



Annual Report 2006-07

Supported By:



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KEY INFORMATION

Company Name

Order of Malta Dial-a-Journey Ltd

Registered Office

3 Cunningham Road
STIRLING
FK7 7SW

Company No

130977

Charity No

SCO 18831

Contact Information

Chair

Kathleen Welsh M.B.E.

General Manager

Duncan Hearsum

Operations Manager

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Funders

Falkirk Council

Stirling Council

Clackmannanshire Council

Order of Malta Dial-a-Journey

BOARD OF DIRECTORS

March 2006 – April 2007

Order of Malta Directors

Freddy Crichton-Stuart	Peter McCann	Henry Lorimer
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User Directors

Kathleen Welsh	Brenda Morton	Margaret Stevenson	Ron Skinner	Hazel Mackay	Margaret Watkin
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Council Representatives during 2006-07

Cllr Pat McCafferty	Falkirk Council
Cllr John Paterson	Stirling Council
Provost Derek Stewart	Clackmannanshire Council

Council Advisers

Derek Parry	Stirling and Clackmannanshire
Gary McGowan	Falkirk Council

DIRECTOR PROFILES

Kathleen Welsh (Chair)

I am a user director and chairperson of Dial a Journey/Shopmobility, and live in Clackmannanshire. I am totally dependent on Dial a Journey for my travel and independence. I have used Dial a Journey for 21 years. Living alone, with no family in the area, this vital service enables me to have a worthwhile and fulfilling life as an equal citizen, I try to assist Dial a Journey by fundraising and raising awareness

Ron Skinner

I have interests and experience in numerous areas of this sector, with the following being examples of my work

Local:

- Treasurer, Council on Disability (Stirling District);
- Project Managed 2005 Review of Forth Valley NHS Wheelchair Users;
- Vice-Chairman CVS- Stirling

National:

- Member of NHS Wheelchair Steering Group and now the Project Board also ReTSAG and its Wheelchair Forum;
- Advisor to SDEF on Wheelchairs;
- Former Convenor Scottish Disability Equality Forum;
- Instrumental in developing SDEF's Business Plans, submission of Grant Applications, Governance and Policy.
- Pro-active in promoting support for Access Panels in Scotland;
- Provided oral and written evidence to the Scottish Parliament and briefings to MSPs and their committees;
- Media experience national/local newspapers, radio and television and international film.

Brenda Morton

I grew up in Stirling, moved to Dunblane, and now am back in a care home in Stirling. I contracted polio at 15, spent over 2 years in hospital and lost my university/teaching ambition. I started writing and have had 13 craft books published in the UK, some in American, Dutch and German editions. I was also twice interviewed on TV.

Dial a Journey, which I joined about 17 years ago, takes me to British Polio Fellowship, Arthritis Care, Scrabble Club, Church Guild, plus shops, entertainments etc.

My goal is to encourage all disabled people, especially the elderly, to get out there and **ENJOY LIFE**.

Margaret Stevenson

I have lived in Grangemouth all my life, and attended Zetland School, leaving the High School at 14. I worked as a clerkess with British Rail until 1970. I have spinal angioma, and could walk with aids until 1980. Now I am in a wheelchair.

I have been a member of Dial-a-Journey since 1980, and have been a member of the Disability Forum, Transport Forum, SATA, Access Forum and Disability Group Grangemouth

Margaret Watkin

I am married with two grown up sons. I was born and raised in Grangemouth, and attended the Infants, Grange and Middle schools, all of which are now housing estates. At the age of 18 ½ I contracted polio and spent the next three years in hospital (several months of those in an iron lung).

My hobbies include reading, knitting, tapestry, and crosswords. I am a member of Falkirk Access Group and I'm currently Chairperson of Independent Living Association (Forth Valley). I also hold the position of Director of Order of Malta Dial-a-Journey Ltd

Aileen Currie – Shopmobility User

My name is Aileen Currie, I have been a member of Central Shopmobility since 1991 and a director since 1998. I was appointed Chair of Shopmobility last year, and helped see through the successful merge of DAJ and CSL

In addition, I am also am a volunteer and help out at the Falkirk Shopmobility Office, which I enjoy very much

Christine Moroney – Shopmobility User

I have lived most of my life in Bonnybridge. When I was five I contracted tubercular meningitis and this left me registered blind. I went to school in Glasgow where I learned many skills and great independence.

I worked as an Audio Typist for ten years. In 1972 I met my husband to be, and we married in 1974. Our daughter was born in 1977 and our son in 1983. I am looking forward to the birth of our first grandchild next April.

I joined Shopmobility in 1992. I have been involved with the Falkirk talking news for 26 years, more recently I've become more involved with the Sensory Centre in Camelon.

I enjoy eating out, washed down with a nice glass of wine.

Derek Stewart – Provost Clackmannanshire Council

This is Derek's 3rd time serving as Director on Dial-a-Journey's Board. At the elections earlier this year, Derek was appointed Provost for the second and is well known for representing the interests of members in his constituency and is a keen supporter of Dial-a-Journey and Shopmobility.

Deputy Provost Allyson Black (Falkirk Council)

I am a local government councillor elected last May and am Depute Provost of Falkirk Council. I was a Staff Nurse working in the NHS for 19 years, and was a volunteer with Phab, and, through this I made friends who use the Dial-a-Journey service.

My son is autistic and has been a service user in the past and every summer I look forward to the summer outings which I attend with another friend. I have a wide knowledge of disability issues. My dad uses Shopmobility and we arrange our holidays round various Shopmobility schemes in the UK.

