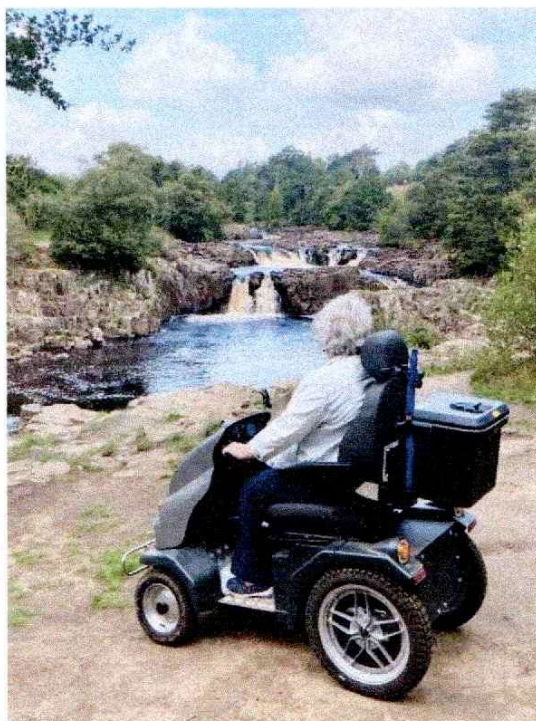


# Outdoor Mobility



## **Annual Report 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023**

The Annual Report and Financial Statement of the Trustees of Outdoor Mobility (known as Lake District Mobility during the reporting period), 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@outdoormobility.org](mailto:info@outdoormobility.org)

Trustees: Adrian Jones (Chair), Gemma Procter, Lorraine Smyth and Nick Lancaster

## **Contents**

**Letter from the Chairman, Aidie Jones**

**Making Amazing Places Accessible**

- **Vision**
- **Mission**
- **Values**

**Our team**

**What our members say**

**Growing and developing the charity**

- **Working with new partners**
- **Working with existing sites**
- **Making ourselves known**

**Challenges and Opportunities**

**Funding**

**Financial Statement**

- **Receipts and Payments for the year ending 31<sup>st</sup> March 2023**
- **Statement of Assets and Liabilities**



### **Letter from the Chairman, Aidie Jones**

Another productive and challenging year has passed and Lake District Mobility, now Outdoor Mobility, has continued to make amazing progress in service to our members and the wider community across the north of England.

This is due in large part as always to our dedicated team of staff, trustees and volunteers. Trella and Penny have continued to do an incredible job in their respective areas of operations and fundraising and Phil, our newly appointed Development Officer has hit the ground running and become a valuable member of the team.

Julia Walker, Founder and Development Manager left the charity in the Autumn of 2022. We thank Julia for her inspiration and dedication, and we hope she will remain connected to Outdoor Mobility in the future.

Lorraine, Nick and I remain as Trustees and we are delighted that Gemma Procter has joined the board. She brings a wealth of knowledge and experience to the charity, and we look forward to her involvement.

Fundraising for both Trampers and running costs has gone incredibly well and we are in a secure position to look ahead to the next few years.

New sites and additional routes have been, and continue to be, developed in the Lake District National Park, North York Moors National Park, the Pennines Area of Outstanding Natural Beauty and across the North of England. The team have been working hard on trial assessment in order to increase the availability of Trampers for the benefit of our members.

I am delighted that Outdoor Mobility is continuing to grow and develop so well and I look forward to seeing the continued benefits this growth will bring to our members over the coming twelve months.

A handwritten signature in black ink, appearing to read 'Aidie Jones'. The signature is stylized with a large, sweeping 'A' and a long, horizontal stroke at the end.



## **Making Amazing Places Accessible**

### **Vision**

Outdoor Mobility exists to make amazing places accessible. We want to break down the barriers that prevent people with limited mobility enjoying the great outdoors either independently or with their friends and family.

### **Mission**

We will work to meet the needs of people with limited mobility by the provision of Trampler all-terrain mobility scooters available to hire at outdoor locations in Northern England: wherever need, demand, and our capacity allows. We also assess locations for accessibility and offer advice to make the outdoors accessible to all.

### **Values**

We do all this by working to these values:

- **Community**  
We remember we do what we do for our community: we listen to and are led by their experience.
- **Integrity**  
We strive to be open and honest in all of our work. We support people from all walks of life and treat each person with dignity and acceptance.
- **Freedom to Choose**  
We believe in people being empowered to reach their full potential and to live a happy, fulfilled life.
- **Ambition**  
We do not accept the status quo and never stop improving. We set high standards and work hard to reach them. We push the boundaries and make change happen.

