



# Impact Report and Accounts

For the year ended 31st March 2021

**Transport** for **All**

Registered charity number: 1063733

Company No. 3337948





# Contents

## Impact Report

Our work	5
A letter to our members from the Co-Chairs	6
Highlights from our year	8
Review of 2020/21	12
Impact of COVID-19	12
Supporting the transport sector	18
Planning for changing transport needs	22
Keeping a watchful eye on transport	25
Advising individuals on their rights	32
Encouraging members to keep in contact	37
Thank you	41

## Accounts and Governance

Who we are	44
Structure, governance and management	47
Statement of the Board of Trustees' Responsibilities	48



# Our work

Transport for All (TfA) is the only disabled-led group striving to increase access to 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 champion change for disabled and older people across the country, seeking to:

**Inform, educate and challenge** transport networks 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 Line** - providing advice, support and education for over 250 disabled and older people a month.

**Training and Consultancy** - designed to develop long-term behavioural and system change through disabled-led paid consultancy.

**Research and Campaigns** - that promote and uphold Transport for All as the leading voice on transport, challenging both societal and structural barriers through evidence based policy campaigns and strategic stakeholder relationships.

**Community and Membership** - supports our grassroots movement of 500+ members and 22,000 active social media followers.

## Transport for All

Registered and principal office:  
336 Brixton Road, London, SW9 7AA

Telephone: 0207 737 2339  
Email: [contactus@transportforall.org.uk](mailto:contactus@transportforall.org.uk)  
Website: [www.transportforall.org.uk](http://www.transportforall.org.uk)

Registered charity number: 1063733  
Company No. 3337948  
VAT No. 796213310



# A letter to our members from Transport for All's Co-Chairs

Dear friends,

The direct and indirect impact of the pandemic during 2020 and 2021 has been, and continues to be, devastating for many disabled and older people – our lives have changed in numerous and significant ways.

## Looking back

At the start of the pandemic, disabled and older people's ability to travel freely and independently was immediately impacted – whether through Government restrictions, the shielding programme, choices that we made as individuals to keep ourselves safe, or via the real and swift reductions to accessible transport options.

Our opportunities to meet with and support one another were fewer during this year. Many of our services quickly pivoted to online but we know that meeting face to face provides vital connection, and this has been greatly missed. We are committed to working harder to ensure our conversations with members and our community are truly accessible and two-way, with everyone having a chance to hear from the charity and to be heard.

As Co-Chairs we are grateful to everyone who has supported the charity this year – whether financially or through sharing our messages on social media. Thank you to everyone who took the time to get in touch with us

via email or text to let us know you were still championing our work. We also want to recognise our staff team who pulled together, working flexibly and reactively during changing and unpredictable circumstances. Thank you all.

## Adapting to challenges

We are proud that we've offered new and innovative ways of keeping connected this year. Our TravelTalks events will be a legacy of how we adapted during the pandemic and these will continue into future years. We also launched our new website, the first redesign we've had since 2008, with greatly improved accessibility features and dynamic content for mobile.

We kept up our campaigning on the issues that matter to our members: our Pave The Way report into changes to streetspace continues to impact on the decisions that Local Authorities are taking across the UK. This shows the strength and reach that our voices have when we raise them together around a new and important issue, in an evidence-driven way.

During the past year we were also glad to be able to support individual members of the charity in their own campaigns, many of which led to important and impactful changes to services and policies. You can read some of these stories in this report, but we know there are many more individuals who are speaking up and driving change across the UK. In the coming year we are committed to exploring how Transport for All can support more people in this way, in more regions and across all transport modes.

## Moving forward

In 2021-22 we will reflect on the challenges and difficulties that the last year brought, but we will also look forward. We want to ensure that the 'new normal' is designed and built in a fully accessible and inclusive way, and that any future changes don't increase the current

gaps in transport and travel options that disabled and older people face.

As an organisation, Transport for All will need to continue to grow and adapt to deliver our aims. We will step up our growth into all regions of the UK, to ensure that we are working with and championing the needs of disabled and older people wherever they live. And we will make our services more accessible to all – we have already removed our membership fee and we want more people, whatever their impairment or experiences of transport, to join us as a member to further strengthen our movement.

We look forward to sharing more plans, and reflecting on our previous year, with many of you at our BGM in 2022. Look out for more details on this in a newsletter soon.

For now, thank you again to all our members, partners and supporters for all you do to make Transport for All such a vibrant and positive community. We are stronger together.

Yours faithfully,

Alan Benson and Bhavini Makwana  
Co-Chairs





# Highlights from our year

A timeline of 2020 - 2021

## Freedom Pass changes

**May:** Following a settlement between Transport for London and the Department for Transport we are concerned that, along with the Older People's Freedom Pass, the terms of the Disabled People's Freedom Pass would be changed. We raise our concerns, and those of our members, with Transport for London and are delighted when it is confirmed that the Disabled People's Freedom Pass will remain on the same terms. We continue our support for Age UK London as they fight for the reversal of the Older People's Freedom Pass changes.

## Social distancing and Turn Up And Go

**May:** We receive reports from our members being refused assistance onto trains due to the social distancing restrictions. We team up with London Vision to ask Transport for London for clarification on the Turn up and Go options for Disabled passengers. We're successful in securing a commitment from Transport for London to communicate information on their policies clearly on their website and in internal communications to frontline staff.

## COVID response

**March 2020:** The COVID-19 pandemic hits and many of our members (and millions of disabled people across the UK) are asked to 'shield' while many more have their usual travel patterns disrupted. We call on the transport sector to protect disabled peoples' rights during the crisis. We publish our manifesto for the COVID-19 response, which includes suggestions such as repurposing the Dial A Ride scheme for grocery and pharmacy deliveries, extending the TaxiCard scheme to cover hospital visits, calling on Private Hire Vehicle providers to offer discounted travel for disabled people and carers, and making 60+ Oystercard valid for 24 hours to support key workers returning to work.

## Partnership with London TravelWatch

**April:** We begin working in partnership with London TravelWatch as their accessibility partner, bringing our expertise and insight into accessibility into the wide-reaching and high-profile work they do.

## Face coverings

**June:** Our Co-Chair Alan Benson speaks out to explain why we need to see strong and clear communications around exemptions for the Face Covering regulations to foster 'understanding and acceptance'. His video gets 20,000 views on Twitter.

## Bishopsgate changes

**July:** We raise concerns over the Bishopsgate bus corridor changes in City of London, and seek urgent clarification from Transport for London as to the exemptions. "It's vital that disabled people are not left out of plans for London's recovery."



## Private Hire Vehicles backseat only

**July:** Following reports that some Uber drivers are not allowing passengers to sit in the front seat of the car due to social distancing, we collect testimonies from our members detailing the negative impact of this policy. "I'm a full-time wheelchair user with Muscular Dystrophy. I can't transfer into the back seat of a standard car. The front seat usually has a wider opening door and is easier to transfer. Not being able to use the front seat would mean I can't get taxis."