Cllr Graham Reed

I was born in Southampton, the younger son to Jim and Edna Reed, who were metal worker and midwife respectively. State educated, I worked in a laboratory before gaining an apprenticeship as a scientific glassblower. In the 70's I lived in Australia and New Zealand before returning to England to have a family.

I came to Stirling in 1984 to work at the University of Stirling in charge of the glassblowing workshop. I ran it as a business on behalf of the University and was soon generating more than my own salary for the University.

In 1988 I was faced with redundancy so set up my own business – Scotia Glass Technology which employed up to 7 people, making scientific glass apparatus for industry throughout Scotland and England and overseas. I sold the business in 2002 to invest in and help develop micro-scale windmills to fit directly onto homes and business properties. Currently, I am the Sales Director of Windsave Ltd. I have many interests that include music especially a love of jazz from traditional to modern.

I sing with Stirling City Choir; photography, hill walking, sailing, nature conservancy and membership of various bodies including RSPB. I have a great love of both art and science – because I have a curious nature! I enjoy foreign films even though my knowledge of their languages is very limited.

My interest in politics has been life long; I joined the Liberals in the '60's mostly because I believe that any governance should represent at least half of the voters. STV voting and the support of voters in the Castle Ward of Stirling has given me the opportunity to put the theory of my degree in Politics [earned from evening, part-time study at Stirling University] into practice. I hope that the involvement of my group in cooperation with the other Parties in Stirling Council will bring positive benefits to all citizens of Stirling area.

Freddy Crichton-Stuart

A professed member of the Order of Malta since 1992 (i.e. has taken vows of Poverty, Chastity and Obedience in the Order or as he puts it in the vernacular ("**nae money, nae wummin and do what yer telt**") he now works full time for the Order, including his commitment to Dial-a-Journey. He is a Chartered Accountant and following his training worked in commerce, heavy industry and farming, before entering public practice for about 20 years before his full time commitment to the Order of Malta.

Peter McCann

Is a long serving member on the Dial-a-Journey Board, and as Director of the Castlecraig Clinic near Peebles, has extensive knowledge of health related issues. Peter kindly hosts the Order's Annual picnic at Castlecraig, to which members of our service are invited to enjoy an afternoon of food and entertainment.

Henry Lorimer (Order of Malta)

I am a retired Wine Merchant, Member of the Scottish Delegation of the Order of Malta, Member of the British Order of Malta Hospitaller Committee, Convener of the Companions of the Order of Malta. Chairman of Scots Guards Association - Edinburgh & Lothian Branch.

Past Chairman of Scottish European Aid (now Mercy Corps Europe, part of Mercy Corps International). Past Scottish Director of Justerini & Brooks, Ex – Benedictine Monk, Retired Guards Officer. Worked most of his business life in the Wines & Spirits trade after a short time in business in the USA.

Main interests Family, Fine Wine, Field-sports, Music, The Arts, and being involved with the work of the Order of Malta.

Herbert Coutts AMA,FMA,FFCS,FSA (Order of Malta)

I am a Scot, retired earlier this year after forty years service in local government, as a museum director, (and subsequently Director of Culture and Leisure, in Edinburgh). I oversaw major capital projects, organised cultural and sporting events, and wrote many books, exhibition catalogues, and professional papers."

DIAL-A-JOURNEY STAFF 2006-07

General Manager	Duncan Hearsum
Operations Manager	Heidi Anderson
Operations Supervisor	Willie McMillan
Senior Co-ordinator	Lorraine Lapsley
Co-ordinators	Samantha Young Sharon Gow Pauline Mundell Louise Hearsum Aileen Blair
Fleet Care	Allan McCallum Gordon Wilson
Drivers	Graham Brown Henry Coyle James McGovern Claire Finlay Jane Short Bob Hutchison Tony Kendall Jim Lawlor Charlie Hendry Drew Robb John Ford Jim Kindness Joe Cichanski Ian Gow Peter Reid Willie Graham Ray Inglis Mags Watson Sandy Taylor Don Johnston

SHOPMOBILITY STAFF

Falkirk

Betty Morton
Shirley Erskine

Stirling

Christine Lindsay
Alison Waugh
Nancy Nicolas

Mobile

John Nicolas

Relief

Ian Herbert
Robert Beck
Michelle Taggart

Background

2006 saw the 20th anniversary of the formation of Order of Malta Dial-a-Journey, as a partnership between the Order of Malta and the Margaret Blackwood Housing Association (both well respected Charities) to meet the transport needs of the newly built Broom Court Housing complex in Bannockburn.

In the early 1990's Dial-a-Journey's operating area expanded to cover the whole of what was then Central Region with the help of Central Regional Council, and this remains the situation today with the unitary authorities of Stirling, Falkirk and Clackmannanshire.

Dial-a-Journey's prime purpose remains as providers of passenger transport services for those who cannot use conventional public transport due to mobility difficulties, but what we really do is provide people with the opportunity to go about their daily business in the same way as others.

Similarly, in the early 90's Central Regional Council assisted the formation of Central Shopmobility Ltd as a charitable organisation offering the use of manual wheelchairs and powered scooters at locations throughout their operating area.

Since the early 1990's, both organisations gained popularity and are regarded as leader's in their fields.

In 2007, both organisations joined forces with the aim of making best use of resources, but more importantly to improve the level of service for our customers.

While Dial-a-Journey and Central Shopmobility are now one organisation, they both retain their individual identities.

Work is underway to set out a strategic vision for the future, which will secure sustainability and ensure the continuation of our current services, and the development of others that will give maximum benefit to our members.

