

# **TRANSPORT FOR ALL**

## **IMPACT REPORT AND**

### **ACCOUNTS: 2022-23**

#### **Impact Report and Accounts for the year ended 31st March 2023**

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Registered charity number: 1063733

Company number. 03337948

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# Our work

Transport for All is the only disabled-led group exclusively striving to increase access to all modes of transport, and streetspace, across the UK. We are a pan-impairment organisation, guided by the passionate belief that all disabled and older people have the right to travel with freedom and independence.

## **We seek to:**

- Inform, educate, and challenge transport providers and decision makers to meet the needs of disabled and older people and remove inherent disabling barriers.
- Campaign for the transport sector and local streets to become more and more accessible and fully usable for all.
- Educate, support, and empower our members, and all disabled and older people, to understand and challenge their legal rights when access is denied.
- Build a connected community of disabled and older people, and their allies, facilitating a strong, collaborative movement making change for all.

## **Our work achieves these aims through four key strands:**

- Information and Advice Service - providing advice and support for disabled people across our community.
- Training and Consultancy - developing long-term behavioural and system change through disabled-led paid consultancy.
- Research and Campaigns – upholding Transport for All as the leading voice on barriers to transport, challenging both societal and structural barriers through evidence-based policy campaigns and strategic stakeholder relationships.
- Community and Membership – connecting our grassroots movement of members across the country.

# Influencing policy

## London Dial-a-Ride research

In Spring 2022 we teamed up with Age UK London to investigate the experiences of Dial-a-Ride users, including the importance of Dial-a-Ride as well as improvements that could be made to the service.

The focus on Dial-a-Ride was driven by the high number of casework enquiries we have received about the scheme – this year we worked on more cases relating to door-to-door transport than any other mode or scheme.

We published our joint report: “Dial-a-Ride: From Door to More”, outlining the positive and negative experiences of 14 Dial-a-Ride users and highlighting potential areas for improvement.

We found that the Dial-a-Ride service is highly valued by disabled and older Londoners for whom it provides a sense of independence. At the same time, our research also revealed frustrations with the service due to long waiting times, late arrivals, distance restrictions, and inefficient routes.

On July 31st 2022, soon after publication of the report, Age UK London and Transport for All led a group of 8 of the research participants to London’s City Hall – home to the London Assembly – to speak directly to the decision-makers in charge of Dial-a-Ride to share their personal experiences and lobby for change.

The aim of the meeting was for Dial-a-Ride users to share their experiences directly with Transport for London. During the meeting we presented our recommendations to James Mead, General Manager for Dial-a-Ride. The Dial-a-Ride users spoke powerfully about how the issues impacted them, and James Mead, representing TfL responded to each recommendation.

In February 2023, Deputy Mayor for Transport Seb Dance wrote to us to set out several improvements to the Dial-a-Ride service that Transport for London were planning to deliver. Among the improvements are:

- Recruiting additional drivers to increase service levels
- Restoring operating hours to Midnight (as they were pre-pandemic)
- Introducing a new booking system

We welcomed these improvements and will be working closely with our members and the research participants to monitor and track progress, to ensure the changes have impact.

# Disabled Citizens' Inquiry

In Summer 2022 we worked with Sustrans to undertake UK-wide research funded by Motability. This research looked at how disabled people experience walking and wheeling in the UK. It provides recommendations made by disabled people to help decision-makers, and local and national government transport and planning teams make places and streets better for people.

We held four two-day citizens' workshops with disabled people across the UK, where disabled people came together to share their experiences, explore barriers on the street locally, and to suggest and design solutions for change. These solutions were then tested and refined with practitioners from the transport sector and disability organisations across the UK. The workshop facilitators, and many of the practitioners and delivery team members were also disabled people. Finally, the solutions that disabled people had developed were reviewed by the wider public through an independent representative survey of disabled people living across the UK.

The report was launched in Spring 2023 at Parliament, where disabled people who had joined the workshops spoke directly to the Minister for Active Travel to call for change.

# Accessible Transport Survey

Many aspects of the transport sector and passenger experience have been researched over a long period of time. Travel patterns and behaviours are understood very well. But we think something is missing from the data – the experiences of disabled people. That is why we created The Accessible Transport Survey.

In late 2022 we ran a new survey to gather data about the reality for disabled people using transport and streets; our experiences, the specific barriers we face, and priorities for the future. The survey ran for 6 weeks, and 528 people took part, writing a total of over 196,000 words! The responses have been carefully analysed and the findings will be published in 2023.

We will be using the report's findings and recommendations to campaign for change, ensuring that disabled people's experiences and voices are heard by industry and are at the heart of decision-making. The responses from the survey will directly shape our strategy and priorities at Transport for All.

