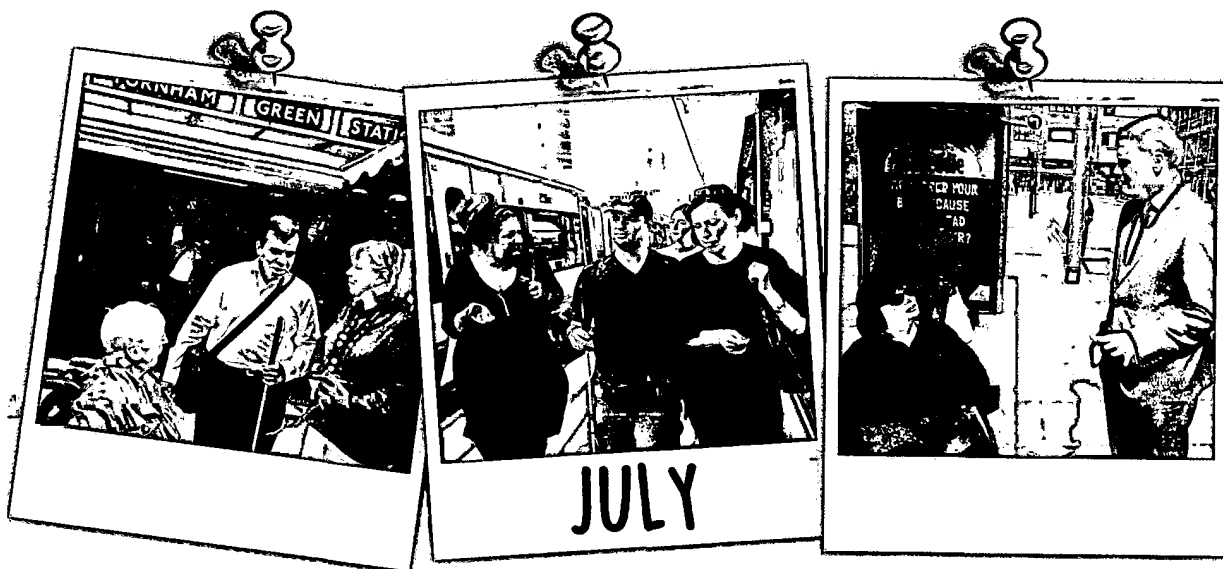
General Election

Following the surprise announcement of a General Election, we organised a campaign pressuring the major parties to sign up to our four transport access pledges and successfully encouraged them to commit to transport access in their manifestos.



Disability Equality Training (DET)

In 2018, we delivered many DET sessions, mostly with our partner Inclusion London. London Underground's senior managers were given DET for the first time. We also trained Uber partner-drivers and organised user-led forums for Gett. DET is an effective way to change staff attitudes towards their Disabled and older customers.



Journeys inspire MPs to take action on access

Following the General Election, we ran our #GetYourMPOnBoard campaign, inviting newly elected MPs on a trip. These trips give them first-hand experience in the issues faced by Disabled and older people travelling. TfA members from Lewisham and Deptford, Brentford and Isleworth, Ilford North, and Harrow East have already taken their MP on a trip. Many MPs took action following the trip. Vicky Foxcroft MP said *"After today's experience I will be writing to the Department for Transport to ask that they commit to making more stations accessible to Disabled people"*.



Bus Day of Action

In 2017, we organised several forums giving members the opportunity to question transport decision makers on the issues you face. In August, the Bus Day of Action urged TfL to take positive action for access. As a result, they announced the creation of a new leaflet to better explain wheelchair priority procedures to bus drivers.

Mayor's Transport Strategy

We've done a lot to influence this strategy, which will shape London transport for many years to come. We collected views from members; responded to the consultation; gave evidence to the London Assembly Transport Committee at City Hall; and the Deputy Mayor for Transport, Val Shawcross, attended our forum to hear your feedback.