## TravelTalks

**July:** We hold our first ever online TravelTalks event, gathering together 40 disabled people to discuss concerns with changes to streetspace. We publish a report with the highlights.

## Venues reopen

**August:** We join forces with 11 accessibility organisations to form the 'Audience Access Alliance', working to support Government guidance and the entertainment/arts sectors to ensure disabled audiences are central to recovery plans.

## Pavement parking

**October:** To coincide with the Government opening a public consultation on the pavement parking law, our Co-Chair Alan Benson films a piece for Channel 5 News showing the impact it has on wheelchair users. We call on our members to respond to the consultation, and our coverage generates a large amount of engagement on social media, with the video receiving 60,000 views. "It's very hard to describe just how annoying and demoralising it can be."

## Pave The Way

**January 2021:** We publish our Pave The Way report, the only independent and in-depth piece of research into the impact of Low Traffic Neighbourhoods on disabled people, after six months of research involving interviews with 84 participants.

## Website accessibility

**February:** While overhauling the 'travel information pages' section of our website, we conduct an audit into the state of accessibility of information, and call on our members to submit good and bad examples of transport websites.

## EQIAs

**February:** We publish our 'EQIA in Action', our manifesto for a new model of engagement with disabled people.

## Tactile paving

**February:** We support RNIB's call for full tactile paving to be installed at platform edges across the rail network.

## Step Free delays

**March:** The Mayor had previously promised 12 stations would be made 'step-free' by Spring 2020. A year past the deadline, and only 3 are complete. BBC Politics films a piece following our trustee Jeff Harvey on a Tube journey.



Review of 2020/21

# Impact of COVID-19

We quickly understood that the COVID-19 pandemic would have a significant impact on our members and on disabled and older people nationwide. We published our Coronavirus Statement soon after the first lockdown of 2020 began:



*These are unprecedented times that have changed the nature and landscape of transport and travel for disabled and older people. At Transport for All we are echoing the message that all but essential travel should be avoided. Where travel is essential, we are working with operators to ensure that services and assistance are provided appropriately.*

*It is essential that vital services such as Turn Up And Go and Passenger Assist are protected and that disabled and older passengers are not forgotten about, left behind or further marginalised by social distancing efforts. We urge operators to remember that key workers can be disabled, and that disabled people still need access to essential travel.*

*We encourage operators to redeploy resources and staff to support our members and those who are likely to be more isolated, and for longer, than the wider public.*

*There will be much work to do in the coming months and years, fighting to ensure the rights of disabled and older people are not disregarded when society starts to rebuild. We will soon be needed more than ever and your support is vital.*



**Transport For All's COVID-19 statement, March 2020**





## How we responded

But we didn't simply observe the pandemic from a distance. We felt the impact of COVID-19 on us as Transport for All, both as disabled people in our staff team and Board, and as an organisation. Like many DPOs across the sector, 2020-21 was a journey with its ups and downs - and one where we had to adapt quickly to changing circumstances.

In spring 2020 we took the difficult decision to put some of our staff team onto furlough, doing our utmost to retain our staff members. We faced financial challenges that we are still recovering from, although in 2021 we are working hard to rebuild our finances. We scaled back our services, pausing our helpline and stopping our onsite advice surgeries. But we kept listening to our community and members and finding new ways for people to share their views – and when we heard that members were facing new challenges because of the impact of COVID-19 on their experiences of transport and streets, we were ready to respond. This led to our ground-breaking Pave The Way report of January 2021, which was soon followed by the reopening of our helpline and a step up in our consultancy service.





**At the start of the 20/21 financial year we committed to:**

# 1.



**Support** the  
transport sector with  
expert guidance on  
disabled people's  
needs

## 2.



# Plan for the changing transport needs of disabled people post-COVID-19

# 3.



**Keep a watchful eye** on transport initiatives and emergency measures and their potential impact

# 4.



**Advise** individuals  
on their rights and  
accessible travel  
options

# 5.



**Encourage our members** to keep in contact to support wellbeing and digital connectivity

**This report tells the story of how Transport for All's staff, Board and members came together to deliver on this commitment.**





## Commitment 1: Supporting the transport sector with expert guidance on disabled people's needs

# Access Partner consultancy

In 2020/21 we officially launched our Access Partner consultancy model, with an ambition to change the culture of transport and street design for the long term. The programme provides paid work for disabled people, developing individuals as agents of social change in the transport sector. It also 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.

We work with clients including Local Authorities, train and bus operating companies, and micro-mobility (e-bike and e-scooter) companies. All income generated from this work is invested in our charitable activities.

### Our Access Partner services include:

- ➔ Equality Impact Assessment (EqIA) guidance and training
- ➔ Disability Equality Training (DET) – online and in-person
- ➔ Research, including focus groups and user testing
- ➔ Communications and content production
- ➔ Ad hoc advice and guidance.





# Working in partnership with the Department for Transport

Disabled and older passengers faced increasing barriers to travel due to the COVID-19 pandemic. As part of our response, we worked with the Department for Transport, Deaf, disabled and older people's organisations and charities, and transport operators, to develop new guidance for frontline transport staff.

The two guidance documents set out quick and simple ways for frontline rail and bus staff to better meet the needs of Deaf, disabled and older passengers as they returned to transport networks. The documents were created between January and March 2021.

## TravelTalks: streetspace

Our TravelTalks online event asked disabled people to share their experiences of COVID-19 related streetscape changes, and the impact these changes had on their ability to navigate and move around their cities and local areas. The session saw the sharing of opinions and concerns from a diverse range of disabled people across the UK.

Common to all types of impairment were difficulties in traversing the pavement; street clutter, uneven surfaces, no dropped kerbs, lack of tactile paving, and confusing layouts

all pose physical and mental barriers. Participants reported experiences of injury, distress, and being unable to access their local area.

81% of disabled people polled felt concerned that the streetscapes of the 'new normal' will be inaccessible to them.

Following the event, we wrote a summary report of the key concerns, together with our suggested solutions and put them to the transport sector, as well as publishing them online.



# 81%

Disabled people polled felt concerned that the 'new normal' would be inaccessible



# Commitment 2: Planning for the changing transport needs of disabled people

## New website

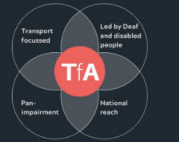
With the aim to modernise our online presence and to build a new home for our upcoming Pave The Way report, Transport for All launched a brand new website in January 2021. The new website ensures that all necessary information about our work is available online at any time.

We worked closely with the website developers, making sure that our old content was archived and transferred to our new website. With accessibility being key, our team tried and tested various layouts and colour schemes to create a website that meets all WCAG standards. The website is still undergoing user-testing, but it is a vast improvement to our previous one.

