



outdoormobility
MAKING AMAZING PLACES ACCESSIBLE



Annual Report 1st April 2024 – 31st March 2025

The Annual Report and Financial Statement of the Trustees of Outdoor Mobility
a charitable incorporated organisation.

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

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Trustees: Gemma Procter (Chair), Lorraine Smyth, Anthony Jennings and Andrea
Waite



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Letter from the Chairperson, Gemma Procter

It has been fantastic to see Outdoor Mobility continue to thrive in 2025. We dedicated time to improving our internal processes and our offer for our members and were rewarded with significant growth in members and Trampler usage.

This year:

- Our network of Trampers continued to grow to 20 partner sites offering 25 Trampers in total
- Our membership grew by 54%
- We increased the number of user sessions by 65% with our community enjoying over 2800 Trampler sessions

This would not have been achievable without support and funding from Avanti West Coast CCIF, National Lottery Community Fund, Walney Extension Fund, The GC Gibson Charitable Trust, the Hadfield Trust, Onestop Community partnership and the Community Impact Fund: Cumbria Soaring Club.

We owe them a debt of gratitude, alongside our sites, members, and donors for their constant and continued support.

Once again, our dedicated and hardworking team has enabled the charity to flourish and grow, whilst keeping our members at the heart of what we do. I'd like to personally thank every team member for their energy, commitment, and consistency in driving the charity forward. I would also like to thank our trustees for their continued dedication and valued contributions.

Thank you all for another excellent year. I look forward to another year of enabling more people to access amazing places in 2026 with you all.



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Objectives

The objectives of the charity are to relieve the needs of people with limited mobility by the provision of suitable equipment and facilities so that they can access the countryside and to raise awareness of the issues faced by people with limited mobility.

In setting objectives and planning for activities, the Trustees have given due consideration to guidance published by the Charity Commission relating to public benefit. The trustees believe that the activities undertaken during the year have provided clear and identifiable public benefit and have contributed to the achievement of the charity's charitable objectives.

Structure, governance and management

The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission. Its governing document is its constitution dated 31 December 2018.

The management of the charity is the responsibility of the trustees who are elected under the terms set out in the constitution. Trustees are recruited based on skillset requirements.



Current team: staff, trustees and volunteers

Phil Wake remains our Development Officer, Trella Javanainen as the Operations Officer and Penny Swann as our Bids and Trusts Officer. We have also gained Vikki Holliday as Administration and Membership Officer. Gemma Procter chairs the trustee team comprising of Anthony Jennings, Andrea Waite and Lorraine Smyth. Julia Walker stepped down from her role as trustee during this



reporting period. Carl Waite, Andrea's partner, volunteered his time and graphic design expertise to refresh our branding and to design our new leaflet, reducing its production costs to just the printing.

Tramper usage

This year we had 20 active partner sites, offering between them 25 Trampers. The Trampers were used for a total of 2,890 sessions by users across the network. This is a 65% increase from the previous year and shows the increasing reach of the charity. By the end of the year there were 1270 annual members of the Outdoor Mobility Scheme, a 54% increase from the previous year.

Listening to our membership

We ask all our Tramper users to complete a follow-up feedback form after their Tramper adventure; and 676 people responded to our feedback between 1 April 2024 and 31 March 2025.

We also run an online members' meeting, allowing members to join us to discuss in more detail how they are finding the scheme, giving their ideas, and making their voices heard. The meeting held in November 2024 was widely attended by our members, with one participant joining us from Canada! We invited one of our members, Danny Fyles, to share his experiences of using the Trampers. He did so,



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providing us with a wonderful, illustrated presentation of his trips at various Trampler locations.

In feedback forms, 94% reported being 'very satisfied' with their experience of the natural environment.

96.5% of people said they would be very likely to recommend the scheme.



When asked what improvements could be made, of those who commented, 26% responded positively. Many describe the scheme as 'perfect', with no improvements needed. Forty-seven per cent of respondents to our feedback had no comment as to how we could improve the scheme.

