



Trustees' Annual Report for the period

From

Period start date

01 01 2021

To

Period end date

31 12 2021

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 Susie Twydell

CEO

2 Helen MacDonald

3 Gillian Urquhart

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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 |
|------------------------|---------------|---------|
| 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)

| |
|--|
| <ul style="list-style-type: none"> ● Maintained and improved the new Wheelchair World website (launched in 2020). ● Updated website content and reviewed for SEO. ● Grew social media presence. ● Utilised a Facebook group for the international wheelchair travel network. ● Continued to provide newsletters for subscribers and moved provider from Goodbits to Send-e. Despite Covid-19 decreasing interest in travel, newsletter subscribers continued to grow, although at a slower rate. This may be because of the impact of the new google ad grants. ● Recruited, trained and managed volunteers and interns. ● Promoted Wheelchair World website to relevant bodies. ● Formed and deepened links with other service providers. ● Investigated fundraising opportunities and contacted wheelchair travel service providers. ● Planned and launched Google ad grants campaign. <p>In planning the activities for the year, the trustees reviewed the guidance on public benefit at relevant and opportune times at the regular trustees' meetings.</p> |
|--|

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.

| |
|------------------------------------|
| Empty box for optional information |
|------------------------------------|

Summary of the main achievements of the charity during the year

- Maintenance and improvement of the website:
In 2021 the new website, which can be found here <https://wheelchairworld.org/>, continued to be developed and new content added on a regular basis by volunteers. A couple of bugs were found and CITA volunteers helped to overcome the bugs by taking actions such as running and installing any needed updates.
- Volunteers regularly updated the content and reviewed content for currency throughout 2021.
- Updated the content of the website & updates shared on Facebook page, Twitter page, LinkedIn and Instagram. Approximately 53 new resources added.
- Social media presence is consistently growing and over 2021 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 4,410 followers in December 2020 to 4,601 in December 2021

Facebook likes: from 4,394 in December 2020 to 4,517 in December 2021. Twitter: from 1,304 in December 2020 to 1,379 in December 2021. Instagram followers from 1,006 in December 2020 to 1,034 in December 2021.

Volunteers managed the social media presence throughout 2021.
- Regular newsletter
Since launching in December 2017, the newsletter has been very popular and subscriptions have grown from 9,820 in December 2020 to 11,513 in December 2021. We moved from Goodbits to Send-E as our newsletter provider in 2021.
- Send-E is much more cost effective than Goodbits, but requires a much more time-consuming process when adding content as it all has to be done manually.
- Recruit, train and manage volunteers and interns:
4 regular volunteers from [do it.org](https://doit.org/) continue to help with tasks and posts on the new website.
3 Interns from King College London led on the Google Ads campaign work as well as some website development work.

We had various projects including overcoming bugs and increasing security of the new website by Charity IT Association (CITA) volunteers throughout 2021.
- Promotion of website to relevant bodies.
In 2021, Wheelchair World successfully applied to the Google Ad Grants for non-profits. Through the scheme we recruited three interns from Kings College London who assisted in the development, launch, and monitoring of our Google Ads campaign, designed to increase website traffic and newsletter subscribers. Some of the campaign was put on hold to Quarter One of 2022 to coincide with the expected reduction in covid regulations and increase in travel.

- Accessible Travel Network – an international network of disabled traveller websites continued to meet quarterly in 2021. Wheelchair World was a founding member and continues to play an active role. Other members include: Wheelchair traveller.org, Toegankelijk op reis, Access trip, Accessible Indonesia, Getaboutable, Village for all; Ican Resource Group, Martain Heng from Lonely Planet.
- Lonely planet online accessible travel resources
Wheelchairworld continued to be available on the online accessible travel resources in 2021.

Despite the lockdown, Wheelchair World subscribers continued to grow – albeit at a slower pace. With an expected increase in people travelling in 2022 we are anticipating further growth in Wheelchair World subscribers throughout next year.

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)

Helen MacDonald

Gillian Urquhart

Full name(s)

Helen MacDonald

Gillian Urquhart

Position (eg Secretary, Chair, etc)

Trustee

Trustee

Date

23/6/22



CHARITY COMMISSION
FOR ENGLAND AND WALES

Wheelchair World

1175582

Receipts and payments accounts

CC16a

For the period
from

01/01/2021

To

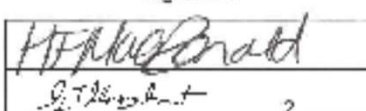
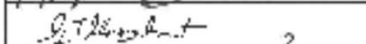
31/12/2021

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 | 155 | - | - | 155 | 460 |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| Sub total (Gross income for AR) | 155 | - | - | 155 | 460 |
| A2 Asset and investment sales, (see table). | | | | | |
| | - | - | - | - | - |
| | - | - | - | - | - |
| Sub total | - | - | - | - | - |
| Total receipts | 155 | - | - | 155 | 460 |
| A3 Payments | | | | | |
| Newsletter | 310 | - | - | 310 | 471 |
| IT Hosting | 36 | - | - | 36 | 36 |
| Paypal Fees | 3 | - | - | 3 | 6 |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| Sub total | 349 | - | - | 349 | 513 |
| A4 Asset and investment purchases, (see table) | | | | | |
| | - | - | - | - | - |
| | - | - | - | - | - |
| Sub total | - | - | - | - | - |
| Total payments | 349 | - | - | 349 | 513 |
| Net of receipts/(payments) | - 194 | - | - | - 194 | - 53 |
| A5 Transfers between funds | - | - | - | - | - |
| A6 Cash funds last year end | 300 | - | - | 300 | 353 |
| Cash funds this year end | 106 | - | - | 106 | 300 |

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 | 106 | - | - |
| | | - | - | - |
| | | - | - | - |
| | Total cash funds | 106 | - | - |
| | (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 |
| |   | HELEN MACDONALD Gillian Urquhart | 23/6/22 27/06/22 |

CCXX R2 accounts (SS)