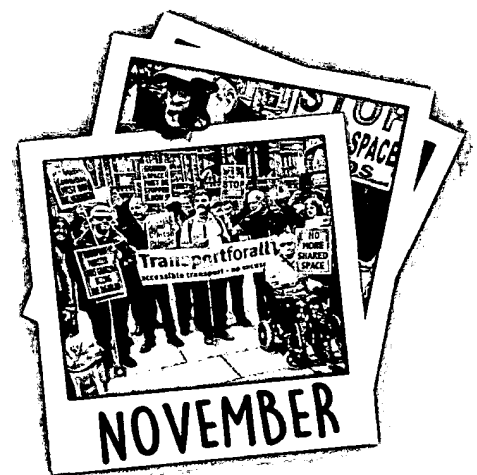


50 organisations signed TfA's letter to the Department for Transport

Transport for All together with RNIB, Muscular Dystrophy UK and 48 other organisations across the Disability and transport sectors sent a letter to the Department for Transport urging them to restore vital Access for All rail projects.

We said no to Shared Space

We protested outside Parliament – together with the National Federation of the Blind of the UK (NFBUK) – urging the Government to prevent these schemes from turning our high streets and public spaces into no go zones for Disabled and older people.



Advice Line

We launched a free face-to-face advice drop-in for people who would like to discuss their issues in person.

We ultimately want to roll out the drop-in sessions across the rest of the London Boroughs.

Biennial General Meeting

The year ended with our Biennial General Meeting. A great moment for our members who heard from Mark Wild, Managing Director of London Underground and Caroline Pidgeon AM, Deputy Chair of the London Assembly Transport Committee. The winners of the Transport for All awards were announced at the event.

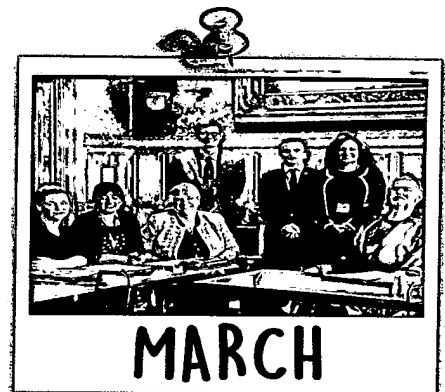


We have a new Director

April Clifford started in February and expressed her wish to work with members to break down transport barriers. When our previous Director Faryal Velmi left, she stated: *"We are more than another charity, another group. We are a movement. A movement that is needed now more than ever."*

Campaign Victory

TfA member Chris Stapleton has achieved a major victory after a four-year-long campaign trying to persuade Westminster Council to introduce kerb drops in over 25 locations where they are missing. The work has already started.



Meeting Decision Makers

In order to make sure our message is heard, we met with important decision makers such as the Minister for Disabled People Sarah Newton, and Assembly Member Caroline Pidgeon. We have even given transport advice to the Paris 2024 Olympic Committee.

We Inform

www.transportforall.org.uk is one of the most used on-line resources on accessible transport in the UK.

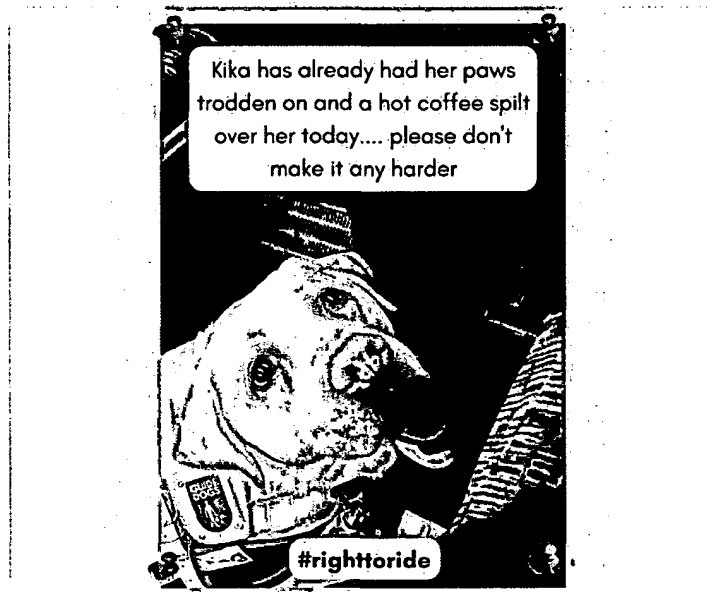
Our online visibility has kept growing especially on social media. We have now **3,000** more followers on Twitter than in the previous year, reaching **10,700** in April 2018. Also our tweets are reaching more people; in 2014 our tweets used to receive in total 80,000 "impressions" (or views) per quarter; we have nearly reached **1million** views per quarter in 2018.

