

# LCTS

## ANNUAL REPORT

### 2024/2025



Charity registration  
number  
**SC018884**

Company limited by  
guarantee  
**SC134332**



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# CEO Welcome



It has been yet another action packed twelve months for the organisation! We have had our busiest year on record with highlights including new members, new regular runs and sold out day trips!

We have undertaken new work through 2024/25, whilst ensuring that this is not to the detriment of existing partners. Our growth for the year was significant, including introducing new drivers and volunteers on board who have been a great addition to our team, the feedback from members and passengers continues to show that one of our major strengths is our fantastic staff, all of whom both myself and the board are so thankful to have with us, helping us deliver so many journey's to our communities each year.

We have again added to our fleet with new lease buses. These buses have allowed us to take on further work, with drivers and passengers all responding positively. Fleet replacement is a priority for us, but it is difficult given the funding restrictions that many sources have. This means we are continually reviewing our costs to ensure we can offer the best value for money, whilst ensuring our fleet is fit for purpose. Our Electric vehicles continue to be well used and supporting our sustainability targets. We have also introduced a blister pack recycling service, which is a great success and is an example of how we are committed to offering support to our communities in a variety of ways.

This year we have said goodbye to some excellent retiring trustees. I would like to thank Bill Mason, Bridget Wilcox and Dawn Baxter for their invaluable support of the organisation. Paul Kirkpatrick has taken on the role of Chair and, along with all trustees, has continued this support of the organisation in ensuring we are sticking to our strategy and delivering services to as many of the community as we can, within our resource constraints.

This year saw the rollout of the new MiDAS programme and LCTS has played their part in this, with our Training Manager, Kenny Duncan, working with the Community Transport Association on the editorial content. MiDAS is now busier than ever and feedback has been overwhelmingly positive. Kenny was also the recipient of a lifetime achievement award at the MiDAS anniversary event held in Liverpool in October!

It was fantastic to be recognised as the Community Transport 'Woman of the Year 2024' at the Women in Bus and Coach Summit in Manchester in October. The reality of awards is that nominees and winners are only as deserving as the team they have behind them and I am lucky to have such a great team – of staff, volunteers, trustees, members and passengers behind me. I look forward to another year serving LCTS and our community.

**Kimberley Ward**  
**Chief Executive Officer**

A handwritten signature in black ink, appearing to read 'Kim Ward', enclosed within a simple oval loop.



# Staff Training



In June, we welcomed Scottish Autism to our Portobello site to deliver Autism Awareness training for our staff. This was a great half day session which gave our drivers and passenger assistants lots of insight and practical advice on helping passengers with autism feel more comfortable on our buses.



In our regular staff meetings we asked staff if there was something they would like more training on, and the suggestion for extra training on supporting neurodivergent passengers came from one of our drivers. This suggestion came at a great time, just before the introduction of our pick up and drop off route for young adults accessing the Teens+ Service and gave our staff support in delivering the best possible transport experience for our passengers.

## Staff Training and Development

At LCTS, we are committed to investing in our team's professional growth to ensure the highest standards of service and safety.

Over the past year, staff have completed a range of specialist training programmes designed to enhance both practical and interpersonal skills. This included First Aid and Epilepsy Awareness Training to better support passengers with medical conditions and MiDAS (Minibus Driver Awareness Scheme) to maintain excellence in transport safety and accessibility.

Through Midlothian Community Action, two of our staff members completed SCQF level 5 Mental Health First Aid training to promote wellbeing and early Intervention.



These ongoing learning opportunities reflect our dedication to continuous improvement, empowering our staff to deliver a reliable, compassionate, and professional service across all areas of LCTS operations.

“  
The Mental Health First Aid course gave me tools to support my colleagues and passengers. It's made a real difference to how I approach difficult situations.  
”







# Partnerships

## Working Together to Make a Difference

Partnerships are at the heart of how LCTS delivers impact across Edinburgh and the Lothians. By collaborating with local organisations, we extend our reach, strengthen communities, and ensure that support gets to where it's needed most.

Over the past year, our partnership with Edinburgh Community Food has helped hundreds of individuals and families access fresh, healthy food. Each week, our drivers collect and deliver food parcels prepared by their team, ensuring they reach homes all over Edinburgh.

“Our drivers see the difference these deliveries make. It's not just about food—it's about connection and education. Discover! is a great programme to be a part of.”

Fiona Harris,  
Operations Co-ordinator



By combining Edinburgh Community Food's expertise in nutrition with our community transport experience, we've built a service that is reliable, compassionate, and deeply rooted in local need.

This partnership embodies what LCTS stands for: working together to strengthen communities and make everyday life a little easier for those who need support most.