### Access Partner consultancy

Transport for All (TfA) is the only pan-impairment, disabled-led group that strives to increase access to transport across the UK.

Our Access Partner team are leading transport access consultants. We are experienced in delivering a diverse range of projects relating to the design and delivery of infrastructure and schemes in order to support our vision of accessible journeys for all.



Our Access Partner model galvanises your internal access and inclusion commitment through a bespoke external expert partnership.

We work alongside your team, embedding access as part of everyday practice, through collaboration, upskilling and education, so that your services are developed and delivered under the social model of disability.

We are a credible and experienced partner who will bring to your organisation 40 years of specialist knowledge of transport access, and our unique understanding of the needs and views of Disabled travellers. We can also facilitate access to our network of over 5,000 Disabled people, enabling you to tap directly into the perceptions and insights of those with lived experience of access to transport.

ach generated from our work is invested in our not-for-profit

ach  
ment to climate justice to our championing of lived  
J more about the values that underpin our approach here.

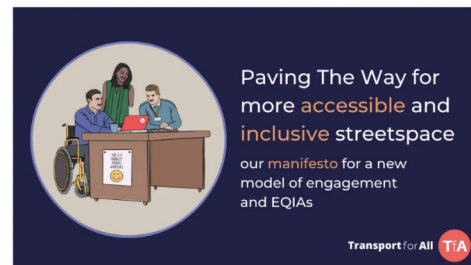
[Read more about our services](#)

[Read more about our approach](#)

Contact us to talk about how partnering with Transport for All can help you on your accessibility journey on [projects@transportforall.org.uk](mailto:projects@transportforall.org.uk)

TfA February 4, 2021 3:37 pm No Comments

### Paving The Way for inclusive streetspace: our manifesto for 'EQIAs in Action'



We want to see a complete overhaul of the engagement and consultation model, and a 'rebranding' of EQIAs.

An Equality and Impact Assessment (EQIA) is a document that allows someone who has decided to do something, such as a local council deciding to put in a new bus stop, to look at the impact that what they are proposing will have on people. It should identify the pros and cons for different people (for example, a bus stop might increase access to a bus route, but the stop may block a dropped kerb). **The onus is then on the service provider** to mitigate against negative impacts.

Sometimes, not all negative impacts can be eliminated, but the service, or scheme, goes ahead anyway. This is how it works, and that's ok – there is rarely a perfect solution. But this is, by and large, a process that citizens **aren't included** in and don't really understand.

Our recent **Pave The Way** report identified fundamental problems with the ways decisions are made and communicated to the local residents they affect. **3 in 4 of our participants expressed frustration at the way Low Traffic Neighbourhoods and other streetspace schemes had been communicated to them.** An issue that came up time and time again in our interviews was the lack of consultation: **disabled residents felt that they had no say in the changes being made.**

#### So what's going wrong?

From conversations we have been having over the past year with various service providers and local authorities, it seems there is a disconnect between what an EQIA is *meant* to do, and how they are *actually* being done in practice.

Currently, EQIAs are often being seen by authorities as an obligatory piece of paperwork, and are often being treated as a **tick-box exercise**. In actual fact, the document itself ("an EQIA") is not compulsory at all.

What is compulsory under Section 149 of the Equality Act, known as the **Public Sector Equality Duty**, is for public bodies to have done their due diligence, and put due regard into eliminating unlawful discrimination and promoting equal opportunities for disabled people.

It's an active process – a verb not a noun. A public body must have **thought** about how their policy might impact on disabled people, must have **asked** and **listened** to those groups who may be affected, and **planned** for how to mitigate these impacts.

As we have seen confirmed in the **High Court ruling** on the Streetspace for London plan, which found that the needs of disabled Londoners were "not considered", and described parts of the EQIA as "perfunctory or non-existent", failure to meaningfully carry out these processes can have legal ramifications, in addition to **forfeiting the trust and support of disabled residents**.

#### What needs to change? Our vision of co-production

What we know is that an EQIA needs to be the result of a considered and inclusive consultation; this would result in EQIAs that fairly and openly set out all the impacts. A consultation process should therefore be an **'EQIA in Action'**, a way to actively seek out, listen to, and understand the impact of your service, scheme or idea, on all the people it will affect.

For too long EQIAs have been completed by internal members of staff without the direct input of external communities with lived experience, a heavy weight of responsibility for those individuals and a **lost opportunity for knowledge sharing**. This is not fair on anyone and needs to change. A meaningful consultation cannot be undertaken from a desk by one person with little to no understanding of the realities of disabled people.

A good consultancy process should tell you things you don't already know, from the people you need to hear it from. It is not acceptable to bring people on board at a late stage to confirm a decision that has already been made, instead EQIAs must start out as a **blank canvas** – learning from the conversations with people with lived experience and adapting accordingly.

An EQIA is a chance to **do better**, to be **innovative**, to **pave the way** in designing and delivering world-class transport and journey initiatives that include and improve for all.

We are working with an increasing number of partners to revitalise the consultancy and EQIA process and we ask all transport providers and operators to do the same.

All travel should be accessible travel but the opportunities to achieve this aim are being lost through fear, complacency and a lack of accountability. It's an exhausting process for everyone.



## Hate Crime

Home > Hate Crime

### Hate Crime on transport

Transport For All have been working with **Stay Safe East** to undertake Hate Crime training, with a goal to build capacity and strategy for taking on transport-specific hate crime cases. In the future we hope to open our advice line to support victims of hate crime, in the meantime please see below for resources and contact details for organisations who can help.

- + Reporting: London and National
- + Reporting: Local Contacts in London
- + Specialised Support: London DDPOs
- + Specialised Support: National Organisations
- + Complaints and Appeals

#### About the project

We are very excited to announce we have completed Stay Safe East's Hate Crime training program! Led by the wonderful Tam Preboye, the Access, Rights, Advice team learned about different aspects of disability hate crime and how to report it.

Since November 2020, we have spent 15 hours together discussing Stay Safe East's work in Hate Crime and learning how to build capacity for a transport-specific hate crime reporting framework. We were taught how to evaluate resources, produce risk assessments, build relationships with DDPOs who work with hate crime victims and, ultimately, built a future strategy on how to take on transport-specific hate crime cases.

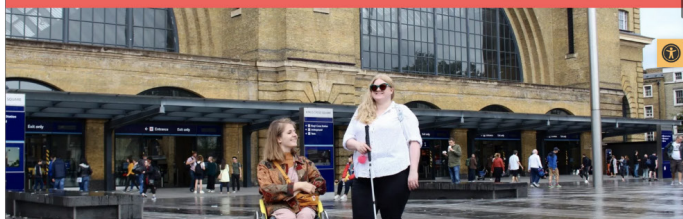
The ARA team have also met with Stephen Brookes, a researcher, campaigner and national expert in disability hate crime on transport to discuss his professional experiences. The meeting gave us a fascinating insight into policy and helped us shed light on gaps in the Criminal Justice system.