DIAL-A-JOURNEY AND SHOPMOBILITY'S SERVICES

Door to Door Service

Our original service specifically designed to offer door to door transport for members of our scheme who have mobility difficulties (physical or otherwise) and as a result, are unable to use conventional public transport. This service offers transport for any purpose our member has in mind.

Flexibus Service

A service recently introduced service for our members who wish to visit shops or other venues on a pre-determined route at regular times. In return for giving up some flexibility, fares on this service are significantly reduced.

Vehicle Hire

A service we offer to bona fide voluntary organisations who need affordable transport using their own driver. All groups who use this service must meet specified criteria that ensures that their use of the vehicles is within the scope of the strict operating legislation we adhere to. All drivers of these vehicles must undertake a MiDAS course (Minibus Driver Awareness Scheme) prior to driving the vehicle. This ensures that all drivers have undertaken a driving assessment and relevant supplementary training (including vehicle familiarisation).

In addition to offering vehicles for groups, we have a range of smaller vehicle available for registered members of Dial-a-Journey. This offers the opportunity for members to hire one of our smaller vehicles, and have a family member or nominated driver drive the vehicle for them. This offers great flexibility at an affordable cost.

Schools Transport

This service is another of our key activities, and ensures that high quality transport is available that meets the needs of children who are unable to use conventional school transport.

Taxicard Booking Service

On behalf of the 3 local authorities, we provide a telephone booking service for members of their Taxicard Schemes. Customers book subsidised Taxi journey's by calling our office, and these are then processed and details passed onto the relevant Taxi company's.

Training Services

As with any other professional organisation, we have internal training needs. In meeting our internal needs, we have been able to develop an internal training organisation , that also offers training externally to Councils, voluntary group and individuals.

Private Hire, Contract and Local Bus Services

Through Dial-a-Journey's Commercial Trading Company (W.A.V.E), we offer these services to customers who do not meet the membership criteria for our

door to door service. All surpluses from these activities are re-invested in Dial-a-Journey to provide additional vehicles and capacity to offer our members more opportunities to get out and about, and live life the same way as others.

Advice and Consultancy

Over the year's Dial-a-Journey, Shopmobility and their staff have gained considerable experience in their fields. As a result, many regard us as leader's in our field, and consult us for advice on how to develop services similar to ours in their own areas.

Organisations have visited us from the North of Scotland to South Wales, and have developed into significant providers in their own right. We are always keen to help others and our staff make themselves readily available for this.

Representation

Dial-a-Journey is pro-active in representing the interests of our users at local and national levels. We firmly believe that we have an obligation to represent our members and others who may benefit from our involvement in promoting and developing the work of our sector.

Shopmobility Services

At our bases in Falkirk and Stirling, and our mobile service in Clackmannanshire, We offer the use of manual wheelchairs and powered scooters to members of the public who need them to carry out general shopping tasks.

In addition, we offer a longer term hire service for customers who may have temporary mobility difficulties, visitors to the area on holiday, or whose own equipment is unavailable due to maintenance problems

CHAIR'S REPORT 06-07

While considering what to include in the AGM report for 2007 I thought Dial a Journey Ltd has reached the age of 21 years and Shopmobility 15 years, I decided to go back in time to our roots, (and very humble beginnings they were)

Do we, or have we made a difference to people of all ages who have mobility difficulties. I feel it is vital that users, directors and funders realise the real value of these two services. What Dial a Journey and Shopmobility actually does is to enable and empower people to live their lives and make their own choices 'within' their own capabilities.

I thought about our early days and went to what I call the Dial a Journey memory box which is full of photographs (unfortunately I do not have enough information or photographs relating to Shopmobility). Dial a Journey has dozens and dozens of photographs of passengers enjoying trips, outings picnics, weekend breaks from Shetland, Northern Ireland, Fort William, Blackpool, Northumbria, Iona and Mull, garden fetes, family fun days etc.

Financially (as always) we were poor, and we did struggle to provide extra funding for buses, (remember the help in the old days only came from assistance from the Order of Malta and ourselves, staff, families and users begging). Money was raised by holding flag days, bingo teas, tablet making, prize draws, fetes, roll a penny stall. Tin rattling could also provide some money. A bus then was £16,000 now its approximately £45,000 upwards.

As both services were to take off the councils helped with vehicle replacement and equipment still we worked tirelessly. Times, trends and choices changed and evolved over the years. At least 6 – 8 staff have been working for over 18 years with Dial a Journey/Shopmobility.

The present users, directors and staff, do not realise the difference these superb services make in enabling and empowering our customers to live as independently as they choose. 45 members of staff depend on secure employment, the local economy benefits, Social Services Benefit (fewer carers, home helps and shoppers) and the image of sad faced disabled has gone forever and I can testify to that. It has been 21 years since I was in a real car!! That was only a few thousand journeys and a total life change ago.

Enough of the past, we must move onto the present and future as 2007 disappears. In the following page, you will see mention of a few events:

My sincere thanks to Duncan Hearsom and Heidi Anderson, the users, entire staff, directors, Clackmannan Council, Falkirk Council and Stirling Council, Order of Malta for their support remember we enable and empower people to make choices.