Beginning of 2018, we published our most successful tweets ever:

- <https://twitter.com/transportforall/status/964155369185595397>
224 Retweets, 252 Likes, 75,726 Impressions



Could @TfL @TfLAccess use this poster created by @vikingqueen81 & @BlindDad_UK to encourage the general public to be more respectful towards #GuideDog and their users? Spread the word! @Kika_GuideDog #TheKikaEffect @guidedogs



3:12 PM - 15 Feb 2018

224 Retweets 252 Likes

- <https://twitter.com/transportforall/status/988417639176433667>

555 Retweets, 528 Likes, 121,096 Impressions



It's #PrioritySeatingWeek! #DidYouKnow that not all impairments are visible and many Disabled people with invisible impairment need a seat in order to travel. Please offer your seat to anyone who need it, whether they are wearing a badge or not!



3:01 PM - 23 Apr 2018

555 Retweets 529 Likes

The visibility of our YouTube channel has grown again this year, as our videos have received **12,700** views in total in 2017-2018, compared to the 8,700 views in 2016-17. We also got **36** new subscribers. The two most successful videos are:

- Our visit of the new Crossrail trains at Bombardier;
- A report from ITV on Bus drivers ignoring wheelchair users' Blue Button.

Our Facebook account reached **5,850** followers in March 2018; and our website received **220,000** visitors and our webpages have been seen nearly **380,000** times.

There is more traffic coming from social media (Facebook, Twitter), from partners website and from direct emails (e.g. TfA newsletters); there is also more traffic between our webpages themselves.

Communicating to our community of members and supporters.

Our communications to members kept growing with accessible transport related news, invitations to events and consultations. We also produced printed magazines for members who do not have access to emails.

Pan London Mobility Forums

This year, we have organised a number of Pan London Mobility Forums (PLMF).

The first one **was a Bus Day of Action.** It took place at SCOPE (6 Market Road) on the afternoon of the 10th August. Before the event, we sent participants a survey to trial and note their bus journey to the forum. This forum was a great opportunity to hear about the issues faced by Disabled and older Londoners and we discussed what should be done to overcome those issues. We also had a discussion with TfL representatives about our issues and our solutions to overcome them. Finally, TfA member Doug Paulley and Chris Fry from Fry Law (who supported Doug Paulley for the judgement at the Supreme Court) ran a workshop on "How to advocate for your rights on the bus".

The second one **focused on the Mayor's Transport Strategy.** We very pleased to welcome the Deputy Mayor for Transport Val Shawcross at We Are 336 in Brixton.

After an introduction from the Deputy Mayor we discussed four areas of preoccupations: Buses, Healthy streets (including Oxford Street), Tube and Rail, and Door-to-Door services. We also gave an update to our members about TfA's Campaigns.

We Educate

Providing Disability Equality Training (DET) to the transport industry

Together with our partner organisation Inclusion London we provide specialist Disability Equality Training to the transport industry. This training aims to create a positive culture change within an organisation, to ensure staff have a better understanding of the needs of Disabled and Older people, and feel more confident and better able to provide high-quality customer care. Training includes guided trips where participants take a trip on public transport with a Disabled person and get to see first-hand some of the issues and barriers they face. Training also covers a classroom-based learning session where participants can discuss what they have ascertained from the trips, and to essentially provide learning and knowledge to promote better support and understanding and to develop a workforce skilled in providing appropriate help to Disabled and older passengers. We have delivered training to London Underground, Uber, and Dial-a-Ride



Photograph of a guided trip on London Underground as part of our Disability Equality Training.

Thank You!

All the work above would not be possible without the support of our funders and our supporters. We would like to thank Inclusion London who are our delivery partners for our Disability Equality Training.

We would also like to offer a big thanks to Trust for London and City Bridge Trust who help fund our services.

Finally, we are also extremely grateful for the donations from our members and supporters.

Statement of Committee of Trustees' responsibilities

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2015 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going-concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Financial Report of the Treasurer for year to 31 March 2018

The financial position of the charity at year end is presented on page 24.

We continue to benefit from the generous legacy gift of £382K from 2016, which enabled us to continue with our work and appoint a fundraising officer. With income from Inclusion London ending, fundraising has become urgent and we are looking at new sources of grants and revenue to ensure long term stability of the charity.

The Power up project has now ended but grant income continues from Trust for London that enables TFA to carry out campaigns and outreach work

Income from the DET has grown and we are looking to further expand this work into other transport sectors as a future source of revenue.