## “

"As the Access, Rights, Advice scheme manager, I have learned a lot during this project. It's really important to raise awareness about disability hate crime and to encourage people to report it. We have identified various issues and obstacles in reporting a hate crime in transport. For example, some transport operators delete their CCTV within 72 hours; this gives victims almost no time to gather evidence. I am excited for Transport for All to build capacity to help disabled people gather CCTV footage when reporting a crime. There is a real need for accessible reporting practices and education about hate crime in transport."

Emma - Access, Rights, Advice Scheme Manager

### Transport for All



#### Information and Advice Line

We provide advice, support and education for over 250 Deaf, Disabled and Older people a month, challenging the discrimination they face when accessing public transport.

[Learn More](#)

#### Access Partner consultancy

We deliver specialist training and consultancy services for clients across the transport, active travel and Local Authority sectors. Our expert trainers and consultants will help you make access and inclusion an integral part of your organisation.

[Learn More](#)



#### Research and Campaigns

We design and deliver data-driven campaigns that push for long term and systemic change. We share expertise, influence policy, and build strategic relationships with stakeholders.

[See our latest campaigns](#)



#### Community

We develop and support an organised group of activists who made everyday access their mission, through social media, sector engagement and policy consultation.

[Get involved](#)



What are you looking for?

Get Advice

Travel Information

Travel Tips

Hate Crime

Your support makes a huge difference!

Help us support disabled and older people to live independent lives...

[DONATE TODAY](#)

#### Become a member

You can help make real progress by becoming a Transport for All member today.

[JOIN TODAY](#)

Home > Get Advice

### Our Access, Rights, Advice (ARA) scheme

#### Are you experiencing an issue accessing transport?

We provide advice, support and education for over 250 Deaf, disabled and older people a month, challenging discrimination and building capacity for self-led campaigns.

Our friendly team can provide you with any help you need, including specific support in areas such as the following:

- ✓ Getting advice on applying for concessions such as the Freedom Pass or Blue Badge.
- ✓ Making appeals if an application is turned down.
- ✓ Making a complaint about problems you are facing while travelling (such as being refused access to a bus, or no support at a railway station).
- ✓ Help in planning your journey around London.
- ✓ Advice about your rights when travelling in London.

You can also contact us with your views, ideas and concerns regarding accessible travel. We use this to shape our campaigns and policy work.

#### Contact us

Our ARA scheme helps with two different types of enquiry. Select the option below that you think best describes your enquiry, and follow the links to contact our team. If you're unsure, select 'one-off enquiries'.

[+ One-off enquiries](#)

[+ Casework](#)



Homepage > Campaign > Policies

## Our policy positions

Our campaigns and policy team work across a number of areas, together with our trustees and membership, developing policy to ensure disabled people can travel with freedom and independence.

We respond to consultations, write blogs, and produce policy position statement and research reports.



#### Policy areas



##### Public transport

Public transport should be just that: public - and accessible to everyone. But disabled people do not have equal access to buses, trains, tubes and trams. We're working to change that.



##### Streetspace

From narrow pavements to bus-stop bypasses, the way in which our pavements, footpaths and cycle lanes are designed pose many barriers to disabled people, and can exclude many from walking, wheeling and cycling.



##### Door to Door

Door-to-door transport services, from Taxis to Dial-a-Ride buses, form a vital cornerstone of an accessible transport network.



##### Concessionary travel

With disabled people excluded from much of the network, as well as shouldering significant extra expenses, concessions are vital in enabling many to be able to travel.



##### Transport in society

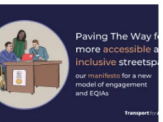
Transport plays a huge role in our lives, and has an impact on many other issues - from mental health to hate crime and personal security.



##### Access and inclusion

A fair and equitable transport network is one that is built with access and inclusion at its heart, and co-produced with disabled transport users.

#### The Archive



##### Paving The Way for inclusive streetspace: our...

our manifesto for a new model of engagement and consultation...

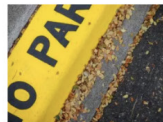
[Read more](#)



##### TfA joins Audience Access Alliance to 'Build Back...

At Transport for All, we're deeply concerned about the impact facing...

[Read more](#)



##### TfA chair speaks to 5 News about the impact of...

Our chair Alan Benson has spoken to 5 News on the 'annoying and...

[Read more](#)



##### New funding enables TfA's vital work supporting...

Transport for All is delighted to reveal that it has secured a large grant fro...

[Read more](#)

[View All](#)

#### Information

- Accessibility
- Privacy Policy
- Contact Us
- Sitemap

Our Work

- Our Vision
- Latest News
- Donate

#### Supported by



Trust for London  
Tackling poverty and inequality



LONDON COMMUNITY RESPONSE

The Edward Gossling Foundation

THE ALBERT HUNT TRUST

THE NATIONAL LOTTERY COMMUNITY FUND

Tudortrust

#### Transport for All

Access, Rights, Advice

f t i m y

Registered charity number: 1063733

Copyright © 2020 Transport for All. All rights reserved.

Site developed by Premier Charity Solutions



# A data-driven organisation

A key focus for the staff team during 2020/21 has been conducting a complete overhaul of IT systems for communication and data capturing, which are central to our day-to-day operations. We needed to build systems and infrastructure that aligned with our vision to be a data-driven organisation. One key enabler to this was moving to a new CRM system.

We implemented a brand new, central CRM system “Nutshell”, to meet the organisation’s data related needs.

We improved our GDPR policy for e-mail enquiries, implemented new webforms for improved data capturing on our website, and diversified our data capturing categories.

We are now able to get to know our members and supporters much better and produce ever more accurate and insightful statistics from our helpline.

Transport for All is now in a position to produce rich data insights based on the trends from the enquiries we receive, visualise the data for monitoring purposes and use this data to inform our campaigns work.

# Communicating in the cloud

In 2020/21 we moved our phone line to a fully cloud-based software, which was a huge project and upgrade from our old office-based systems.

Our new phone system works from anywhere, so staff are able to work flexibly from home and office. We

are now able to record phone calls with callers’ consent and we have set up an automated receptionist system, which further improves our GDPR compliance and informs our Information and Advice clients about our current policies.

## Commitment 3: Keeping a watchful eye on transport initiatives and emergency measures and their potential impact



## Pave The Way

Our report into the impact of Low Traffic Neighbourhoods on disabled people, and the future of Active Travel.

January 2021





# Pave The Way

## How it started

When the COVID-19 pandemic hit and the country was given a stay-at-home order, the entirety of the United Kingdom's transport system, our streets, and the behaviours that influence how we move through our lives were thrown into disarray.