Kathleen R Welsh MBE

HIGHLIGHTS OF THE YEAR

- Joining with Central Shopmobility took much hard work and finally 1st April arrived, with thanks to all who worked so hard. The transition to one company went very smoothly.
- The board of directors increased with councillors Allyson Black Falkirk Council, Councillor Reed Stirling Council, Mr Stuart Walker and Mrs Aileen Currie, Christine Moroney of Central Shopmobility, and Herbert Coutts of Order of Malta
- A strategic Planning Group under the direction of Herbert Coutts has been formed to develop a five year plan, and The Finance Group met regularly to help Duncan Hearsum monitor and Plan Finances.
- The annual carol concert in aid of Dial a Journey organised by Order of Malta took place in December in Edinburgh, four of the user directors attended.
- Duncan Hearsum received Order of Merit (Silver Medal) from Order of Malta for his dedication and work for Dial a Journey well deserved and earned.
- The annual Order of Malta picnic took place again in June at Castle Craig. 3 buses took part despite poor weather. The users and staff enjoyed superb hospitality from Peter McCann, staff and residents.
- In August, Dial a Journey undertook a pilot project in partnership with Scottish Ambulance Service to provide non-essential transport to day care for elderly within the Forth Valley Area.
- October brought a new comer Mr Bob Blewitt (formerly of Strathcarron Hospice) to help with fundraising, marketing and publicity.
- Working closely with The Community Transport Association resulted in a BBC Scotland film unit filming at Dial-a-Journey to encourage the Scottish Government to allow people with severe disabilities (who are entitled to a free bus pass), to use this pass on Community Transport such as Dial a Journey as conventional public transport is not always an option for our passengers.
- As I write I have received the magnificent donation of £25,500 from the Order of Malta Ball Committee raised from their annual knights ball held in Edinburgh (and other fundraising) in aid of Dial a Journey/Shopmobility. A truly fitting end to 2007.
- Loraine Lapsley celebrated 20 years working with Dial-a-Journey and Christine Lindsay and Betty Morton celebrated 10 years with Shopmobility

Order of Malta

Last month I had the privilege of taking part in an International Pilgrimage of my Order to the Holy Land. To visit the scenes of our Redeemer's life and death was a fascinating and moving spiritual experience and one I shall never forget. We also found time to visit some of the places associated with the Order, which was founded in Jerusalem in 1099. This was important to us, taking us back to our roots as a hospitaller Order.

In our early days we were involved in looking after pilgrims to the Holy Land, who were often beaten and robbed on their journey from the coast to Jerusalem. Today that unhappy land is divided on racial and religious grounds. The wall cutting off Palestinian controlled areas from Israeli ones is quite horrific and brings home the brutality of regimes that live in fear.

As Christians we know that we, humankind, are created in the image of God. We are also taught to take that further and to see Christ in everyone we meet. If we can do that a lot of the fear, tensions and divisions of our modern world disappear.

The board of Dial-a-Journey is currently undertaking a strategic review of our activities to ensure that we are doing the best we possibly can for all who are involved with the company and its services. I intend to ensure that these Christian perspectives are the foundation of our deliberations.

Since I last wrote, the Dial-a-Journey and Shopmobility charities have come together as a combined charity in the one company. Already we are seeing the benefits of working together to promote our mobility services and I would like to pay special tribute to Heidi Anderson and to all the staff at Shopmobility for their input in making the merger such a success.

I was looking through some old papers the other day and discovered the short article that follows on an initiative of my Order in disabled transport in 1974 (more than 10 years before Dial-a-Journey started). I thought it might interest you so asked Duncan to reproduce it here.

Fra Freddy Crichton-Stuart
Delegate

Delegation of Milan

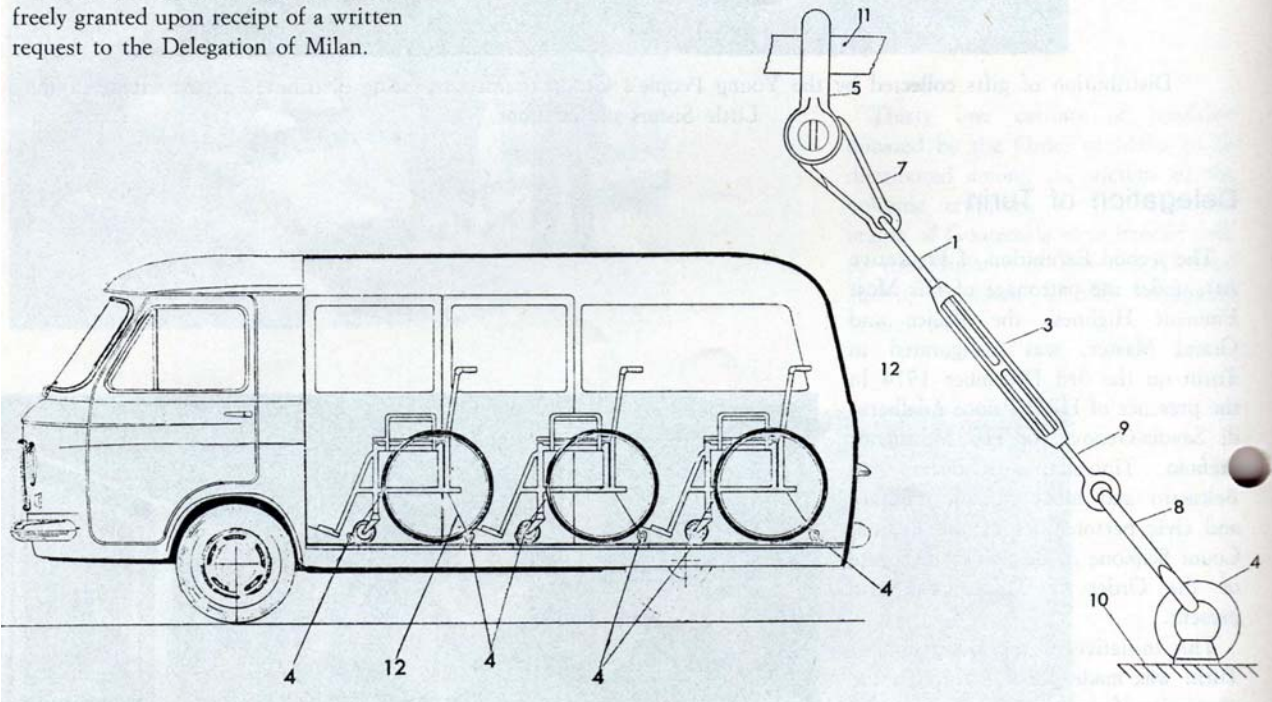
An ambulance for transporting patients receiving treatment at the "Centro Traumatologico Ortopedico" has been purchased by the Milan Delegation of the Grand Priory of Lombardy and Venice. This first ambulance has been dedicated to the memory of Vice Delegate Alberto di Mojana Signore di Cologna, the late brother of HMEH the Prince and Grand Master.

