



Trustees' Annual Report for the period

From

Period start date

01

01

2020

To

Period end date

31

12

2020

Section A

Reference and administration details

Charity name Wheelchair World**Other names charity is known by** www.wheelchairworld.org**Registered charity number (if any)** 1175582.**Charity's principal address** 12 Timms Rd

Banbury

Oxfordshire

Postcode

OX16 9DL

Names of the charity trustees who manage the charity

Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1 Susan Twydell	CEO		
2 Helen MacDonald			
3 Gillian Urquhart			
4			
5			
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9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
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IT/website development	Dave Hassell	
General adviser	David Twydell	

Name of chief executive or names of senior staff members (Optional information)

Susie Twydell

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	CIO
Trustee selection methods (eg. appointed by, elected by)	Appointed by existing trustees

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

To provide for the public benefit support for people with disabilities to access travel and leisure opportunities by means of online information and resources

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

- Maintained and improved the Wheelchair World website. New website launched early 2020 and was developed throughout the year.
- Updated the content of the website.
- Reviewed the new website for SEO.
- Grew social media presence.
- Maintained and utilised a Facebook group for the international wheelchair travel network.
- Continued to provide newsletters for subscribers through Goodbits. Increased newsletter subscriptions.
- Completed Trustees annual report.
- Recruited, trained and managed volunteers.
- Researched Ministry of Tourism information for countries that responded.
- Promoted Wheelchair World website to relevant bodies.
- Formed and deepened links with other service providers.
- Investigated fundraising opportunities and contacted wheelchair travel service providers.
- Applied for Google not for profits scheme and planned Google ad grants campaign.

In planning the activities for the year, the trustees reviewed the guidance on public benefit at relevant and opportune times at the monthly trustees' meetings.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Summary of the main achievements of the charity during the year

- Maintenance and improvement of the website
In 2020 the new website, which can be found here <https://wheelchairworld.org/>, was successfully launched. The website is backed up on a daily basis. The new website was regularly reviewed for areas for further development. Continued to work with IT agencies to overlay the accessibility maps.
- Volunteers regularly updated the content and reviewed content for currency throughout 2020.
- Updated the content of the website & updates shared on Facebook page, Twitter page, LinkedIn and Instagram. Approximately 150 new resources added. Volunteers checked migrated information for currency and appropriate links for searches by users.
- Social media presence is consistently growing and over 2020 it has increased as follows:

Facebook: Despite the effects of coronavirus, we still grew in numbers this year but more slowly than previously.
Facebook followers: from 4,345 followers in December 2019 to 4,410 in December 2020
Facebook likes: from 4325 likes in December 2019 to 4,394 in December 2020.
Facebook group: from 118 in December 2019 to 236 in December 2020.
Twitter: from 1,155 in December 2019 to 1,304 in December 2020.
Instagram followers from 207 in December 2019 to 1,006 in December 2020

Volunteers managed the social media presence throughout 2020.
- Monthly newsletter
Since launching in December 2017, the newsletter has been very popular and subscriptions have grown from 6,807 in December 2019 to 9,820 in December 2020.
- Recruit, train and manage volunteers
5 regular volunteers from [do it.org](https://doit.org) continue to help with tasks and posts on the new website.

Tendered unsuccessfully for the 2020 Home Office: intern programme.

We had a project pending for web development with Charity IT Association (CITA) in 2020.
- Over 2020 we continued to research Ministry of Tourism information for all countries.
- Promotion of website to relevant bodies.
Over 2020 we continued to write articles and these were shared on various wheelchair user websites and blogs. Companies, organisations and individuals were alerted to the existence of Wheelchair World and informed of any links to their services or travel information added to Wheelchair World.
- Links to service providers

Travel for All was successfully approached for potential sponsorship of our website in 2019 and the agreement made has been successfully implemented in 2020. The positive partnership formed with Travel for all increased further in 2020 to include BrettApproved to generate funds if somebody books travel and quotes Wheelchair World as the source for finding out about the holiday.

- International network of similar wheelchair traveller websites.
In 2020 we continued to maintain the international network. Whilst in 2020 it no longer includes work with the French websites, the others still maintained the network well. The number of sites expanded and the work increased throughout 2020. Wheelchair traveller.org, Toegankelijk op reis, access trip, accessible Indonesia, getaboutable, Martain Heng from Lonely Planet and two German organisations were in the network in 2020. Set up a Facebook group for the international network to increase reach. Other wheelchair websites and organisations were invited to join the network.
- Competitions and other opportunities for fundraising
Over 2020 we continued to look for opportunities.
- Lonely planet online accessible travel resources
Wheelchair World continued to be available on the online accessible travel resources in 2020.

Brief statement of the charity's policy on reserves

Charity has no policy on reserves

Details of any funds materially in deficit

n/a

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Section F

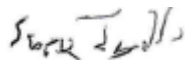
Other optional information

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)



Full name(s)

Susie Twydell

Gill Urquhart

Position (eg Secretary, Chair, etc)

CEO

Trustee

Date

22/09/2021



CHARITY COMMISSION
FOR ENGLAND AND WALES

Wheelchair World

1175582

Receipts and payments accounts

CC16a

For the period
from

01/01/2020


To

31/12/2020

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	460	-	-	460	675
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	460	-	-	460	675
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	460	-	-	460	675
A3 Payments					
Newsletter	471	-	-	471	399
IT Hosting	36	-	-	36	36
Paypal Fees	6	-	-	6	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	513	-	-	513	435
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	513	-	-	513	435
Net of receipts/(payments)	- 53	-	-	- 53	240
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	353	-	-	353	113
Cash funds this year end	300	-	-	300	353

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash in bank	300	-	-
		-	-	-
		-	-	-
	Total cash funds	300	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Details	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees		Signature	Print Name	Date of approval
			Susan Twydell	31/08/2021