As in previous years, the most common request was for Trampers to be made available at more venues. A small but significant number (3%) of people specifically mentioned having two Trampers available at more sites.

Our members show a high level of psychological ownership in the scheme, and as such have made many suggestions for longer and more varied routes, and suggestions for improved signage and route maps. Twenty-seven per cent of comments –related to site facilities, staff, and booking slots: including parking availability and seating along the route. Although these elements are mainly in the control of the sites themselves (and we always share this feedback for consideration), we can work on providing clarity, and will be making updates to our website to ensure that facilities information is as clear as possible for each location.



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Seventeen people commented negatively on our online registration and booking process, expressing a preference to book offline. The addition of our Administration and Membership Officer, Vikki, has meant an increase in support for those members struggling with registration and booking online, and we continue to offer manual registration over the phone to those who have problems with the online systems.

Here are just some of the comments our members have left:

'I love the outdoors and with the onset of my recent mobility difficulties I did wonder if I would be able to enjoy the great outdoors with family and friends. The Tramper was absolutely brilliant and enabled me to participate in a great day out with friends and enjoy some of the fantastic views the Lake District has to offer.'

'Fantastic way for myself as a young person that's not mobile. Enjoyed the trip so much, staff really helpful service is 10/10.'

'A chance to be out and about enjoying the company of family and taking in the views of the area, something which can't be done if the furthest you can go is to a bench in a car park. Loved it!'

'it is liberating not only for me but also my partner who would otherwise be restricted to my very limited mobility range.'



'The mental health benefits of getting out in the fresh air, it gives me freedom, and I am so grateful.'



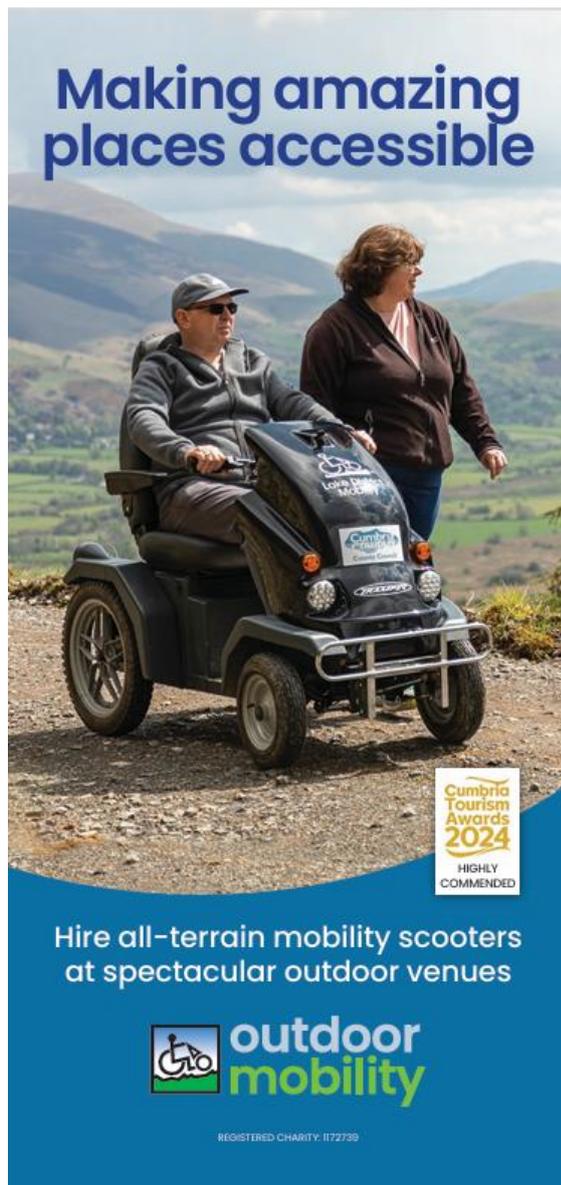
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Impact of funding

With the support of the following funders, we have been able to develop several new sites to expand our network and to develop our service.