### **Our team**



Left to right: Aidie, Trella, Julia, Phil and Penny

Our founder and Development Manager, Julia, gave her notice in the early spring of 2022, as she and her husband approached their long-running ambition of becoming foster parents. Recruitment for Julia's role began at the end of April. After a long process and restructuring of the role, Phil Wake took up the post of Development Officer in November 2022. Julia's financial tasks (banking, monitoring the income and expenditure and liaising with the accountant) were delegated to Trella in her role as an Operations Officer. Penny

continues to work as our Bids and Trusts Officer. Line management of staff members is shared amongst the trustees, although, the team operates with a great degree of

independence and initiative. The team members work part-time and between them add up to one full-time post.

### **What our members say**

We began to automatically send a request for feedback to our members after each visit to a Trampler site in June 2022. Since then and until the end of March 2023 we received 148 responses, with hundreds more received to date. We also receive spontaneous feedback through the phone calls and emails we handle weekly.



In our structured questionnaire we ask our members to rate their experience of:

- Joining the scheme and booking the Trampler
- The information and training they received on site, the ease of using the Trampler and
- The Trampler users' experience of the natural environment.

The majority of the respondents gave a rating of "very satisfied" to all the questions (>100).

We also invite our members to give qualitative feedback by asking how we could improve the scheme and what they enjoyed about using the Trampler. The responses to these questions are overall positive. Of the responses:

- 38 requested more Trampers, more locations, more routes and/or greater diversity of routes (long/short, flat/hills, woodland/open country).
- 10 gave feedback relating to both the ease and the challenges in managing bookings on-line.
- 6 commented on information or facilities provided at the Trampler sites.
- 3 recommended that we promote the scheme more.
- 3 commented specifically on the route (length, interest, quality of track surface).

The qualitative feedback also gives us a strong impression of the positive impact on our members, that is achieved by accessing the outdoors and being able to spend leisure time with family and friends:

*"It's improved my mental health and well-being no end!"*

*"It makes a huge difference not feeling as if you are holding your family back or missing out on time with them."*

*"I could not stop smiling and looking at all the views, the moss on the trees, everything I missed out on for years."*

The staff at our wonderful partner sites also often get a mention:



*"The Trampler training with the member of staff...was refreshing, I was treated as an equal, with intelligence. More often than not, as a disabled person with mobility problems, you are treated as though you are stupid too".*

## **Growing and developing the charity**

### **Working with new partners**

In April 2022, Julia and Trella carried out trail and facilities assessments at Dalby Forest (Forestry England) and Cropton and Keldy Forests (Forest Holidays) in the North York Moors National Park. They were accompanied by Mike Hawtin and Peter Reynolds from the National Park Authority, whose knowledge of the area and support to the scheme has been invaluable.



Trella delivered staff training at Dalby and Cropton Forests in July, following which Trampers were launched at these two sites. Work was being carried out on the lodges at Keldy Forest, and the launch of the Trampler there was postponed until the spring of 2023.

Trella and Phil delivered staff training at Sizergh National Trust in December in preparation for the launch of the Trampler in January 2023.



Our work with the North York Moors National Park brought us to the attention of North Pennines Area of Outstanding Natural Beauty (AONB) Partnership. We began working with the AONB early 2023 with Phil and Trella carrying out assessment visits at High Force, Bowlees, Killhope Lead Mining Museum, Derwent Reservoir and Talkin Tarn during January – March. These sites have since then been launched with Trampers provided by the

North Pennines AONB partnership using funding from DEFRA's Access to All fund and the National Lottery Heritage fund.

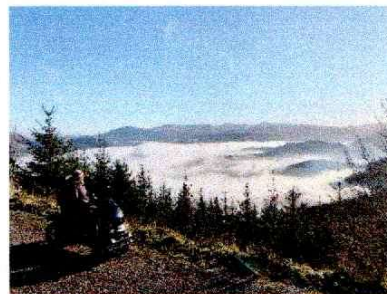
### **Working with existing sites**

Work was carried out to make the crossing from Sutton Bank National Park Centre across the main road safer. Following this work, the 2<sup>nd</sup> route to White Horse from the centre was opened to Trampler users in the summer of 2022.

In July, Trella delivered staff training at Langdale Leisure centre, which brought new staff members up to speed with the long-running hire scheme there.