# Campaigning for change

## Ticket office closures

In April 2022, Government plans for the mass shut down of rail ticket offices across the UK were leaked to the press.

Since then, we have been meeting with key decision makers in government and industry, as well as other DPO's, unions, and campaigning groups to voice our opposition to the plans, which we believe will have a disproportionately negative impact on disabled people.

While the plans were still on the table at the end of 2022-23, our work during the year served to draw attention to their potential impacts and build public opinion in support of our campaign.

### **1. Joint letter to the Secretary of State**

In August 2022 we wrote directly to the then Secretary of State for Transport, Grant Shapps, to set out our concerns about the proposals. The letter addressed the impacts ticket office closures would have on our community's ability to access rail services, and was cosigned by 15 organisations representing Deaf and disabled people: Transport for All, Scope, WinVisible, Wheels for Wellbeing, Royal Associate for Deaf people, RNID, MS Society, Leonard Cheshire, Sisters of Frida, RNIB, Chronic Illness Inclusion, Disability Rights UK, The Access Association, Thomas Pocklington Trust, and Guide Dogs.

### **2. Raising voices across the rail industry**

Ticket office closures have also been a key part of the dispute between rail operators and unions. In November 2022, alongside the RMT and other disabled people's organisations we sent an open letter to Conservative MPs, calling on them to oppose the policies of their government.

### **3. Taking our campaign to power holders**

In the following months we met with decision-makers across the rail industry, including the Rail Delivery Group, Office of Rail and Road, and the passenger bodies (Transport Focus and London TravelWatch) and made it clear that we will continue to fight against these reforms.

### **5. Garnering support through press and media**

The Ticket Office closures story has been widely reported in the press, and we have worked hard to ensure the accessibility angle is included and that disabled voices are platformed.

## 6. Showing the impact

Seema, 22, Oxford

“My local station in Oxfordshire has had its ticket office hours reduced, meaning it is now totally unstaffed on Sunday afternoons. I use a wheelchair so there needs to be staff on hand to get the ramp out so I can board the train. Now if I want to travel on Sunday afternoons, I can’t simply turn up at the station, I have to pre-book Passenger Assistance in advance, and even then sometimes it doesn’t work and no staff show up, leaving me stranded on the platform. One time I was on a platform with no staff, and the train came but the conductor didn’t spot me, so it left without me. I tried using the Help Point but they said there was nothing they could do as it was “out of staff hours”. It has made getting the train at these times a total nightmare – I can’t travel spontaneously and have to book in advance which is not always possible when plans change.”

Rowan, 32, London

“If all ticket offices were to close, then it would be impossible for me to travel as I am unable to use the complex ticket machines to purchase tickets using my Disabled Persons Railcard and Freedom Pass up to boundary 9 (formerly zone 6) to receive the appropriate discount for journeys beyond boundary 9. I am now totally blind with no useful eyesight and use 2 powerful hearing aids as I also have severe hearing loss. The only way I can obtain a ticket would be to present myself at the ticket office and to pay for the ticket with a member of staff at the desk and there is usually a loop system for hearing aids users so that I am able to communicate more easily. I need a member of station staff to use the ticket machine for me to obtain the right ticket at the right price and to assist me through the barrier enabling access onto the train.”

### Raising awareness

During the year, our reach across social media grew steadily. By the end of the year:

- Our total number of fans and followers across all social media channels was 30,000 (up 30% from 2021-22)
- Our page and profile reach across all channels was 50,000 (up 988% from 2021-22)
- Our post impressions across all channels was 3 million impressions (up 2.3m from 2021-22)

# Community and Membership

## Crossrail Campaign: 10 years on

May 2022 saw the opening of the much-anticipated Elizabeth Line – formerly known as Crossrail. In November 2014, the Department of Transport announced that all 41 stations along the Elizabeth Line would be made step-free, following a hugely successful campaign from Transport for All, resulting in £33 million of additional funding. Without the commitment of these campaigners, the service would look very different.

When the Crossrail designs were first drawn up, seven stations along the line were planned to have no lifts or step-free access: Hanwell in Ealing, Manor Park and Maryland in Newham, Seven Kings in Redbridge, and Iver, Langley and Taplow to the West of London. Transport for All, with our members and a wider community of disabled campaigners, campaigned hard to prevent this from happening.

Together we ran a hugely successful campaign combining political tactics, including lobbying MPs, bringing an Early Day Motion to Parliament, and direct action in the form of rallies and protests. The campaign means that all 41 stations along the line now have some degree of step-free access, either via level boarding or using a manual boarding ramp.