Avanti West Coast CCIF



We were delighted to be successful in our bid to Avanti West Coast's Customer & Communities Improvement Fund, which aims to support schemes which bring benefits to the stations and the communities surrounding the Avanti West Coast route. Our project was to create two new Outdoor Mobility Trumper sites, within reach of the West Coast Mainline by public transport including train, bus, and taxi; working with Avanti to promote sustainable, accessible tourism in this area.

The funding supported staff development time to identify partners and set up new Trumper schemes, the purchase of two new Trampers, and marketing work to promote our scheme: including a promotional leaflet which was distributed by an external agency as well as being sent to our current sites. We also worked with Avanti to create a promotional video about the project which they shared.

Phil, our Development Officer, investigated a number of potential sites around the area; exploring different routes and meeting with potential partners. As a result of this work and this funding, two brand new sites will be launched during 2025/6.



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National Lottery Community Fund

We began the second year of our grant from The National Lottery Community Fund with six Cumbria hire sites, and an agreement that the scope of the grant would now reach across the North of England, based on the growth of our scheme to include areas outside of Cumbria.

With support from the National Lottery Community Fund, we developed three new sites in the North of England.

- Howick Gardens, Northumberland
- Himalayan Gardens, Ripon, Yorkshire
- Harewood House, North Yorkshire (opening Summer 2025)



Walney Extension Community Fund

With the support of the Walney Extension Community Fund, we were able to open a new site at the Ravensglass and Eskdale Railway: the funding allowed us to buy a new Tramper and to dedicate some staff time to developing this new site. Staff at the site were trained in the summer of 2024 and, after a slight delay due to staffing changes and winter closure, Tramper bookings became available in the spring of 2025. The Tramper has been in steady use since then.

The GC Gibson Charitable Trust

This capital grant part-funded the capital purchase of a new Tramper for a new site at Harewood House.

Hadfield Trust

We were grateful to receive during the year a grant of £2,500 towards staff time to support the day-to-day running of the Cumbrian sites.



Onestop Community Partnership

We received a grant of £1,000 from the One Stop Community Partnership, towards repairs and maintenance of Trampers.

Community Impact Fund award from the Cumbria Soaring Club

This community grant bought raincoapes for the Trampers at Cumbria Trammer sites.

Work with existing partners

Delamere Forest, Cheshire

Following work begun the previous year, the site staff at Delamere were trained in July 2024. Originally, one Trammer was made available, which enabled visitors to explore the forest and the family trail and to visit the top of the Old Pale Hill with magnificent views of the surrounding 7 counties. This popular and busy site has since expanded their offer to two Trampers to meet the demand.



North York Moors National Park

We have continued working closely with the North York Moors National Park Authority in exploring and developing Trammer opportunities across the national park. As a result, we were pleased to launch a new Trammer service at Danby Lodge National Park Visitor Centre in August 2024. We carried out assessments at Summerfield Farm near Whitby and of an extended route at Keldy Forest, an existing partner site. We also joined our national park

partners at the Farndale Daffodil Walk to consider ways to deliver pop-up Trammer provision in the region.



North Pennines National Landscapes (North Pennines Area of Outstanding Natural Beauty)

Work with our partners at North Pennines National Landscapes also continues and we delivered refresher staff training at High Force Hotel to a receptive and positive team.

Northumberland

Work in Northumberland continued with an assessment at Walltown Country Park where two staff training sessions were conducted on the same day. Following an assessment at Belsay Hall and Gardens in the previous year, this English Heritage site launched their Trumper scheme with two vehicles on offer.



The Lakes

Fell Foot Park by the lake Windermere carried out a busy and successful four-week Trumper trial in the summer of 2024. After discussions with National Trust, however, we have since then withdrawn the Trumper from Fell Foot, as a challenging staffing situation has made it difficult for the team at the site to commit to a long-term Trumper service.