Julia, Phil and Trella assessed the newly developed "Wow" route at Whinlatter in December. The new route follows the original Trampler route in reverse order, is slightly longer than the original, and incorporates a forest bathing area and a new osprey viewing platform. Already a popular Trampler location, the feedback from Trampler visitors on the new route has been very positive.



### **Making ourselves known**

Penny and Trella held a stall showing the Trampler at the Keswick Mountain Festival in May 2022. We were visibly located in the Accessibility Village. While the event was well attended, it was felt that the visitors to the Accessibility Village were not our target audience. Due to the nature of the event, the majority preferred mobility aids that required more physical effort and/or offered greater flexibility in where they could be used.

Phil made his maiden speech for Lake District Mobility (Outdoor Mobility) at an Accessible Cumbria meeting at Fell Foot National Trust in January 2023. The meeting was positive and informative with opportunities to network with representatives from hospitality and leisure industry across Cumbria.

## **Challenges and opportunities**

### **Challenges**

Negotiations to renew our insurance cover with our former insurers flagged up some questions over whether our insurance product provided us with adequate cover. Eventually, this led to the insurance company stating that they were not able to provide us with the cover that we needed, which meant that we had to stop all Trampler hire, overnight, at the end of January. As we operate an unusual scheme, finding suitable insurance cover was a challenge. However, with the help of Countryside Mobility, Aidie was able to set up a comprehensive insurance cover with Royal & Sun Alliance Insurance Limited. As we insure our lease Trampers in the Lakes, the result was that the Trampler hire in the Lakes was on hold for 9 weeks. Trampler hire in the North York Moors could be resumed in less than a fortnight, as the Trampers there are owned and insured by the National Park.

The cessation of Trampler hire meant that fewer new members signed up than we would have hoped. We also gave refunds to people who had taken up a membership but had not been able to use them.

Royal and Sun Alliance have been rigorous in ensuring that our systems keep our members and staff at sites safe. In order to have the new insurance product in place, we have tightened safety checks on the Trampers, asked sites to provide refresher training to visitors whose last induction was over a year ago, revised staff training and updated the information given to members.

As the charity did not have a Development Officer in post for a large part of the year, the work focussed on providing support to existing sites, rather than developing new ones. Since then, great progress has been made to develop sites in the Lakes and we are now anticipating the launch of four new Trampler sites. Nearly half of our staff time goes to developing new sites. Getting a Trampler launched in a new location can take anything from a couple of months to up to a couple of years from start to finish.

## Opportunities



With a growing number of partners and Trampler locations, Outdoor Mobility has become more visible both online and on sites. We are also being recommended through word of mouth by our membership and our

partners. We have noticed that an increasing number of sites and organisations have got in touch with us to find out how we can support them in offering Trampler access. We can confidently credit our partnership with North York Moors National Park as the leading factor in the partnership with North Pennines AONB. We are very grateful for the support our partners give us and are excited by the opportunities ahead.

## Funding

We have continued to receive donations from private individuals and businesses, both through monthly direct debits and as one-off donations using our JustGiving account. We are very grateful to all our private supporters, whose donations amounted to over £3,300. In addition to the donations themselves, we were also able to claim over £690 in GiftAid. These funds are very helpful to the charity as, in most cases, we can put the money towards general running costs and development costs of our choice.

We continue to welcome grants from charitable trusts with the specific objective of purchasing Trampers. In 2022-2023 we received over £16,000 in such grants from our funders:

- Alpkitt
- Archer Trust
- Bruce Wake Charitable Trust
- CLA
- Green Hall Foundation
- Lakes and Dales Co-operative
- Proven Family Trust



We thank all our supporters, individuals, organisations, charitable trusts and foundations, for their generosity. Their financial support is vital to the charity's ability to operate.

Please visit our website for regular updates, sign up to our blog and consider becoming a member, supporter and/or donor to our work. You can find out about different ways to make a donation to us at [www.outdoormobility.org/donate](http://www.outdoormobility.org/donate). We look forward to hearing from you.

