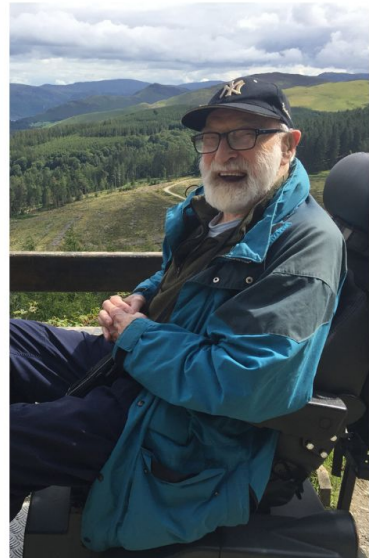


Lake District Mobility



Annual Report 1st April 2019 – 31st March 2020

The Annual Report and Financial Statement of the Trustees of Lake District Mobility,
a charitable incorporated organisation.

A Charity registered with the Charities Commission in England and Wales.
Registered Charity no: 1172739.

Ground Floor, Derwent House, Wakefield Road, Cockermouth, CA13 0HS

Tel: 07843 754239 Email: info@lakedistrictmobility.org

Charity Development Manager: Julia Walker

Trustees: Adrian Jones (Chair), Lorraine Smyth, Chris MacLeod, Anna Scamans
and Karen Smith

Letter from the Chairman, Aidie Jones



Much has changed since our last report.

Lorraine Smyth and Karen Smith have now joined us as Trustees, Julia Walker is well established as the Development Manager, Penny Swann is taking the lead on fundraising and Trella Javanainen has been appointed to support Julia in running the charity. All have been doing a fantastic job. At the last Annual General Meeting in February 2019 the Langdale Estate was set to start imminently as a hire site and several sites in the North York Moors were interested in becoming hire sites in late 2019. It has been excellent to see those developments come to fruition and is all down to the hard work of the Trustees and staff team. We have moved to a new office and the day to day operations of the charity are well established and organised. Fundraising has gone very well with funds for Trampers for future sites already secured.

As we all know, since March this year the impact of the COVID-19 pandemic on our personal and professional lives has been significant. Lake District Mobility was forced to close in line with Government guidance and the closure of our hire sites. We regret that our members have not had access to the countryside through our services for the majority of 2020. Thankfully, the situation is now changing, although as an organisation we have to be aware of the potential for new Government restrictions and be sensitive to the new situation our hire sites find themselves having to operate in. We are therefore working with them to, where possible, find safe COVID secure ways to operate. The pandemic will inevitably also have an impact on us establishing future hire sites and will cause delays.

Despite all this I am confident that, along with our community and country, Lake District Mobility and its charitable provision will bounce back from this crisis and go on to grow and develop in the coming years.

A handwritten signature in cursive script, appearing to read 'Aidie Jones', written in black ink on a white background.

Making the Outdoors Accessible

Our Plan

Lake District Mobility exists for the public benefit to break down the barriers that prevent people with limited mobility enjoying the great outdoors either independently or with their friends and family. We do this by:

- providing and leasing all-terrain mobility scooters, Trampers, at outdoor attractions and businesses
- helping to raise awareness of barriers to accessibility and advocate for better access for all

What We Do

- Raise funds to buy Trampers
- Recruit hire sites to host Trampers
- Audit trails and advise on accessibility and safety
- Provide insurance for all users
- Train and support hire sites to host and hire out Trampers
- Offer temporary or annual memberships to people with limited mobility to allow them to hire out all our Trampers, wherever placed
- Publicise available hire sites
- Arrange the maintenance and servicing of Trampers
- Raise awareness of the barriers facing people with limited mobility
- Work with Accessible Cumbria
- Ensure all our staff are encouraged to fulfil their potential with training, flexible working and regular supervision and appraisal.
- Support the campaign for more Changing Places
- Champion radical improvements to accessibility by influencing key organisations such as Cumbria Tourism and the Lake District National Park Authority
- Work with our affiliate North York Moors Mobility to make Trampers available at sites in the North York Moors National Park.

We have from commencement to date been successful in securing over £152,000 of funding from grant making bodies and donations, and our income from memberships and hire sites is in excess of £5,000. With the help of CVS, we have compiled a funding plan of further grant making trusts to approach. We originally aimed to be self-sustaining by 2024/25, but the impact of Covid-19 means that we are now working towards 2025/26.