It is interesting to note that a lengthy study was undertaken to adapt a vehicle capable of transporting patients in wheelchairs. A special linkage and pulley system meeting the necessary requirements has been patented by the Delegation of Milan based on the project of Marco De Bartolomeis.

Permission to use this patent will be freely granted upon receipt of a written request to the Delegation of Milan.



The Blessing of the first ambulance.



Local Authority Comments

Falkirk Council

Falkirk Council is pleased to continue its association with Order of Malta Dial-a-Journey Ltd and Shopmobility, helping enable it to provide a range of facilities for residents of, and visitors to, the Falkirk Council area.

The presence of both organisations helps meet the social and economic objectives of Falkirk Council and we will continue to support the work of these invaluable services

We are pleased to be able to continue our support, and wish Dial-a-Journey and Shopmobility continued success in their endeavours.

Falkirk Council

Stirling Council

Stirling Council recognises the efforts of those involved in providing what are essential services for the many people who use Dial-a-Journey and Shopmobility.

To many, these services are key in maintaining independence and a good quality of life, and as such, Stirling Council works closely with Dial-a-Journey and Shopmobility to ensure that these links are available, and we aim to continue and develop this relationship.

Stirling Council

Clackmannanshire Council

Once again it's time to report the continued successes of Dial-a-Journey and Shopmobility. This year has been particularly active with the merging of both organisations. We believe the joining of the 2, will promote and sustain the services that mean so much to the residents in our area, and we wish Dial-a-Journey and Shopmobility continued success.

Clackmannanshire Council

General Manager's Report 2006/7

As our Chair outlined in her report, the operating year April 2006 to March 2007 was eventful for a variety of reasons, therefore there is no need for me to go over these again. This allows me the opportunity to give you an insight into some of the many factors that are likely to influence how Dial-a-Journey and Shopmobility exist in the future.

The forthcoming year is likely to be one of the most testing ever in the history of Dial-a-Journey and Shopmobility for a number of reasons, however, I am confident that the joining together of Dial-a-Journey and Shopmobility, with the combined expertise of Board members and staff will produce a strong and integrated organisation that will be fit enough to respond to any challenges that are laid before us.

For a very long time, both charities have enjoyed excellent relations and support from the 3 local authorities with whom we work in partnership to provide services that offer citizens the opportunity to live their lives in the same way as others.

In the late 1980's Central Regional Council amongst others laid the foundations for services that enhanced the lives of people who were unable to user conventional public transport services, and others who were unable to carry out day to day shopping tasks due to limited mobility. The services have continued to be supported by CRC's successor authorities until the present day.

However there have been many changes in the economy during this time, that have gradually affected the ability of local authorities to maintain the support necessary for a wide range of services in their remit.

While we have been more fortunate than some voluntary organisations in that we have never experienced actual reductions in financial support, the cost of providing our type of services has risen significantly quicker than inflation.

Dial-a-Journey in particular has been able to off set some of these increases by adopting the principles of Social Enterprise to generate additional income to re-invest in our core services. This has been a successful policy for several years, which in addition to offsetting the differences between financial support and operating costs, has enabled us to widen our range of services and put more vehicles on the road.

Unfortunately, the volume of social enterprise activities necessary to offset growing shortfall has now reached a level where any reduction in these activities will inevitably have an impact our ability to maintain what can provide.

In essence, we have been able to slow down what has been happening to others, and preserve our service longer than would probably have been possible.

While the future is uncertain, the joining of Dial-a-Journey and Shopmobility with the introduction of many new faces to the joint Board is a positive move forward, enabling us to take stock, re-assess our purpose and formulate plans that will ensure that we consider improved ways of working, focus on customer needs and consider other ways in which we can be of a wider benefit to our partners and users, than those of specialist transport and mobility equipment providers.

The forthcoming year is certainly going to be one of the most challenging in our history, but we will remain positive, tackle any challenges put forward, and do our utmost to ensure we are around for many years to come including trying to influence our funders to consider the value of our service to our users. The following extract from last year's annual report, typifies what defines our attitude:

"Many of the "initiatives" we have been involved in over the year's have been successful because people wanted them to work, and worked hard to ensure they did"

Duncan Hearsom

November 07

2006-07 PERFORMANCE REVIEW

Year	03-04	04-05	05-06	06-07
Core Passengers	23293	21976	20747	21221
Non Core	42448	56689	29178	25599
Local Bus			34079	40826
Total Passengers	65741	78665	84004	87646
Self Drive Passengers	3629	3037	2415	2323
Number of MiDAS Drivers Trained	120	252	207	155
Refusals	1145	1076	1825	1954
Passenger Cancellations			2491	2358

* Mileage figures for BSOG

Comments on Performance

This year's report on performance is influenced by on going discussions regarding how "performance" should be measured. While I have provided standard statistical information relating to our services, these figures are merely that – the real measure of our success is the benefit our services have to the users of them.