Marketing and communications

We were incredibly proud to be highly commended in Cumbria Tourism's Awards 2024 in the Accessible and Inclusive Tourism Award category. This acknowledgement of our work was made possible by the enthusiasm of our members and the hard work of our partners, for which we are grateful. We are also very excited to see accessible tourism recognised and celebrated!



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We supported promotional activities carried out by Cumbria Tourism and Visit England through the summer. This included a photocall with one of our younger members enjoying a Trammer trip at Grizedale Forest. We have put the resulting photos to good use as they so effectively capture the joys of being outdoors.

Outdoor Mobility was featured by Carrie-Ann Lightley, a disabled travel writer creating accessible travel content, in partnership with North Pennines National Landscapes. We have also been featured by on-line influencers, Life of Pippa and Wheely Good Life.

We have increased our social media presence, starting with a regular site of the week feature on Facebook, X and Instagram.

We also delivered talks at Kendal Mountain Tour at Rheged, Penrith, and at the meeting of Raughtonhead and District WI, where Trella got to judge their walking stick competition.





Team development

As well as working to place Trampers with the help of the funding we received from Avanti and National Lottery Community Fund, the team has also had the quality of its service and long-term sustainability in keen focus. Some of this development work was directly supported with funding from both organisations.

We continue to collaborate with Countryside Mobility in the south-west of England. This relationship provides both charities great opportunities for learning and sharing best practice, as well as a sounding board for problem solving. Phil and Trella held an online meeting with Neil Warren, the manager of Countryside Mobility in April. This was followed by a visit to Malvern Hills in September, to shadow Neil on a site assessment and to examine in greater detail on some of the elements of the scheme delivery. These discussions have helped us inform our ongoing work in improving the support and tools we provide to our partners.

Outdoor Mobility held two Away Days, bringing together staff and trustees, face to face, in October 2024 and February 2025. These days offer the full team an opportunity to assess long-term challenges and opportunities the charity faces, and to build strategies to make sure that we can continue to meet our objective of making amazing places accessible.





Plans for the future

We plan to maintain and grow our Trumper network over the coming year, working with our current sites and other interested venues on increasing access to the outdoors. We will focus on providing a quality service to users and to sites, growing our membership. We will seek funding to continue this work as well as growing our earned income to sustain our efforts to make amazing places accessible.

Financial review

Reserves policy

The Trustees have identified the following priorities for our reserves:

- To maintain six months running costs
- To maintain and repair our Trumper vehicles as they age
- To cover income shortfalls

Our policy is to maintain six months of operating reserves (£38,500) to ensure financial stability, cover essential overheads, and provide an emergency buffer. While we ended the year with a strong cash position, this reflects a high level of development funding in this period rather than recurring income.

The table below models projected fleet repairs over the next three years, including battery replacements and mid-life refurbishments for older Trampers. These figures cover maintenance only and not the capital cost of replacing a vehicle in the event of total failure.

Predicted repair/ refurbishments costs –

Year 1	16,400
Year 2	12,685
Year 3	14,810



Reserves at the year-end totalled £189,118 including £58,823 restricted reserves. Free reserves were £61,591; our tangible fixed assets (primarily Trumper vehicles) had a net book value on 31 March 2025 of £68,704.

Free reserves (end March 2025)	61,591
Of which: reserves target of six months running costs	38,500
Designated funds for repairs and/ or replacement	23,091

We will keep our reserves policy and the level of reserves held under review, and monitor the level of reserves held throughout the year to establish the reason for any significant difference with the target level set. If reserves during the year are below target or exceed target, we will consider whether this is due to a short-term situation or a longer-term issue, and take any appropriate action.

Signed on behalf of the trustees

Gemma Procter



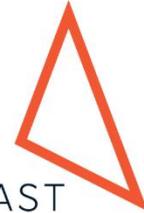
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Walney Extension
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The
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