The Next Twelve Months

During 2020/21 we plan to pick up on the work put on hold in 2020 and continue to place Trampers at further sites in the Lake District. We will also be working closely with partners in the North York Moors National Park to place Trampers at a range of sites identified by them. We will help develop Accessible Cumbria and re-establish the work we had begun championing accessible tourism, once the conditions on the sector allow this.

Reserves Policy

In the opinion of the trustees the reserves are satisfactory for the forthcoming year with core funding of £20000 received in January 2020 for the following year.

We also intend to maintain our unrestricted funds (reserves) at a level to provide financial stability for our principal activities, and sufficient to fulfil our continuing contractual obligations (running costs, wages) at least equivalent to six months whilst enabling us to respond to emergency needs which arise from time to time.

We continue to monitor the needs of the charity and of our partners and utilise the Government furlough scheme where appropriate, to preserve revenue for the future.

We also continue to find and assess new sites in which to situate our Tramper and to make regular applications to potential funders.

Our Team: Volunteers, Trustees, Staff

Many changes have taken place in the Lake District Mobility team in the reporting year. In May 2019, we moved office to Derwent House. We gained a large office space, which comfortably accommodates two staff members simultaneously in a COVID-19-safe manner. The office is also accessible, being on the ground floor with wide corridor spaces and an accessible toilet.

Suzanne Megan has continued to volunteer for Lake District Mobility whenever possible. She has focussed on promoting and raising awareness of the charity locally.

As mentioned in the last report, during this reporting period Ruth Kurkal, our founding Trustee, stepped down from her role after two years of exceptional service to the charity. Lorraine Smyth, the Chief Executive of ACTion with Communities in Cumbria joined the Trustee team, bringing with her several years of experience of management and leadership in the third sector. We are also very pleased to gain the benefit of Karen Smith, the charity's previous administrator, joining the Trustee team.



During this year Trella Javanainen was appointed as the Charity Administrator and, her role has since then evolved into that of Charity Operations Officer with a growing emphasis on communication and social media.

As Covid-19 began to emerge as a growing crisis in the early spring of 2019, Julia and Trella left the office to work from home. Then, as all our partner hire-sites closed at the end of March and to reserve revenue for the future, the Trustees took the decision to furlough all staff. This working arrangement continues to be applied flexibly depending on the needs of the charity and of our partners and hire-sites.

Trampers in the Lake District



We are thrilled at the success of the Trampers in the Lake District with over 340 Lake District Mobility members having enjoyed Trampler adventures to date.

Our original site, Whinlatter Forest Park operated by Forestry England, continues to be our most popular location. Trampler hire is now available there well into its third year.

Langdale Estate began offering Trampler hire in May 2019, based at the Leisure Centre. The route there has been in good use by visitors, as well as guests at the Estate.



Trampers in the North York Moors National Park

We were delighted to extend our work to North York Moors National Park and see two very different, but equally charming sites begin to offer Trampler hire to visitors.

Ravenscar National Trust on a remote stretch of the North York Moor coast offers a dramatic seascape to a Trampler adventurer.



Sutton Bank National Park Centre provides an inland cliff-edge view over the Vale of York and Vale of Mowbray. Described as the “Finest View in England” by the vet and writer James Herriot.

One of the staff members at Sutton Bank told us: “The Trampler is an amazing asset to the visitor experience here at Sutton Bank! It allows users to enjoy even more of this beautiful part of the National Park.”

North York Moors Mobility is a partnership project with North York Moors National Park Authority, and we have taken heart in their enthusiasm and energy in putting

practical measures in place to make the outdoors safely accessible. We have a Managed Site Agreement with the National Park, where the National Park provides the Trumper and insurance, and we administer the scheme, do the assessments and arrange the maintenance. We are looking forward to making a focussed effort in 2021 to promote the Trumper offering in North York Moors and to support a greater uptake of the Trumper hire. We are also exploring other potential sites in North York Moors to broaden the Trumper availability in the area.

Due to the developing Covid-19 situation, Trumper availability at Lake District and North York Moors varies from site to site.

What Lake District Mobility Members Say Feedback

Quantifying the benefits of using a Trumper can be difficult. However, we ask all new annual members to return a feedback form.

To the question “How Could We Improve the Scheme”, the overwhelming answer is to have Trampers available in more places.

When asked what members enjoyed about the Trumper, the responses are more expansive, but common themes emerge around the sense of freedom, feeling safe and sense of independence:

“Freedom to enjoy coastal countryside and walk with my wife and dog”

“To be able to enjoy the fresh air and the views without any worry”

The joy of being able to get to places that have so far been inaccessible and spending time with family and friends whilst engaging in a shared activity also feature in many of the responses:

“Could not have got around on my small scooter, so was able to take my granddaughter out”

“It allowed me to get out and enjoy the fresh air of the countryside whilst my partner joined me on her bike”

“It allowed me to walk with my husband at his pace. It also allowed me to go a lot further into the forest than normal”

Beneficial impact on mental health was also mentioned:

“Good, been able to go out with Family... Good for my mental health too”.