While figures and statistics are necessary as a general indicator of how an organisation performs (particularly in the profit making and financial sectors) the real measure of the effectiveness our work and others in the voluntary sector is the benefits derived by users of our services and other partners, and the value placed on it.

In these difficult economic times it is often an uphill struggle trying to convince those who provide funding, to separate the **cost** of providing our types of service from the **value** of it.

To many of our users, we are often **the only and last resort**, and as such the value of our service to them is extremely high, and this is most likely not understood by those who are not directly involved with the person.

The services we provide at Dial-a-Journey and Shopmobility reach further and wider than is immediately obvious. When carrying out recent research about what people think Dial-a-Journey and Shopmobility do, most replied that we either provided transport or the use of wheelchairs and scooters.

While this is true, what we actually provide is empowerment, equality, inclusion and opportunity, to name but a few. You don't have to go any further than our own Chairperson who will gladly tell you the difference we have made to her life by offering all the above. This is easily amplified by the many users of Dial-a-Journey and Shopmobility, and other partners.

When considering "users" of our service, one should also consider others who benefit from our existence and services, ranging from our own staff, other voluntary organisations and volunteers, and our funding partners (who we help meet their social, environmental, health and economic objectives and responsibilities).

Our work at a national level also delivers many benefits to the economy (one recent example is our involvement in the provision of transport for the World Wheelchair Curling Competition of the past 3 years, which attracted a large number of international teams to come to Glasgow in the last 2 years, and Inverness this year).

In summary, when illustrating our performance in future years, in addition to providing statistical information, we will also endeavour to provide examples of the benefits derived from our existence.

It is our aspiration that we challenge the current practice of assessing the performance of our service by focussing on the cost of providing it, and benchmarking against statistical comparators, to one where performance is measured by the social, economic, health, equality and tangible benefits derived from our service, and having them regarded as an investment in the fabric of our society rather than an on cost.

CENTRAL SHOPMOBILITY

Following several years of Dial-a-Journey working closely with Central Shopmobility, both organisations formally came under the one umbrella earlier this year.

As part of the merge, representatives from the Shopmobility Board joined the Dial-a-Journey Board to oversee the transition, and will continue to represent Shopmobility's interests as well as those of Dial-a-Journey. Together the combined skills of all involved will ensure we become a stronger and more diverse organisation

Central Shopmobility continues to be widely used throughout Falkirk, Stirling and Clackmannanshire. Stirling and Falkirk have fixed bases, while Clackmannanshire has a mobile service which operates from a mobile in Alloa town centre once a week.

All 3 areas have equipment out stationed and hosted by external partners. In Falkirk, equipment is hosted in the Howgate Shopping Mall, and at Your Independence in Grangemouth. In Stirling, equipment is hosted in the Thistles Shopping Centre, while in Clackmannanshire equipment is hosted at Sterling Mills.

We also supply equipment to the Falkirk Wheel.

When calculating the number of loans at each outstation, it is assumed that each piece will be loaned on average at least once per day.

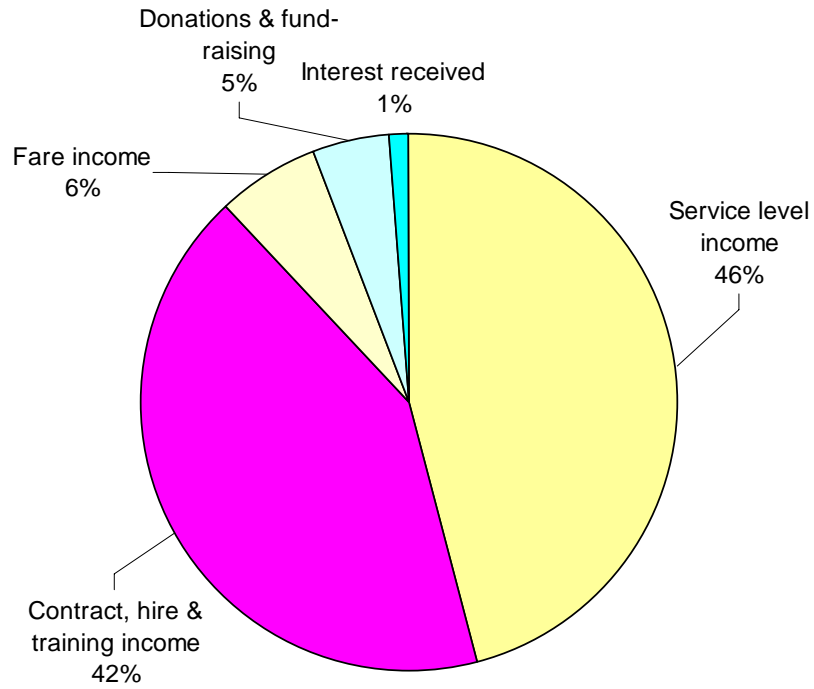
Loans for each area in 2006-07 were

	Fixed Base	Outstation and Mobile
Falkirk	9359	3614
Stirling	7759	2190
Clackmannan		1049