Our membership system is now up and running and has provided a welcome source of income and we thank the donations given by our very generous members £8,081.

Although the charity has ended the year in deficit of £126,832, we still remain a surplus of £263,296 due to the legacy gift.

Reserves Policy

At the year end the charity held total funds of £263,296 (2017 - £320128). Of these, £14,085, were restricted funds.

The charity aims in the long term to have unrestricted reserves not invested in tangible assets to cover a minimum of three to six months' operating expenditure. At current levels of activity this would amount to some £30,000. At this level the Board feels it could sustain the work of the charity in the event of a significant drop in funding, whilst seeking replacement funding or restructuring its activities. The charity continually seeks new sources of funding to ensure long term stability. At 31 March 2018 free reserves amounted to £255,146, as a result of the legacy gift noted above. Trustees have reviewed the risks of the charity and have procedures in place to mitigate them.

Independent Examiners

The Independent examiners, Haines Watts Chartered Accountants and Statutory Auditors, will be proposed for re-appointment at the forthcoming Biennial General Meeting.

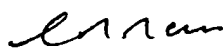
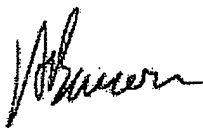
This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The report was approved by the board of Trustees on 17th December 2018 and signed on their behalf by:

Alan Benson

Chris Mason

Chair



Trustee

Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TRANSPORT FOR ALL

Independent examiner's report to the trustees of Transport For All ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2018.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

S Plumb

S Plumb
ACA
Haines Watts Chartered Accountants and Statutory Auditors
Old Station House
Station Approach
Newport Street
Swindon
Wiltshire
SN1 3DU

Date:19 Dec 2018.....

TRANSPORT FOR ALL

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2018**

| | Notes | Unrestricted funds £ | Restricted funds £ | 2018 Total funds £ | 2017 Total funds £ |
|------------------------------------|-------|----------------------------|--------------------------|--------------------------|--------------------------|
| INCOME AND ENDOWMENTS FROM | | | | | |
| Donations and legacies | 2 | 11,250 | 100,400 | 111,650 | 132,844 |
| Investment income | 3 | 628 | - | 628 | 1,377 |
| Other income | | <u>60,979</u> | <u>-</u> | <u>60,979</u> | <u>37,514</u> |
| Total | | 72,857 | 100,400 | 173,257 | 171,735 |
| EXPENDITURE ON | | | | | |
| Charitable activities | 4 | | | | |
| Advice, Advocacy and Projects | | 78,879 | 83,537 | 162,416 | 98,482 |
| Outreach, Voice and Campaigns | | 25,200 | 34,385 | 59,585 | 45,829 |
| Strategy, Management and Support | | <u>30,571</u> | <u>47,517</u> | <u>78,088</u> | <u>61,344</u> |
| Total | | 134,650 | 165,439 | 300,089 | 205,655 |
| NET INCOME/(EXPENDITURE) | | (61,793) | (65,039) | (126,832) | (33,920) |
| Transfers between funds | 12 | <u>(72,915)</u> | <u>72,915</u> | - | - |
| Net movement in funds | | (134,708) | 7,876 | (126,832) | (33,920) |
| RECONCILIATION OF FUNDS | | | | | |
| Total funds brought forward | | 383,919 | 6,209 | 390,128 | 424,048 |
| TOTAL FUNDS CARRIED FORWARD | | <u>249,211</u> | <u>14,085</u> | <u>263,296</u> | <u>390,128</u> |