“Wonderful and uplifting opportunity to those of us who are disadvantaged.”

Personal Stories

The Bell Family

Philip Bell, who was diagnosed with MS some years ago, told us about using the Trampler: *"I was now able to appreciate the views and spend quality time with family and friends again. Our youngest son, who is eight, is no longer missing out on time in the forest with the family. Gone are the days where I would be left sitting at home or in the café, it's great being able to keep up with everyone again!"*



Michelle, Philip's wife: *"Philip...was no longer able to get out in our local forest like we did in the past. There is no way I could push a wheelchair around the forestry paths. ...Thankfully, since the Trampler was launched at Whinlatter Forest we have been able to get out and about in the forest again. This has given Phil a massive boost mentally as he now doesn't have to miss out on all the fun. Lake district mobility has certainly improved our family life."*

Finally, their son: *"Lake District Mobility means my Dad can go out into the forest with me again. It's great that my Dad can see the forest wildlife and walk our dogs with me."*

Oliver and Garry

Oliver and his father Garry had never been out in the hills exploring together, because Oliver is a wheelchair user due to Cerebral Palsy.

As Garry said, *"I am a regular visitor to the lake district and enjoy hill walking and general outdoors activities. I've always wanted to be able to take Oliver out with me but because of the obvious access issues this has never been possible. I discovered your service online and we went over to Whinlatter forest last week to give it a try. It was fantastic, Oliver really enjoyed himself and we are planning a trip to Langdale next (a favourite spot of mine) to try that route. So, just wanted to say a big thank you for your vision in providing this service for the less able"*.



The Gilmour Family

We also heard from Mr and Mrs Gilmour about their family trips.

According to Mr Gilmour: *“Our daughter and grandchildren were visiting from St Albans. I always like to take them on a Lake district walk while they are up. Grandma is disabled and can only walk very short distances, so she usually has to stay home, or potter around the shops while we enjoy the countryside. It meant the world to her, and the kids, that she was able to join us.”*



Ilsa and Penny

Penny, our fundraiser, and her daughter Ilsa went to visit Whinlatter with Ilsa trying a Trampler for the first time. Despite difficulties with her fine motor control, Ilsa found operating the scooter very easy.

Penny says: *“I can say that it is the first time we went out together in the countryside without me being exhausted! Normally I use her off road wheelchair and it’s an incredibly strenuous job pushing an adult uphill. It was lovely to be able to walk alongside her without saying ‘now, don’t talk to Mum now, because we’re going uphill and I can’t speak and push at the same time!’”*



Working with others to improve access Influencing the Local Plan

Lake District Mobility had the opportunity to engage with Lake District National Park Authority’s Local Planning meetings in the autumn of 2019. Julia spoke to the board on the Authority’s Local Plan for 2020-2035, calling for the plan to have a greater emphasis on standards on accessibility.

In practice, we want to see more Changing Places across the National Park. We are also calling for providers of services to ensure that they are offering something for people of all abilities. This includes ensuring that staff are trained and able to assist all visitors, and that services are designed in such a way that everyone can enjoy them.

Tourism for Everyone Conference

Tourism for Everyone Conference took place on 3rd December 2019 at Low Wood Bay Hotel at Windermere. The event was organised by Lake District Mobility in collaboration with Cumbria Tourism, Lake District National Park Authority, National Trust, Lakeland Arts and Langdale Hotel & Spa.

Nearly a hundred delegates from across the tourism sector came together for a day of talks, discussions and workshops on making tourism accessible for all.



Accessible Cumbria

Originally, the group's plan was to run another Tourism for Everyone Conference in 2020. Due to Covid-19, this has not taken place. However, the group went on to form Accessible Cumbria. As Accessible Cumbria, it was able to secure £1,015 start-up funding from CLA Charitable Trust in January 2020. The objective of Accessible Cumbria is to improve accessibility in the tourism sector in Cumbria and the money received will go towards researching and developing a web-site, which will be a one-stop shop for information on accessible tourism in Cumbria.

Working with Countryside Mobility

Julia and Trella met with Neil Warren of the Devon-based Countryside Mobility in February 2020. The meeting took place in Stafford, equidistant from Cockermouth and Exeter.