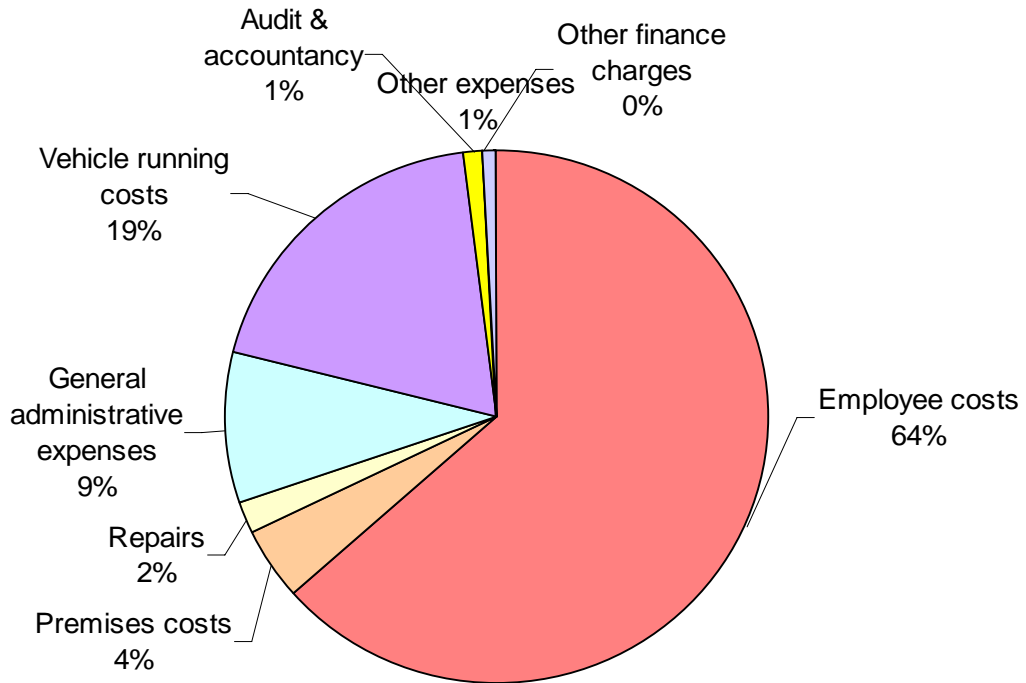
FINANCE

**Order of Malta Dial A Journey
Limited
Summary of Accounts
For the year to 31 March 2007**

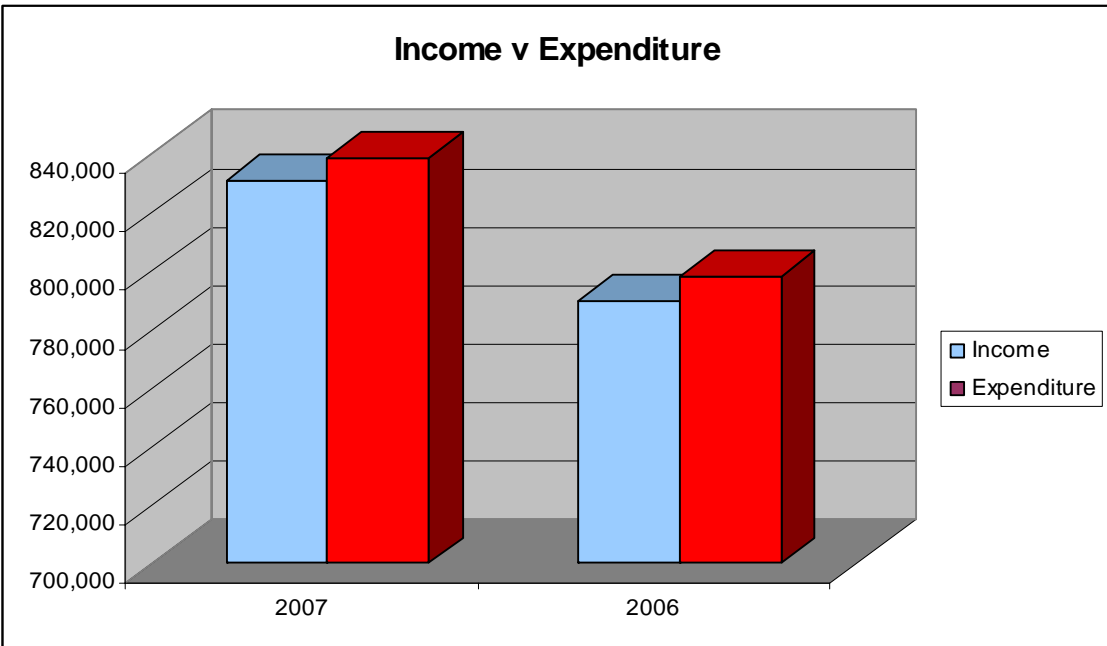
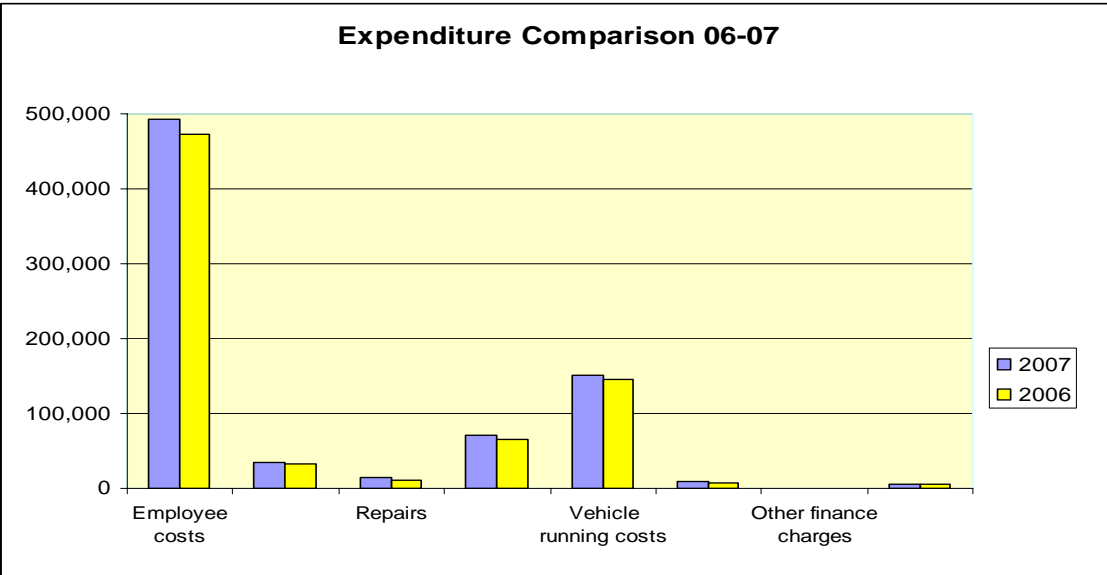
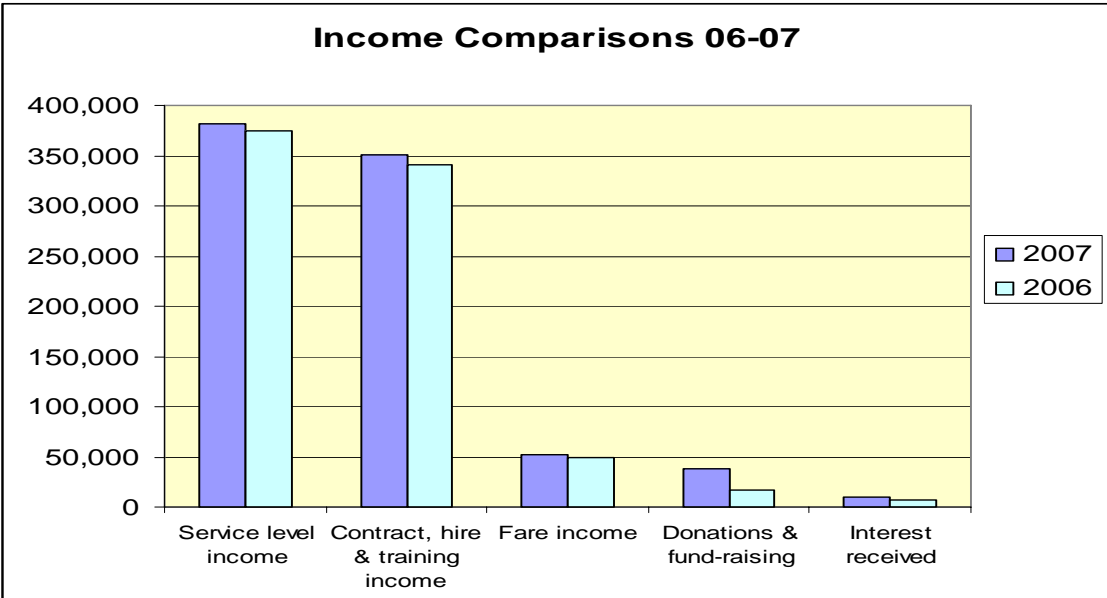
<u>Income and Expenditure Account</u>	2007	2006
	£	£
Income:		
Service level income	381,049	374,822
Fare income	51,657	49,416
Contract, hire & training income	350,848	341,381
Donations & fund-raising	38,610	17,578
Interest received	9,286	6,796
	<u>831,450</u>	<u>789,993</u>
Expenditure:		
Employee costs	493,084	473,445
Premises costs	34,290	31,864
Repairs	14,284	11,716
General administrative expenses	71,003	65,691
Vehicle running costs	150,043	145,211
Audit & accountancy	9,547	6,685
Other finance charges	222	191
Other expenses	5,479	5,295
	<u>777,952</u>	<u>740,098</u>
Provision for capital expenditure	61,167	58,245
	<u>839,119</u>	<u>798,343</u>
Surplus / Deficit for year	<u>-7,669</u>	<u>-8,350</u>



Breakdown of Income



Expenditure Breakdown



Balance sheet as at 31 March 2007

Fixed Assets:

Vehicles	166,314	162,541
Other equipment & computers	0	0
	<u>166,314</u>	<u>162,541</u>

Current Assets:

Debtors	19,844	84,888
Prepayments	4,817	8,262