As individual journeys adapted in response, the idea of Active Travel (walking and cycling), and initiatives which promote it, gained more traction. Across the UK we saw pop-up cycle lanes installed, pavements widened, and pedestrian only school streets implemented. One of the most prominent – and controversial – measures implemented were Low Traffic Neighbourhoods (LTNs). By October 2020, there were around 30 km<sup>2</sup> of new LTNs across 21 boroughs in London.

Many of these schemes were being rolled out at pace, and we were concerned that the consultation and engagement processes that we would usually expect to see were not being done. After being contacted via our Access, Rights, Advice scheme by multiple members across London, we decided to undertake research.

## What we did

Our report, released in January, was the product of six months of in-depth research into the impacts of LTNs on disabled people.

The report presents our findings from the qualitative interviews we conducted with 84 disabled participants from across the impairment groups, and sets out the landscape of street design, transport, and the

rights of disabled people in the pandemic and beyond.

The interviews were compelling, enlightening, and at times emotion filled. Participants shared their concerns not only with the LTNs, but with the context that the LTNs sit within: difficult personal circumstances in the time of a global pandemic, wide societal and structural barriers to Active Travel, negative attitudes and stigmatisation of disability, and an increasingly hostile and inaccessible transport system.

## Impact

We had several goals when we embarked on this campaign. We wanted to disrupt the narrative – in public minds and in the media – of disabled people being spoken for rather than to. We wanted to build public awareness around the barriers disabled people face to Active Travel. We also wanted to show the diversity of opinion within the disabled community, putting an end to the practice of disabled people being homogenised and used for political gain. We wanted to influence the sector in meaningful, lasting, and strategic ways; shaping policy, creating attitudinal change, and engineering organisational culture shifts.

**Most importantly we wanted tangible changes because of our work: to see a shift in how disabled people are engaged with.**

We wanted to see Local Authorities and transport providers move away from passive, reductive 'disability forums', and commit to a co-production model that sees disabled experts hired as co-designers of schemes from the offset.

The public launch of our report on the 22nd of January was very successful, with huge public engagement across social media channels. To date, over 7,200 people have viewed the report on our website. We received over 4,500 engagements with our tweet on Twitter, and garnered high praise from a huge number of accounts including politicians, campaigners, experts and individuals.

We welcomed the feedback on the quality of our research. Fare City, the think-tank promoting accessible and sustainable transport, tweeted "our take is that the research itself is outstanding; from transparency of methodology to its pan-organisational perspective & use of first-hand accounts." Another individual wrote that our report "cuts through all the posturing and gets to the heart of the issues for disabled people and LTNs".

Politicians took notice and pledged to act. One local Councillor said "I urge everyone on both sides to read it and take in its lessons", while another councillor in Enfield promised "I have asked Enfield Council to review the recommendations and report." London Assembly members took action too, with Andrew Boff stating "I'll be asking Mayor of London what actions he will be taking in light of this report."

Our report garnered national press coverage. There were write ups of the findings in the Sunday Telegraph, the Times, and the Guardian, with additional reporting in the Disability News Service and Transport Xtra. We spoke on BBC Radio and gave interviews on popular active travel themed podcasts with large listenership – including Streets Ahead. Even BBC broadcaster Jeremy Vine retweeted the report. For the first time, disabled people's voices in all their diversity and nuance were being heard by those who had been speaking about, and for, them on this important issue.

Policy makers right at the top of decision making present the most opportunity for influence and change, so we were delighted to see our research discussed at both local and national government levels. In Parliament, the report was mentioned in the House of Lords select committee on sport and recreation. We also had meetings with MPs and Peers including Siobhain McDonagh MP, Lord Chris Holmes, and the Shadow Secretary of State for Women and Equalities Marsha de Cordova.

The London Assembly is perhaps where we had the most influence. We had productive meetings with Assembly Members across the political spectrum, including Andrew Boff from the Conservatives and Caroline Russell from the Greens. The report was discussed explicitly in multiple London Assembly meetings: during a London Assembly Transport Committee meeting on 11th February Caroline Russell put a direct question to Transport for London asking for their response to the report findings, and later in the month both Caroline Russell and Caroline Pigeon put questions to Mayor Sadiq Khan asking for his response to Pave The Way during the Mayoral Question Time on 25th February.





# EQIAs in Action

Our Pave The Way report identified fundamental problems with the ways decisions are made and communicated to the local residents they affect. Three in four of our participants expressed frustration at the way Low Traffic Neighbourhoods and other streetspace schemes had been communicated to them. An issue that came up time and again in our interviews was the lack of consultation: disabled residents felt that they had no say in the changes being made.

We followed our Pave The Way report with our Manifesto for a new model of engagement – which set out our vision of co-production which would see disabled experts hired to co-design and deliver schemes rather than passively ‘engaged’ after plans were already in place.

We wanted to see a complete overhaul of the engagement and consultation model, and a ‘rebranding’ of EQIAs. Our suggestion for an ‘EqIA in Action’ involves a process of:

- **Seeking out** the viewpoints of disabled residents using a range of accessible channels
- **Asking, listening, and understanding** concerns and ideas about the issues (this may involve guided walks and focus groups)
- **Learning:** a commitment to witnessing the lived experience – walk on the streets or take a train with your residents
- **Co-producing solutions** with disabled people and organisations with expertise
- **Paying** disabled experts for this expertise



We pushed this model heavily, meeting with senior staff at Transport for London, lobbying the Deputy Mayor for Transport and the Walking and Cycling Commissioner, and keeping the pressure on in the Streetspace Advisory Group.

As a direct result of our consistent lobbying, combined with pressure from the High Court ruling on the Streetspace for London programme, Transport for London issued an updated version of their guidance for Boroughs on Streetspace.

This is set out in their March 2021 document ‘Interim guidance for delivery using temporary and experimental schemes’, which makes direct reference to our findings in Pave The Way.



A good consultancy process should tell you **things you don’t already know**, from the **people you need to hear it from**. It is not acceptable to bring people on board at a late stage to confirm a decision that has already been made, instead EQIAs must start out as a **blank canvas** – learning from the conversations with people with **lived experience** and adapting accordingly.

An EQIA is a **chance to do better**, to be innovative, to **pave the way** in designing and delivering world-class transport and journey initiatives that include and improve for all.



*Transport For All’s Manifesto for EQIAs, February 2021*







## Supporting our members with their own campaigns

In February 2021 we celebrated the success of Transport for All member Doug Paulley and fellow disability campaigners who managed to secure a commitment from Govia Thameslink Railway (who manage Gatwick Express, Great Northern, Southeastern, Southern Rail and Thameslink) to keep its wheelchair spaces free of obstructions.

Previous guidance from Govia said that if a bike is placed in a designated wheelchair space, “please move it if a passenger using a wheelchair needs it”.

The new move went against company policy, with their publication ‘Making Rail Accessible’ saying that staff will “make every effort to keep these dedicated spaces clear and available for wheelchair/powerchair users”.