We were invited to speak at the Line's launch to mark the vital role of disabled people in influencing its design. Transport for All continues to call on decision makers to strive for greater accessibility, and we believe the next big transport infrastructure project can and should push even further forward, by building accessibility into designs right from the start.

## Member meetings

We held quarterly events to meet together as a community, celebrate successes, and plan activity to address access barriers. These events were a blend of onsite, online, and hybrid, to ensure as many members as possible from across the country could take part. At the end of 2022-23 we had 947 members.

**Spring 2022:** Our Biennial Member Meeting took place in May 2022 over Zoom. Members joined to review the work of the organisation since February 2020. Mark Wild, CEO of Crossrail, spoke about the accessibility of the new Elizabeth Line, and paid tribute to the work of campaigners in influencing this.

**Summer 2022:** We held a special hybrid event to celebrate the campaigners and other supporters who fought for improved access to London's Elizabeth Line. The commemoration event was held on Level 39 at Canary Wharf, and was kindly



supported by the Canary Wharf Group (CWG) with free room hire, lunch and refreshments and volunteer support from the CWG Disability Equality Network. 53 people joined onsite, with 13 attending online.

**Winter 2022:** In November 2022, we held an onsite meet up for London based members at our headquarters in Brixton. We met together, shared lunch, and spoke about our experiences of accessing transport.

**Spring 2023:** This hybrid meeting was held both in Kings Cross, North London, and online. 37 people joined to hear from Seb Dance, Deputy Mayor for Transport, and to raise issues around bus accessibility, Freedom Pass changes, and step-free access.

## **Disability History**

To coincide with Transport for All's 40th birthday in 2023, in Spring 2022 we received funding from the National Lottery Heritage Fund to build an archive to discover and celebrate the history of the accessible transport movement.

The entire project, and the things we create from it, will be designed and produced in conjunction with Disabled people. This involves creating an online home for the archive, researching the history of the movement, and digitising physical items such as documents, photos, and placards.

The Disability History Group, made up of 10 members, began working together in September 2022 to direct the project, and steer decisions about building the archive sharing its stories.

# Information and Advice

Throughout 2022-23 we continued to support the disabled community by offering advice on accessible transport via our helpline and casework services. Our casework service works UK-wide, while our helpline is currently focused on travel within London and the Southeast of England – reflecting the historic focus of our work in this region. Our ambition is to grow this part of our work as we expand our reach across the country.

Our friendly team provide information and advice on a range of transport issues.

This includes:

- Applying for concessionary schemes
- Taking forward complaints to transport providers
- Talking through concerns and questions
- Encouraging disabled people to raise transport-related issues with their local authorities and transport providers to promote long-term change.

Providing this service ensures that Transport for All know, first-hand, the issues, trends and barriers that disabled people face.

## Key issues

Concerns about Door-to-Door transport were the most prevalent again this year: we had 152 enquiries about Taxicard and 94 enquiries about London Dial-A-Ride. The team also answered many questions about concessionary schemes for disabled people: 33 people had questions about the Disabled Person's Freedom Pass, while 13 people needed advice on Blue Badge enquiries.

## Casework highlight

Hazel\* reached out to Transport for All seeking advice for her brother Lucas\*. Lucas has a mobility impairment and learning disabilities, and regularly attends a day centre. Lucas recently started using a wheelchair, and the day centre is no longer able to provide transport as their vehicles are not wheelchair accessible, leaving him reliant on the Taxicard scheme for journeys to his day centre.

Lucas' allocation of Taxicard journeys did not cover his three weekly trips to the day centre. Running out of his annual allocation, Hazel faced the financial impact of paying full price for taxis, amounting to around £35 per day. Hazel requested additional Taxicard trips for Lucas, and asked the local Community Learning Disability Team (CLDT) responsible for transport assessments to help with Lucas' transport as his mobility had deteriorated since his last assessment.

Unfortunately, the CLDT refused to pay for transport and suggested finding another day centre. However, Lucas has been attending the same day centre for ten years, his partner attends too and Lucas relies on the stability it offers.

Transport for All recommended urging the CLDT to reassess Lucas and offer reimbursement for accessible transport options. We offered a supporting letter to the CLDT making the case for a reassessment. Furthermore, we encouraged Hazel to consider writing a complaint to the CLDT for failing to make reasonable adjustments for Lucas' changing circumstances.

Hazel informed us that, after receiving our advice, there has been progress with CLDT and they have suggested other potential solutions, including reimbursement for taxi expenses.

This case illustrates the importance of accessible and affordable door-to-door transport and tailored support for disabled people with multiple impairments who rely on routine. Lucas and his family have been signposted to different avenues by every organisation they tried to get help from. While we appreciate the issues with funding faced by community transport providers and day centres, lack of taxi driver availability and complications related to the CLDT's admin processes, it is unfair that disabled people and their families are forced to absorb the extremely high costs related to suitable transport. Additionally, this case highlights how changes in transport provision cause unnecessary stress to those in our community who require structure and routine.