# Volunteer Spotlight

Our volunteer drivers are at the heart of LCTS. They provide safe, reliable transportation that helps people stay independent and connected to the services they need. Every trip they make is more than just getting from one place to another, it's a small act of support that makes a big difference in someone's day. LCTS wouldn't be able to do what we do without the generosity and dedication of volunteers like Roger, who we asked to share his story.

## Why did you want to volunteer with LCTS?

*I retired from a long and enjoyable career as a police officer. I wanted to be involved in something where I could continue to contribute to our communities and saw an opportunity to achieve this through LCTS. I have a real passion for driving and enjoy transporting our service users to their desired destinations.*



**Meet Roger!**

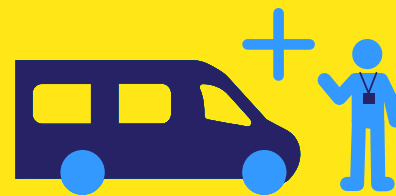
## How does Volunteering fit into your life?

*I find I have more free time in my retirement and can now not only spend much more time with my family but can also have free time to volunteer.*

*It's a great balance for me and I have in a very short time gained many new friends and colleagues.*



**This year, Roger made 51 trips possible, and was responsible for an incredible 678 passenger journeys.**



## Do you have a favorite memory from any recent trips?

*I have to say that all the trips that I've been on are very different and enjoyable. I get to see many parts of our beautiful countryside that I may not have otherwise seen.*

*If I was to single out anything, it would be the 2 days spent taking the groups from St David's Day Centre to Limekilns. We all had an absolute ball and a great laugh.*

## What our members have to say

*Roger is an absolute gent who always makes clients day with his smile and willingness to help.*

**Michelle - West Barns Village Hall**

## What would you say to someone considering becoming a volunteer with LCTS?

Applying to volunteer with LCTS was something entirely different to my previous day job.

I found all the LCTS staff and clients very welcoming and extremely appreciative of my support.





# Member Spotlight

## Care for Carers

Care for Carers have been members with LCTS since 2016. They are a voluntary organisation providing a range of support services for carers, including local events and short breaks. They cater to all carers regardless of the age or disability of the person they care for.

LCTS provide the transport to make their short breaks possible, supporting both carers in the Edinburgh area and carers across Scotland through their Still Caring and Stepping Out® services.



Every journey plays a part in helping people stay socially connected and gives carers a well deserved break from their caring responsibilities, while giving them the opportunity to meet and bond with other carers, learning new skills and having fun.

This year Care for Carers have travelled just under 5000 miles with LCTS, taking unpaid carers on trips to Peebles and the Falkirk Wheel as well as further afield to places like Skye and Port Soy.



“

*The LCTS team are a pleasure to work with and are always friendly and supportive. They go out of their way to make sure I get the right bus at the right time even if it means staff coming in early which is greatly appreciated by Care for Carers.*

Nancy, Driver for Care for Carers

”

## Annual Members Survey

Our members gave the overall service that LCTS provides an average rating of 9.5 out of 10.



“

*LCTS enable us to deliver more breaks for carers and further away because of their flexibility and affordability as a community transport provider. They are friendly and support us with all practicalities. Without their service our ability to offer the range of breaks we do would be curtailed.*

Ruth, CEO of Care for Carers

”

For more information on the fantastic service they provide, visit - [www.care4carers.org.uk](http://www.care4carers.org.uk)



# Awards and Recognition

## Celebrating 30 Years of MiDAS Excellence

This year marked a significant milestone for MiDAS as the scheme celebrated 30 years of promoting safer, legal, and more comfortable journeys across the community transport sector. The anniversary event, held at Aintree Racecourse and hosted by the Community Transport Association in partnership with Hampshire County Council, brought together stakeholders from across the UK for a day of panel talks, presentations, an awards ceremony, networking and vehicle exhibitions.



LCTS were proud to be part of the celebrations, with our Training Manager Kenny Duncan receiving a special award presented by Victoria Armstrong, CEO of the Community Transport Association, recognising his outstanding contribution to MiDAS and the wider community transport sector. A well-deserved honour coinciding with 40 years of dedicated service to LCTS. The event highlighted MiDAS's enduring commitment to professionalism, innovation, and excellence in community transport training.



## Women in Bus and Coach

The Women in Bus and Coach Conference was an inspiring celebration of leadership, diversity, and progress within the transport sector. The event explored vital topics such as safety in transport, for both female passengers and drivers, and the importance of intersectionality and inclusion in building a resilient, future-focused industry. The day featured powerful speakers and valuable discussions from across the transport community, providing both insight and inspiration. The highlight for LCTS came when our CEO, Kim Ward, was honoured with the Best Woman in Community Transport Award, recognising her outstanding leadership, advocacy, and commitment to equality within the sector. Congratulations, Kim, on this incredible and well-deserved achievement!