In a statement, the Office of Rail and Road said: “We have reminded [Govia Thameslink Railway] of their duty to ensure the wheelchair space is kept free of obstructions on its services. GTR has reaffirmed its commitment to doing so.”

Govia also told the regulator that that it will no longer state that cycles can be stored in wheelchair spaces on its website.

“This was the first time any train operating company allowed dedicated wheelchair spaces to be used for bikes, and it has to be the last.”

Doug Paulley, TfA Member





## Commitment 4: Advising individuals on their rights, and accessible travel options

# Information and Advice scheme temporary closure

COVID-19 impacted on disabled people in myriad ways. Many were advised to shield, and the whole population entered into periods of lockdown with Government guidance advising everyone to stay at home. In spring 2020, almost overnight, the numbers of people using public transport vastly reduced.

In order to align with Government restrictions, we took the difficult decision to pause the Information and Advice scheme in April 2020. This was needed to align with the advice to avoid traveling unless absolutely essential. As the scheme deals with transport-related enquiries, we did not feel it was appropriate to advise on transport during an extremely difficult time.

Despite being closed for helpline enquiries, the Information and Advice team resumed working on casework issues in summer 2020.





# Accessible travel information online

Shortly after our website launch in January 2021, we published the Travel Information section on our website. Closely tied to our Information and Advice scheme, the Travel Information section is a one-stop shop for essential information about accessible transport, concessionary travel, active travel and Streetspace.

The team put an emphasis on the structure of the pages for ease of user experience. Our Travel Information pages will expand in the future, but in February 2021, we published all the information relating to London's transport system, as well as detailed information about national concessionary schemes, information about Active Travel and some key information about national transport systems. With a plethora of new content, our Travel Information pages provide key signposting information for our members and visitors.

## Casework highlight

We supported a chronically ill client with challenging a Blue Badge appeal. Asma\*, who we have supported before, approached us in August 2020 after receiving a letter that asked her to re-submit medical evidence for her Blue Badge renewal.

We had worked with Asma in August 2019 to help her get a Blue Badge, but unfortunately this Blue Badge was issued for one year only. Alongside other organisations, we helped Asma with two separate appeals: one for challenging an unfair PIP benefit decision and the second for granting a renewed Blue Badge for a period of three years.

It was extremely difficult to communicate with authorities due to pandemic-related delays, but the Transport for All team secured Asma's renewed Blue Badge, which greatly improved her independence and freedom to travel safely during the pandemic.

*\*Name changed for privacy reasons*

## This year our website received

 **300,000**  
page views

 **87%**  
views coming from  
new visitors to the site





## Commitment 5: Encouraging our members to keep in contact to support wellbeing and digital connectivity

### Online events

With the UK in lockdown, we were unable to hold our usual in-person forums and events. We therefore found new digital ways to connect with our members and ensure our campaign and policy work was rooted in the experiences of the community.

We launched 'TravelTalks', an online webinar to bring our members together to discuss a particular theme related to accessible journeys, with an emphasis on the accessibility of the event itself. To facilitate these forums, we hired BSL interpreters and booked live captions.

Our inaugural TravelTalks webinar on 8th July 2020 welcomed over 40 disabled people from across the UK, led by a diverse panel, to share perspectives on the impact of COVID-19 related streetscape.

Transport for All



I stick to places I know really well. Now everything has changed - my mental maps of the world aren't of use anymore.



TravelTalks participant





# Our online community in numbers

## Twitter

Twitter impressions over the year:

 **1,658,600**

Topics with high engagement:

- Our Pave The Way report
- EQIAs and consultations
- Pavement parking
- Changes to streetspace
- Face coverings and peer policing

## Facebook

We added 56 new followers to our page, taking the total number up to

 **6,039**

## YouTube

Our content racked up

 **3,600 views**

 **90 hours**

of watch time across all videos

## Members newsletter



Over the year we sent

 **21**

e-newsletters, to

 **400**

members.



# Thank you

Despite the turbulence caused by the pandemic we have continued to deliver our vital work. In the 2020-21 financial year we have:

- Launched a **pioneering new business model**, delivering a professionalisation and diversification of how the transport sector engages with disabled people
- Radically **revised our organisational infrastructure**, ensuring the charity is fit for the future and well placed to increase our reach and impact as disabled people return to transport networks
- Undertaken the only **independent, in-depth research** into how disabled people have been impacted on rapid changes to streetspace – such as Low Traffic Neighbourhoods
- **Amplified the voices of our members**, challenging systemic injustices and supporting member-led campaigns.

**We couldn't do this work without the support of our members, donors and partners.**

We are grateful for the generous support of everyone who has enabled us to continue our vital work throughout a challenging year. 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 2020/21, including: Trust for London, The Fore, National Lottery Community Fund, London Community Response 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 3337948) and a registered charity number 1063733. Its governing document is its Memorandum and Articles of Association.

Details for the financial year (April 2020 - March 2021)

## Board Of Trustees

Alan Benson, Chair

Chris Mason, Treasurer

Karl Farrell

Luisa Ferreira

Jeff Harvey

Bhavini Makwana

Mohammed Moshan Ali

Patrick Roberts

Gwynneth Pedler  
Resigned January 2021

## Staff Team

Kirsty Hoyle, CEO

Katie Pennick, Campaigns Lead

Emma Koprena, Access, Rights,  
Advice Scheme Manager

Yragael Drouet, Information and  
Advice Support Supervisor

Julia Evans, Office Administrator  
Left September 2020

## Executive Officers

CEO: Kirsty Hoyle

Details for the reporting period (April 2020 - November 2021)

## Board Of Trustees

Alan Benson, Co-chair

Bhavini Makwana, Co-chair

Chris Mason, Treasurer

Karl Farrell

Luisa Ferreira

Jeff Harvey

Glyn Kyle  
Appointed May 2021

Kirsty Hoyle  
Appointed October 2021

Gwynneth Pedler  
Resigned January 2021

Mohammed Moshan Ali  
Resigned April 2021

Patrick Roberts  
Resigned May 2021

## Executive Officers

CEO: Kirsty Hoyle  
Resigned August 2021

## Staff Team

Caroline Stickland, COO

Katie Pennick, Campaigns Lead

Emma Koprena, Access, Rights,  
Advice Scheme Manager

Yragael Drouet, Information and  
Advice Support Supervisor

Kirsty Hoyle, CEO  
Left August 2021

Julia Evans, Office Administrator  
Left September 2020





# 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. Affiliates are mostly disability and / or older people's sector organisations, which share the objectives of Transport for All.

The Trustees who served during the year are shown on page 44. 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 five times during the year, discussing all aspects of the charity's work and finances.

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

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

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

COO who works closely with the Co-Chairs as the need arises.

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.