Bank	<u>170,433</u>	<u>108,552</u>
	195,094	<u>201,702</u>

Current Liabilities:

V.A.T.	5,875	6,586
Creditors	9,926	11,419
Social security & other taxes	13,699	12,711
Accrued expenses	<u>27,904</u>	<u>21,854</u>
	57,404	<u>52,570</u>

Net Current Assets

137,690 149,132

Net Worth

304,004 311,673

Financed By:

Asset replacement fund	261,813	258,040
Profit & loss account	42,191	53,633
	<u>304,004</u>	<u>311,673</u>

Full financial statements, which have been audited by Tindell Grant & Co., are available from the company on request

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ACKNOWLEDGEMENTS

Falkirk Council
Stirling Council
Clackmannanshire Council
The Order of Malta

Tindell Grant & Co
J P Howden
R W Sneddon (Motor Engineers)
Johnston Engineering
Shell UK
Central Shopmobility
Gleneagles Conversions
Unwins Safety Equipment
Bernard Knibbs
Community Transport Association
Wrightsure
Harry Ferguson Coach Sales
The Order of Malta Ball Committee
Diagio Ltd
The organising committee of the World Wheelchair Curling
Competition
The Scottish Ambulance Service

We would also like to give a big thank you to everyone who has contributed to our organisation throughout the year by way of giving their time or assistance through financial donations