The notes form part of these financial statements

TRANSPORT FOR ALL

**BALANCE SHEET
AT 31 MARCH 2018**

| | Notes | Unrestricted funds £ | Restricted funds £ | Total 2018 funds £ | Total 2017 funds £ |
|--|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| FIXED ASSETS | | | | | |
| Tangible assets | 9 | 8,150 | - | 8,150 | 4,564 |
| CURRENT ASSETS | | | | | |
| Debtors | 10 | 12,285 | - | 12,285 | 57,770 |
| Cash at bank | | <u>249,464</u> | <u>14,085</u> | <u>263,549</u> | <u>345,544</u> |
| | | 261,749 | 14,085 | 275,834 | 403,314 |
| CREDITORS | | | | | |
| Amounts falling due within one year | 11 | (20,688) | | (20,688) | (17,750) |
| NET CURRENT ASSETS/(LIABILITIES) | | <u>241,061</u> | <u>14,085</u> | <u>255,146</u> | <u>385,564</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | <u>249,211</u> | <u>14,085</u> | <u>263,296</u> | <u>390,128</u> |
| NET ASSETS/(LIABILITIES) | | <u>249,211</u> | <u>14,085</u> | <u>263,296</u> | <u>390,128</u> |
| FUNDS | 13 | | | | |
| Unrestricted funds | | | | 249,211 | 383,919 |
| Restricted funds | | | | <u>14,085</u> | <u>6,209</u> |
| TOTAL FUNDS | | | | <u>263,296</u> | <u>390,128</u> |

The notes form part of these financial statements

TRANSPORT FOR ALL
BALANCE SHEET - CONTINUED
AT 31 MARCH 2018

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2018.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2018 in accordance with Section 476 of the Companies Act 2006.

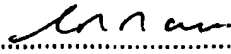
The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 17 Dec 2018 and were signed on its behalf by:

Chris Mason


.....
Trustee

The notes form part of these financial statements

TRANSPORT FOR ALL

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

1. ACCOUNTING POLICIES

BASIS OF PREPARING THE FINANCIAL STATEMENTS

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

INCOME

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

EXPENDITURE

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

TANGIBLE FIXED ASSETS

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery etc. - 33% straight line basis and 25% straight line basis

TAXATION

The charity is exempt from corporation tax on its charitable activities.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

HIRE PURCHASE AND LEASING COMMITMENTS

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

PENSION COSTS AND OTHER POST-RETIREMENT BENEFITS

The charitable company pays 6% as an employer contribution into Personal Pension Plans chosen by individual employees. Contributions made during the year are charged to the Statement of Financial Activities.

GOING CONCERN

There are no material uncertainties about the charity's ability to continue.

TRANSPORT FOR ALL

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2018**

1. ACCOUNTING POLICIES - continued

DEBTORS AND PREPAYMENTS

Trade and other debtors are recognised at the settlement amount due after and trade discounts. Prepayments are valued at the amount prepaid net of any discounts.

CREDITORS AND PROVISIONS

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount to settle the obligation can be measured or estimated reliably.

2. VOLUNTARY INCOME

| | 2018 | 2017 |
|--|----------------|----------------|
| | £ | £ |
| Donations and gifts including membership | 11,250 | 8,644 |
| Grants | <u>100,400</u> | <u>124,200</u> |
| | <u>111,650</u> | <u>132,844</u> |

Grants received, included in the above, are as follows:

| | 2018 | 2017 |
|-------------------------------|----------------|----------------|
| | £ | £ |
| Big Lottery Grant | 10,000 | - |
| Inclusion London | - | 95,200 |
| Trust for London | 17,000 | 17,000 |
| City Bridge Trust - IAA | 24,000 | 12,000 |
| City Bridge Trust – Way Ahead | <u>49,400</u> | - |
| | <u>100,400</u> | <u>124,200</u> |

3. INVESTMENT INCOME

| | 2018 | 2017 |
|--------------------------|------------|--------------|
| | £ | £ |
| Deposit account interest | <u>628</u> | <u>1,377</u> |

4. CHARITABLE ACTIVITIES COSTS

| | Staff Costs | Depreciation | Other | Total |
|----------------------------------|----------------|--------------|---------------|----------------|
| | £ | £ | £ | £ |
| Advice, Advocacy and Projects | 108,824 | 1,418 | 52,174 | 162,416 |
| Outreach, Voice and Campaigns | 33,006 | 430 | 26,149 | 59,585 |
| Strategy, Management and Support | <u>65,281</u> | <u>850</u> | <u>11,957</u> | <u>78,088</u> |
| | <u>207,112</u> | <u>2,698</u> | <u>90,279</u> | <u>300,089</u> |

5. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

| | 2018 | 2017 |
|-----------------------------|---------------|--------------|
| | £ | £ |
| Independent examination fee | 1,620 | 1,620 |
| Depreciation - owned assets | 2,698 | 1,087 |
| Other operating leases | <u>11,157</u> | <u>8,648</u> |

TRANSPORT FOR ALL

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2018**

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2018 nor for the period ended 31 March 2017.