The meeting was fruitful, as it gave both Lake District Mobility and Countryside Mobility an opportunity to learn from each project's experiences, discuss and seek solutions to shared challenges and explore areas of collaboration.



Recognition

In April 2019 Julia met HRH Prince Charles at the Windermere Jetty opening, along with other charities supported by Cumbria Community Foundation.

In September 2019, Lake District Mobility celebrated 20 years of Cumbria Community Foundation's work. The event was hosted by Lord and Lady Egremont at Cockermouth Castle. Lake District Mobility received funding through Cumbria Community Foundation from United Utilities and Cumberland Building Society Charitable Foundation.



Publicising What We Do

Lake District Mobility publishes a weekly blog post and has engaged regularly with the public on social media.

In addition, Lake District Mobility offers talks and presentations to community groups and other interested parties. In this reporting period we have engaged with some of the groups that use the High Harrington Community Club, the MS Society, the WI, the Rotary Club and Keswick Tourism Association.

Julia also had the wonderful opportunity of being featured on BBC's "Stories of Us" programme. Filming took place at Whinlatter in November 2019 with support from November Calvert Trust members. (Episode 6, broadcast 6th September 2020).

Our Supporters

We have received very generous support from individuals, community groups, corporations as well as larger trust funds and charitable organisations.

We would like to thank all our supporters, including those who make a donation to us on a monthly basis. Some of our supporters include:

- In memory of Austin Coote: £300
- Harrington over 55s club: £95
- High Harrington Community Centre: £250
- High Harrington Community Centre Ladies Club: £500
- Greysouthern Carol Singers and a Pop-up Christmas stall: £420
- The Wonderful Wild Women: £510
- Easy Fundraising and My Donate: £195
- Bag pack at Asda in Workington: £420
- Iggesund, which donated £500
- United Utilities and Cumberland Building Society through Cumbria Community Foundation grant: £5,000
- The Dowager Countess Eleanor Peel Trust: £3,700

Receipts and Payments

For the year ended 31 st March 2020	Unrestricted Funds	Restricted Funds	Total Funds	2019 Total Funds
RECEIPTS	£	£	£	
Grants	25,000	3,700	28,700	31,000
Donations & Fundraising	3,570		3570	4,010
Gift Aid	66		66	578
Site Assessments	1,400		1400	
Lease agreements	3,775		3775	2,283*
Membership fees	1,242		1242	
Interest	27		27	33
Sundry Income	63		63	346
Total Receipts	35143	3,700	38,843	38,249
PAYMENTS				
Pay and Pensions	21764		21764	8953
Assessment Costs	1,180		1180	
Staff/Volunteer Travel, Expenses & Training	1,714		1714	2049
Banking Fees	40		40	
Rent	1,700		1700	1100
Office Equipment	290		290	443
Website	770		770	
Other Office Expenses	568		568	614
Printing and promotion	874		874	2449
Vehicles (inc. repairs and maintenance)	652		652	18434
Insurance	697		697	613
Partnership & Membership Costs	209		209	
Other Costs	132		132	1760
Total Payments	30590	0	30590	36,415

* combined value of site assessments, lease agreements and memberships in 2019

Year-end summary to 31 March 2020	2020 Unrestricted Funds £	2020 Restricted Funds £	2020 Total Funds £	2019 Total Funds £
NET	4,553	3,700	8,253	1,834
Bank B/F	28,741	0	28,741	26,760
Adj Cash B/F	0	0	0	147
Bank and Cash C/F	33,294	3,700	36,994	28,741

**Grants received in 19/20 designated for use in 20/21
carried forward: 23,700**

Kept as reserves, as per reserves policy: 11,000

Statement of Assets and Liabilities

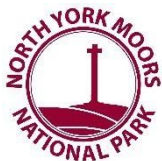
Assets	£
Vehicles	30,334
Office equipment	673
Bank and cash balances	36,994
Total Assets	68,001
Liabilities	0

The restricted fund relates to the purchase of a vehicle.

Signed on behalf of the board:



Date: 19th January 2020



LANGDALE



Forestry England



CUMBRIA
COMMUNITY FOUNDATION

Independent examiner's report to the trustees of Lake District Mobility

Charity number 1172739

I report to the trustees on my examination of the accounts of Lake District Mobility (the Charity) for the year ended 31 March 2020 set out on pages 11-12.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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.

Signed:



Patrick M Sharman

Chartered Accountant

Yew Tree House Pardshaw

Cockermouth CA13 0SP

Date 20 January 2021