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

## Objectives and Activities

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

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

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

## The Charity engages the professional services of:

### Professional Advisors

Dennis and Turnbull  
Swatton Barn  
Badbury  
Swindon  
SN4 0EU

### 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





# 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.





## TRANSPORT FOR ALL

### Reserves Policy

At the year end the charity held total funds of £43,414. (2020 - £71,134). Of these, £nil were restricted funds (2020 £nil). The charity aims in the long term to have unrestricted reserves not invested in tangible assets to cover a minimum of three to six months' operating expenditure. At current levels of activity this would amount to some £50,000 to £100,000. At this level the Board feels it could sustain the work of the charity in the event of a significant drop in funding, whilst seeking replacement funding or restructuring its activities. The charity continually seeks new sources of funding to ensure long term stability.

At 31 March 2021 free reserves amounted to £37,041. This is clearly lower than our ambitions, however our reserves policy is there to support the charity in periods of challenge and reduced income. Given the circumstances of the 20/21 year, and the significant impact of the pandemic, we feel that our reserves policy has served to protect the charity's sustainability. The Trustees' focus was on stabilising our finances with a view to growing our income and building up our reserves.

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

### Future Plans

In 2021-22 we will reflect on the challenges and difficulties that the last year brought, but we will also look forward. We want to ensure that the 'new normal' is designed and built in a fully accessible and inclusive way, and that any future changes don't increase the current gaps in transport and travel options that disabled and older people face.

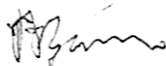
As an organisation, Transport for All will need to continue to grow and adapt to deliver our aims. We will step up our growth into all regions of the UK, to ensure that we are working with and championing the needs of disabled and older people wherever they live. And we will make our services more accessible to all – we have already removed our membership fee and we want more people, whatever their impairment or experiences of transport, to join us as a member to further strengthen our movement.

### Independent Examiners

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

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

The report was approved by the board of Trustees on 22.01.22 and signed on their behalf by:



Alan Benson  
Co-Chair  
Trustee



Chris Mason  
Trustee



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

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

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

### **Responsibilities and basis of report**

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

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

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

I have completed my examination. I confirm that no 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 Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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

*S Plumb ACA*

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

Date: *27/11/2022*



# TRANSPORT FOR ALL

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	47,544	66,000	113,544	27,877
Other trading activities		-	-	-	-
Investment income	3	-	-	-	723
Other income		<u>60,435</u>	<u>-</u>	<u>60,435</u>	<u>118,824</u>
<b>Total</b>		107,979	66,000	173,979	147,424
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	4				
Advice, Advocacy and Projects		35,819	46,373	82,192	166,980
Outreach, Voice and Campaigns		24,183	48,890	73,073	38,885
Strategy, Management and Support		<u>30,623</u>	<u>15,811</u>	<u>46,434</u>	<u>66,939</u>
<b>Total</b>		<u>90,625</u>	<u>111,074</u>	<u>201,699</u>	<u>272,804</u>
<b>NET INCOME/(EXPENDITURE)</b>		17,354	(45,074)	(27,720)	(125,380)
<b>Transfers between funds</b>	12	<u>(45,074)</u>	<u>45,074</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>		(27,720)	-	(27,720)	(125,380)
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<u>71,134</u>	<u>-</u>	<u>71,134</u>	<u>196,514</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>43,414</u></u>	<u><u>-</u></u>	<u><u>43,414</u></u>	<u><u>71,134</u></u>

The notes form part of these financial statements



# TRANSPORT FOR ALL

## BALANCE SHEET 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	9	6,373	-	6,373	7,967
<b>CURRENT ASSETS</b>					
Debtors	10	7,891	-	7,891	25,073
Cash at bank		<u>46,593</u>	<u>-</u>	<u>46,593</u>	<u>53,979</u>
		54,484	-	54,484	79,052
<b>CREDITORS</b>					
Amounts falling due within one year	11	(17,443)	-	(17,443)	(15,885)
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>NET CURRENT ASSETS</b>		<u>37,041</u>	<u>-</u>	<u>37,041</u>	<u>63,167</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		43,414	-	43,414	71,134
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>NET ASSETS</b>		<u>43,414</u>	<u>-</u>	<u>43,414</u>	<u>71,134</u>
<b>FUNDS</b>	12				
Unrestricted funds				<u>43,414</u>	<u>71,134</u>
<b>TOTAL FUNDS</b>				<u>43,414</u>	<u>71,134</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements

continued...



**TRANSPORT FOR ALL**

**BALANCE SHEET - continued**  
**31 MARCH 2021**

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on ..... and were signed on its behalf by:



Trustee  
Chris Mason

The notes form part of these financial statements



## TRANSPORT FOR ALL

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

#### 1. ACCOUNTING POLICIES

##### **BASIS OF PREPARING THE FINANCIAL STATEMENTS**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

##### **INCOME**

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

##### **EXPENDITURE**

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

##### **TANGIBLE FIXED ASSETS**

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

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

##### **TAXATION**

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

##### **FUND ACCOUNTING**

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

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

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

##### **HIRE PURCHASE AND LEASING COMMITMENTS**

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

##### **PENSION COSTS AND OTHER POST-RETIREMENT BENEFITS**

The charitable company pays 6% as an employer contribution into Personal Pension Plans chosen by individual employees. Contributions payable to the pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

##### **GOING CONCERN**

The continuing COVID-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the charity's operations, funding, suppliers and wider economy. The Trustees' view on the impact of COVID-19 is that, given the measures that could be undertaken to mitigate the current adverse conditions and the current resources available, they can continue to adopt the going concern basis in preparing the financial statements.

continued...



## TRANSPORT FOR ALL

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

#### ACCOUNTING POLICIES – continued

##### DEBTORS AND PREPAYMENTS

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

##### CREDITORS AND PROVISIONS

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

#### 2. VOLUNTARY INCOME

	2021 £	2020 £
Donations and gifts including membership	14,435	4,543
Grants	<u>99,109</u>	<u>23,334</u>
	<u><u>113,544</u></u>	<u><u>27,877</u></u>

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

	2021 £	2020 £
Trust for London	73,468	11,334
City Bridge Trust - IAA	-	12,000
Coronavirus Job Retention Scheme	15,641	-
Covid-19 Response Fund	<u>10,000</u>	<u>-</u>
	<u><u>99,109</u></u>	<u><u>23,334</u></u>

#### 3. INVESTMENT INCOME

	2021 £	2020 £
Deposit account interest	<u>-</u>	<u>723</u>

#### 4. CHARITABLE ACTIVITIES COSTS

	Staff Costs £	Depreciation £	Other £	Total £
Advice, Advocacy and Projects	50,840	1,854	29,498	82,192
Outreach, Voice and Campaigns	59,653	869	12,551	73,073
Strategy, Management and Support	<u>23,828</u>	<u>2,174</u>	<u>20,432</u>	<u>46,434</u>
	<u><u>134,321</u></u>	<u><u>4,897</u></u>	<u><u>62,481</u></u>	<u><u>201,699</u></u>

continued...