## Financial Statement

### Receipts and Payments for the year ending 31<sup>st</sup> March 2023

|                                   | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>Funds | 2022<br>Total |
|-----------------------------------|-----------------------|---------------------|----------------|---------------|
| <b>RECEIPTS</b>                   | <b>£</b>              | <b>£</b>            | <b>£</b>       | <b>£</b>      |
| Grants                            |                       | 16,050              | 16,050         | 56,631        |
| Donations & Legacies              | 3,388                 |                     | 3,388          | 3,350         |
| Gift Aid                          | 692                   |                     | 692            | -             |
| Site Assessments                  | 700                   |                     | 700            | -             |
| Lease Agreements                  | 3,980                 |                     | 3,980          |               |
| Managed/Affiliate Fees            | 1,975                 |                     | 1,975          |               |
| Membership Fees                   | 4,361                 |                     | 4,361          | 1,124         |
| HMRC Job Retention<br>Scheme      | -                     |                     | -              | 2,863         |
| Interest                          | 63                    |                     | 63             | -             |
| <b>Total Receipts</b>             | <b>15,159</b>         | <b>16,050</b>       | <b>31,209</b>  | <b>63,968</b> |
| <b>PAYMENTS</b>                   |                       |                     |                |               |
| Accountancy Costs                 | 1,522                 |                     | 1,522          | 684           |
| Advertising/Promotion             | -                     |                     | -              | 2,322         |
| Assessment Costs                  | -                     |                     | -              | 250           |
| Bank Charges                      | 74                    |                     | 74             | 96            |
| Insurances                        | 690                   |                     | 690            | 955           |
| Memberships                       | 200                   |                     | 200            | 353           |
| Office Equipment and<br>Expenses  | 246                   |                     | 246            | 805           |
| Project Management                | -                     |                     | -              | 915           |
| Partnership Agreements            | -                     |                     | -              | 198           |
| Pay and Pensions                  | 20,474                |                     | 20,474         | 21,131        |
| Printing, Postage &<br>Stationery | 365                   |                     | 365            | 1,156         |
| Rent                              | 2,400                 |                     | 2,400          | 2,200         |
| Repairs/Servicing                 | 2,300                 |                     | 2,300          | 1,747         |
| Staff Training                    | 36                    |                     | 36             | 420           |
| Subcontracting                    | 109                   |                     | 109            | -             |
| Sundry                            | 55                    |                     | 55             | 75            |
| Tramper Purchases                 | -                     |                     | -              | 35,136        |
| Travel expenses                   | 1,024                 |                     | 1,024          | 1,243         |
| Volunteer expenses                | -                     |                     | -              | 19            |
| Website Costs                     | 1,070                 |                     | 1,070          | 2,735         |
| <b>Total Payments</b>             | <b>30,565</b>         |                     | <b>30,565</b>  | <b>72,440</b> |



| Year-end summary to<br>31 March 2022 | 2023<br>Unrestricted<br>Funds<br>£ | 2023<br>Restricted<br>Funds<br>£ | 2023<br>Total<br>Funds<br>£ | 2022<br>Total<br>Funds<br>£ |
|--------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| NET                                  | -15,406                            | 16,050                           | 644                         | -8,472                      |
| Cash Funds B/F                       | 47,009                             | 0                                | 47,009                      | 55,481                      |
| Cash Funds C/F                       | 31,603                             | 16,050                           | 47,653                      | 47,009                      |

#### Statement of Assets and Liabilities

##### Assets

|                  | £      |
|------------------|--------|
| Trampers at cost | 65,470 |
| Office equipment | 922    |
| Bank Account     | 47,653 |

##### Liabilities

Signed on behalf of the trustees



Aidie Jones  
Chairman of trustees  
17th January 2024

With thanks to our funders



the Proven  
Family Trust



Our partners



LANGDALE



## **Independent examiner's report to the trustees of Outdoor 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 2023 set out on pages 10-11.

### **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.

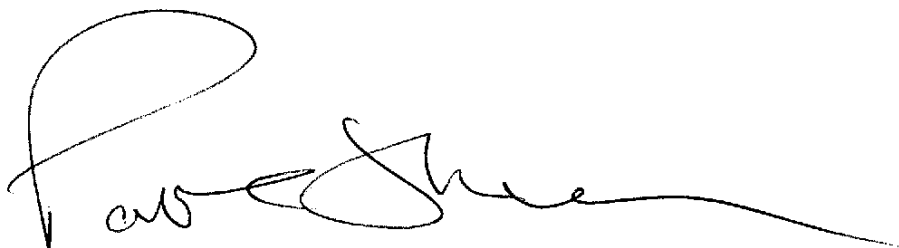
### **Independent examiner's statement**

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:

A handwritten signature in black ink, appearing to read 'Patrick M Sharman', written over a horizontal line.

Patrick M Sharman

Chartered Accountant

Yew Tree House Pardshaw

Cockermouth CA13 0SP

18 January 2024