TRUSTEES' EXPENSES

| | 2018 | 2017 |
|--------------------|--------------|------------|
| | £ | £ |
| Trustees' expenses | <u>1,899</u> | <u>668</u> |

7. STAFF COSTS

| | 2018 | 2017 |
|-----------------------|----------------|----------------|
| | £ | £ |
| Wages and salaries | 184,103 | 114,609 |
| Social security costs | 13,843 | 6,787 |
| Other pension costs | <u>9,165</u> | <u>4,321</u> |
| | <u>207,112</u> | <u>125,717</u> |

The average monthly number of employees during the year was as follows:

| | 2018 | 2017 |
|--|----------|----------|
| | <u>8</u> | <u>6</u> |

No employees received emoluments in excess of £60,000.

Administrative salaries have been directly allocated to projects on which time was spent.

Two of the Committee of Trustees received reimbursed expenses during the year. These were for travelling and amounted to £1,899 (2017: £668).

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £54,660 (2017: £52,634).

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

| | Unrestricted funds | Restricted funds | Total funds |
|-----------------------------------|--------------------|------------------|----------------|
| | £ | £ | £ |
| INCOME AND ENDOWMENTS FROM | | | |
| Donations and legacies | 8,644 | 124,200 | 132,844 |
| Investment income | 1,377 | - | 1,377 |
| Other income | <u>37,514</u> | <u>-</u> | <u>37,514</u> |
| Total | 47,535 | 124,200 | 171,735 |
| EXPENDITURE ON | | | |
| Charitable activities | | | |
| Advice, Advocacy and Projects | 35,145 | 63,337 | 98,482 |
| Outreach, Voice and Campaigns | 13,475 | 32,354 | 45,829 |
| Strategy, Management and Support | <u>30,488</u> | <u>30,856</u> | <u>61,344</u> |
| Total | <u>79,108</u> | <u>126,547</u> | <u>205,655</u> |

TRANSPORT FOR ALL

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2018**

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

| | | | |
|------------------------------------|----------------|--------------|----------------|
| NET INCOME/(EXPENDITURE) | (31,573) | (2,347) | (33,920) |
| Transfers between funds | <u>(2,360)</u> | <u>2,360</u> | <u>-</u> |
| Net movement in funds | (33,933) | 13 | (33,920) |
| RECONCILIATION OF FUNDS | | | |
| Total funds brought forward | <u>417,852</u> | <u>6,196</u> | <u>424,048</u> |
| TOTAL FUNDS CARRIED FORWARD | <u>383,919</u> | <u>6,209</u> | <u>390,128</u> |

9. TANGIBLE FIXED ASSETS

| | Plant and machinery £ | Computer equipment £ | Totals £ |
|-----------------------|-----------------------------|----------------------------|---------------|
| COST | | | |
| At 1 April 2017 | 13,238 | 32,215 | 45,453 |
| Additions | <u>-</u> | <u>6,284</u> | <u>6,284</u> |
| At 31 March 2018 | <u>13,238</u> | <u>38,499</u> | <u>51,737</u> |
| DEPRECIATION | | | |
| At 1 April 2017 | 9,440 | 31,449 | 40,889 |
| Charge for year | <u>1,093</u> | <u>1,605</u> | <u>2,698</u> |
| At 31 March 2018 | <u>10,533</u> | <u>33,054</u> | <u>43,587</u> |
| NET BOOK VALUE | | | |
| At 31 March 2018 | <u>2,705</u> | <u>5,445</u> | <u>8,150</u> |
| At 31 March 2017 | <u>3,798</u> | <u>766</u> | <u>4,564</u> |

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2018 £ | 2017 £ |
|---------------|---------------|---------------|
| Trade debtors | 8,239 | 52,029 |
| Other debtors | 419 | 2,318 |
| Prepayments | <u>3,627</u> | <u>3,423</u> |
| | <u>12,285</u> | <u>57,770</u> |

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2018 £ | 2017 £ |
|---------------------------------|---------------|---------------|
| Trade creditors | 13,111 | 10,394 |
| Social security and other taxes | 3,259 | 3,696 |
| Other creditors | 228 | - |
| Accrued expenses | <u>4,090</u> | <u>3,660</u> |
| | <u>20,688</u> | <u>17,750</u> |

TRANSPORT FOR ALL

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2018**

12. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

| | 2018 £ | 2017 £ |
|----------------------------|---------------|---------------|
| Expiring: | | |
| Between one and five years | <u>11,645</u> | <u>11,251</u> |