# Training and Consultancy

In 2022-23 we continued to grow our training and consultancy service, working towards our aim of changing the culture of transport and street design for the long term. This programme challenges the sector status quo, and seeks to bring about long-term cultural change by modelling a progressive and proactive approach to consultation and engagement.

By charging for this work, we demonstrate the value of experts by experience, and generate funds to support our work. Our training and consultancy team is made up of disabled associates, helping to bridge the disability employment gap and reduce the economic inequalities experienced by disabled people.

## **Our services include:**

- Equality Impact Assessment (EqIA) guidance and training
- Disability Equality Training (DET) – online and onsite
- Focus groups and user testing
- Communications and content production

## **In 2022-23 we:**

- Delivered Disability Equality Training to 258 people across 11 organisations, including Local Authorities, micromobility providers, transport consultancies, and national charities. This is a 15% increase in the number of people trained from the previous year.
- Created opportunities within 11 different projects for our team of disabled associates to work as equal partners with industry professionals.

# Thank you

We are grateful to everyone who has supported our work during 2022-23. We couldn't do this work without the support of our members, donors, and partners.

Thank you to:

- Our regular givers, who kindly donate every month to Transport for All
- Everyone who has donated both large and small amounts this year
- Our grant funders during 2022-23, including: Tudor Trust, Esmee Fairbairn Foundation, Trust for London, National Lottery Community Fund.

# Accounts and Governance

## Who we are

The name of the Charity is Transport for All. It is a company limited by guarantee registered in England and Wales (number 03337948) and a registered charity number 1063733. Its governing document is its Memorandum and Articles of Association.

### **Board Of Trustees:**

Alan Benson (Co-Chair)

Karl Farrell

Luisa Ferreira

Hugo Finley (appointed May 2022, resigned August 2022)

Jeff Harvey (resigned August 2023)

Kirsty Hoyle (resigned January 2023)

Glyn Kyle

Bhavini Makwana (Co-Chair) (resigned April 2023)

Chris Mason (Treasurer)

Deborah Persaud (appointed March 2023)

### **Executive Officers:**

CEO: Caroline Stickland

# **The Charity engages the professional services of:**

## **Professional Advisors until 31 March 2023:**

Dennis and Turnbull  
Swatton Barn  
Badbury  
Swindon  
SN4 0EU

## **Professional Advisors from 1 April 2023:**

Burton Sweet  
Cooper House  
Lower Charlton Estate  
Shepton Mallet  
Somerset  
BA4 5QE

## **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

# 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 majority disabled and older people.

The trustees who served during the year are shown on page 14. 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 8 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. We undertake financial risk assessments on an annual basis, as part of the process of setting budgets and monitoring expenditure.

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 and deciding upon remuneration. The day-to-day running of the charity is delegated to the CEO of the organisation.

The officers of the charity are the Trustees, including the Co-Chairs and the Treasurer. The Co-Chairs have power to take necessary decisions between Board meetings, and to authorise expenditure up to a maximum of £2,000. The CEO is supervised by the Co-Chairs.

## 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.

## **Statement of Board 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.

# Financial Review

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of 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 2019).

## Reserves Policy

At the year end the charity held total funds of £152,992 (2022 - £51,397). £152,992 were unrestricted funds and £0 were restricted funds at 31 March 2023.

The charity aims in the long term to have unrestricted reserves not invested in tangible assets to cover a six months' operating expenditure. At current levels of activity this would amount to some £225,000. 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. At 31 March 2023 free reserves amounted to £150,875.

The surplus realised in the year has enabled the charity to move closer to realising its reserves policy. The charity has only limited access to committed medium term funding and the current economic climate is putting pressure on funding from all sources. The charity continues to seek new sources of funding with the overall aim of achieving its Reserves Policy and enabling the charity to continue to fulfil its charitable objectives to the fullest extent possible.

Trustees have reviewed the risks of the charity and have procedures in place to mitigate them.

## Future Plans

In 2023-24 we will publish our refreshed five-year plan, setting the direction of work to 2028. We will focus on increasing access to transport for all disabled people – across the country, across impairment groups and across modes.

Approved by order of the board of trustees on ..... and signed on its behalf by:

..... C Mason - Trustee

## **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 2023.

### **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**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

Susan Plumb, The Institute of Chartered Accountants in England and Wales  
Haines Watts Chartered Accountants  
Old Station House, Station Approach, Swindon, Wiltshire SN1 3DU

Date: .....