## 5. NET INCOME/(EXPENDITURE)

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

	2021	2020
	£	£
Independent examiners fee	1,860	1,800
Depreciation - owned assets	4,897	5,381
Other operating leases	<u>7,737</u>	<u>12,028</u>

continued...



## TRANSPORT FOR ALL

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

#### 6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

#### TRUSTEES' EXPENSES

	2021	2020
	£	£
Trustees' expenses	<u>172</u>	<u>65</u>

#### 7. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	119,646	123,894
Social security costs	7,598	6,853
Other pension costs	<u>7,077</u>	<u>4,304</u>
	<u>134,321</u>	<u>135,051</u>

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

2021	2020
<u>5</u>	<u>5</u>

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

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

Two of the Committee of Trustees received reimbursed expenses during the year. These were for travelling and amounted to £172 (2020: £65).

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total cost of compensation paid to key management personnel for services provided to the charity was £64,952 (2020: £59,462).

#### 8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	4,543	23,334	27,877
Investment income	723	-	723
Other income	<u>118,824</u>	<u>-</u>	<u>118,824</u>
<b>Total</b>	124,090	23,334	147,424

continued...



# TRANSPORT FOR ALL

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

### 8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

#### EXPENDITURE ON

#### Charitable activities

Advice, Advocacy and Projects	145,761	21,219	166,980
Outreach, Voice and Campaigns	23,615	10,270	38,885
Strategy, Management and Support	42,243	24,696	66,939

<b>Total</b>	<u>216,619</u>	<u>56,185</u>	<u>272,804</u>
--------------	----------------	---------------	----------------

<b>NET INCOME/(EXPENDITURE)</b>	(92,529)	(32,851)	(125,380)
---------------------------------	----------	----------	-----------

<b>Transfers between funds</b>	<u>(19,083)</u>	<u>19,083</u>	<u>-</u>
--------------------------------	-----------------	---------------	----------

<b>Net movement in funds</b>	(111,612)	(13,768)	(125,380)
------------------------------	-----------	----------	-----------

#### RECONCILIATION OF FUNDS

<b>Total funds brought forward</b>	<u>182,746</u>	<u>13,768</u>	<u>196,514</u>
------------------------------------	----------------	---------------	----------------

<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>71,134</u></u>	<u><u>0</u></u>	<u><u>71,134</u></u>
------------------------------------	----------------------	-----------------	----------------------

### 9. TANGIBLE FIXED ASSETS

	Plant and machinery £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2020	13,238	47,568	60,806
Additions	<u>3,303</u>	<u>-</u>	<u>3,303</u>
At 31 March 2021	<u>16,541</u>	<u>47,568</u>	<u>64,109</u>
<b>DEPRECIATION</b>			
At 1 April 2020	12,717	40,122	52,839
Charge for year	<u>972</u>	<u>3,925</u>	<u>4,897</u>
At 31 March 2021	<u>13,689</u>	<u>44,047</u>	<u>57,736</u>
<b>NET BOOK VALUE</b>			
At 31 March 2021	<u><u>2,852</u></u>	<u><u>3,521</u></u>	<u><u>6,373</u></u>
At 31 March 2020	<u><u>521</u></u>	<u><u>7,446</u></u>	<u><u>7,967</u></u>

continued...



# TRANSPORT FOR ALL

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

### 10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	3,595	7,975
Other debtors	2,550	13,220
Prepayments	<u>1,746</u>	<u>3,878</u>
	<u>7,891</u>	<u>25,073</u>

### 11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	6,320	1,080
Social security and other taxes	3,286	3,151
Other creditors	4,117	4,084
Accrued expenses	<u>3,720</u>	<u>7,570</u>
	<u>17,443</u>	<u>15,885</u>

### 12. OPERATING LEASING COMMITMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	<u>6,985</u>	<u>12,475</u>

### 13. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
<b>Unrestricted funds</b>				
General fund	<u>71,134</u>	<u>17,354</u>	<u>(45,074)</u>	<u>43,414</u>
<b>Restricted funds</b>				
Trust For London	<u>-</u>	<u>(45,074)</u>	<u>45,074</u>	<u>-</u>
	<u>-</u>	<u>(45,074)</u>	<u>45,074</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>71,134</u>	<u>(27,720)</u>	<u>-</u>	<u>43,414</u>

continued...



# TRANSPORT FOR ALL

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

### 13. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	<u>107,979</u>	<u>(90,625)</u>	<u>17,354</u>
<b>Restricted funds</b>			
Trust Of London	<u>66,000</u>	<u>(111,074)</u>	<u>(45,074)</u>
	<u>66,000</u>	<u>(111,074)</u>	<u>(45,074)</u>
<b>TOTAL FUNDS</b>	<u><u>173,979</u></u>	<u><u>(201,699)</u></u>	<u><u>(27,720)</u></u>

### Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
<b>Unrestricted funds</b>				
General fund	<u>182,746</u>	<u>(92,529)</u>	<u>(19,083)</u>	<u>71,134</u>
<b>Restricted funds</b>				
Trust Of London	6,478	(26,833)	20,355	-
City Bridge Trust	-	(6,018)	6,018	-
Big Lottery Grant	<u>7,290</u>	<u>-</u>	<u>(7,290)</u>	<u>-</u>
	<u>13,768</u>	<u>(32,851)</u>	<u>19,083</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u><u>196,514</u></u>	<u><u>(125,380)</u></u>	<u><u>-</u></u>	<u><u>71,134</u></u>

continued...



## TRANSPORT FOR ALL

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

#### 13. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	<u>124,090</u>	<u>(216,619)</u>	<u>(92,529)</u>
<b>Restricted funds</b>			
Trust Of London	11,334	(38,637)	(26,833)
City Bridge Trust	<u>12,000</u>	<u>(18,018)</u>	<u>(6,018)</u>
	<u>23,334</u>	<u>(56,185)</u>	<u>(32,851)</u>
<b>TOTAL FUNDS</b>	<u><u>147,424</u></u>	<u><u>(272,804)</u></u>	<u><u>(125,380)</u></u>

Trust for London – funding to support our Campaigns and lobbying work.

City Bridge Trust – funding towards information, Advice and Advocacy work

Big Lottery Grant – funding towards Customer Relations Membership System

#### TRANSFER BETWEEN FUNDS

All restricted funding received during the year was expended leaving no restricted funds at 31 March 2021. A transfer was made from Unrestricted Funds to cover the shortfall.

#### 14. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.



# Transport for All

---

Access, Rights, Advice

Telephone: 0207 737 2339

Email: [contactus@transportforall.org.uk](mailto:contactus@transportforall.org.uk)

Website: [www.transportforall.org.uk](http://www.transportforall.org.uk)

Registered charity number: 1063733

Company No. 3337948

VAT No. 796213310