13. MOVEMENT IN FUNDS

| | At 1.4.17 £ | Net movement in funds £ | Transfers between funds £ | At 31.3.18 £ |
|-------------------------------|----------------|----------------------------------|------------------------------------|-----------------|
| Unrestricted funds | | | | |
| General fund | 306,120 | (68,838) | (72,914) | 164,368 |
| Disability Equality Training | <u>77,799</u> | <u>7,045</u> | - | <u>84,844</u> |
| | 383,919 | (61,793) | (72,914) | 249,212 |
| Restricted funds | | | | |
| Trust Of London | 1,959 | (51,181) | 49,222 | - |
| City Bridge Trust | 4,250 | (27,942) | 23,692 | - |
| City Bridge Trust - Way Ahead | - | 4,084 | - | 4,084 |
| Big Lottery Grant | - | <u>10,000</u> | - | <u>10,000</u> |
| | 6,209 | (65,039) | 72,914 | 14,084 |
| TOTAL FUNDS | <u>390,128</u> | <u>(126,832)</u> | - | <u>263,296</u> |

Net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Movement in funds £ |
|-------------------------------|----------------------------|----------------------------|---------------------------|
| Unrestricted funds | | | |
| General fund | 22,979 | (91,817) | (68,838) |
| Disability Equality Training | <u>49,878</u> | <u>(42,833)</u> | <u>7,045</u> |
| | 72,857 | (134,650) | (61,793) |
| Restricted funds | | | |
| Trust Of London | 17,000 | (68,181) | (51,181) |
| City Bridge Trust | 24,000 | (51,942) | (27,942) |
| City Bridge Trust - Way Ahead | 49,400 | (45,316) | 4,084 |
| Big Lottery Grant | <u>10,000</u> | - | <u>10,000</u> |
| | 100,400 | (165,439) | (65,039) |
| TOTAL FUNDS | <u>173,257</u> | <u>(300,089)</u> | <u>(126,832)</u> |

TRANSPORT FOR ALL

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2018**

13. MOVEMENT IN FUNDS - continued
Comparatives for movement in funds

| | At 1.4.16 £ | Net movement in funds £ | Transfers between funds £ | At 31.3.17 £ |
|------------------------------|----------------|----------------------------------|------------------------------------|-----------------|
| Unrestricted Funds | | | | |
| General fund | 352,138 | (43,658) | (2,360) | 306,120 |
| Disability Equality Training | <u>65,714</u> | <u>12,085</u> | - | <u>77,799</u> |
| | 417,852 | (31,573) | (2,360) | 383,919 |
| Restricted Funds | | | | |
| London Councils | 468 | (2,828) | 2,360 | - |
| Trust Of London | 5,728 | (3,769) | - | 1,959 |
| City Bridge Trust | - | <u>4,250</u> | - | <u>4,250</u> |
| | 6,196 | (2,347) | 2,360 | 6,209 |
| TOTAL FUNDS | <u>424,048</u> | <u>(33,920)</u> | - | <u>390,128</u> |

Comparative net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Movement in funds £ |
|------------------------------|----------------------------|----------------------------|---------------------------|
| Unrestricted funds | | | |
| General fund | 11,565 | (55,223) | (43,658) |
| Disability Equality Training | <u>35,970</u> | <u>(23,885)</u> | <u>12,085</u> |
| | 47,535 | (79,108) | (31,573) |
| Restricted funds | | | |
| London Councils | 95,200 | (98,028) | (2,828) |
| Trust Of London | 17,000 | (20,769) | (3,769) |
| City Bridge Trust | <u>12,000</u> | <u>(7,750)</u> | <u>4,250</u> |
| | 124,200 | (126,547) | (2,347) |
| TOTAL FUNDS | <u>171,735</u> | <u>(205,655)</u> | <u>(33,920)</u> |

London Councils – funding for our work in the Power Up Project led by Inclusion London
Trust for London – funding to support our Campaigns and lobbying work.
City Bridge Trust – funding towards information, Advice and Advocacy work
Big Lottery Grant – funding towards Customer Relations Membership System

14. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2018.

15. NOTES

Section 37 Statement

Funding received by Transport for All from the above during the financial year to March 2018 by the way of a grant has been fully used for the purposes that it was awarded for.