# Sustainability

## Supporting Financial Sustainability

Electric vehicles are proving to be not only environmentally friendly but also economically smart. Lower fuel and maintenance costs have resulted in reduced running expenses, freeing up resources that can be reinvested into expanding our services.

As charging infrastructure continues to improve, we expect to see even greater long-term savings—making the case for continued fleet electrification stronger than ever.

## Community Partnerships and Growth

This project would not have been possible without the continued support of The Energy Saving Trust and local government partners. Their investment in EV charging stations at our depots has laid the groundwork for future expansion.

Our partnership-driven approach ensures that the benefits of sustainable transport extend beyond LCTS, inspiring other local organisations to adopt low-carbon solutions.

## Looking Ahead

Building on the success of our first two electric minibuses, we are exploring opportunities to add more EVs in the coming year.

Every mile travelled in our electric vehicles represents a step toward a cleaner, fairer, and more sustainable future for our communities.



As of March 2024, Battery Electric Vehicles (BEVs) accounted for 13.5% of all new vehicle sales in Scotland

Scotland's public EV charging network has expanded by 49%, from 4,023 charge points in June 2023 to 6,007 by October 2024



Switching from a petrol or diesel vehicle to an EV can save approximately 1,400 kg of CO<sub>2</sub> emissions per year.

A new EV has about one-third of the lifetime greenhouse gas emissions compared to an equivalent new petrol vehicle.



The Scottish Government aims for complete decarbonisation of transport by 2045.



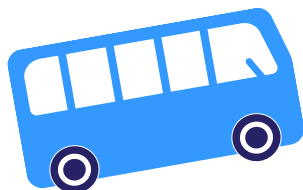


# Electric Vehicles

## Building on Last Year's Success

Last year, thanks to funding from Plugged-in Communities, we introduced two new electric minibuses to our fleet. These vehicles have quickly become an integral part of our operations, offering a cleaner, quieter, and more efficient way to serve our communities.

In just twelve months, our electric vehicles (EVs) have exceeded expectations: delivering measurable environmental, financial, and social benefits while helping us lead the way in sustainable community transport.



## Environmental Impact

Our electric minibuses have significantly reduced our carbon footprint. Each vehicle emits zero tailpipe emissions, contributing to cleaner local air and a healthier environment for the communities we serve.

Compared to traditional diesel vehicles, our EVs have saved an estimated 5.6 kg of CO<sub>2</sub> per mile. Over the year, that equates to tens of thousands of kilograms of emissions prevented from entering the atmosphere.

By switching to electric transport, we're not only reducing our environmental impact but also setting an example of responsible, forward-thinking transport management.



## Enhancing Passenger Experience

Passengers and drivers alike have praised the smooth, quiet ride of our electric fleet. For many of our users, especially those travelling to schools, community centres, the calm and comfortable environment makes a noticeable difference. The positive feedback from passengers has been overwhelming. The reduced noise and vibration have proven particularly beneficial for those with sensory needs, demonstrating that sustainability can also enhance accessibility and inclusion.



“It's inspiring to see how our electric vehicles are making a real difference—not just for the planet, but for the people we support every day.”

Colin Herbert, Deputy CEO





## Disability Confident

The Disability Confident scheme supports employers to make the most of the talents disabled people bring to the workplace. LCTS is committed to increasing understanding of disability and challenging attitudes.

Through this scheme, we are ensuring that our workplace is as accessible as our transport, and that all our staff and volunteers are fully supported to thrive.



## Equally Safe at Work

Our biggest accreditation this year is the 18-month Equally Safe at Work programme by Close the Gap. It focuses on reducing gender inequality and preventing violence against women. These issues are especially important in the male-dominated transport sector and as the majority of those who use public transport are women.

LCTS are committed to understanding the barriers facing women in our organisation and sector and identifying where improvements can be made.

# Accreditations

## Committed to higher standards

As a charity and community transport organisation, we would be nothing without our service users and member organisations. Accreditation help us to show our community that their trust and support in LCTS is justified.

This year we have made a commitment to demonstrating our values by working towards accreditation through Close the Gap and Disability Confident, as well as signing the Armed Forces Covenant.

These standards are not mandatory, but we chose them because each programme challenges us to honestly look at our practices, our culture and the experience of our employees and volunteers, and to make sure our values are evidenced in each of them.

## Armed Forces Covenant

The Armed Forces Covenant is a national promise to ensure that those who serve, or have served, in the Armed Forces and their families are treated fairly. LCTS already has a number of staff with military service and works closely with veteran-focused organisations, including Lothians Veterans Residences and Sight Scotland Veterans.

By signing the Armed Forces Covenant, we affirm our recognition of the skills and contributions of service personnel and their families, and demonstrate our commitment to fair and flexible employment and recruitment processes.

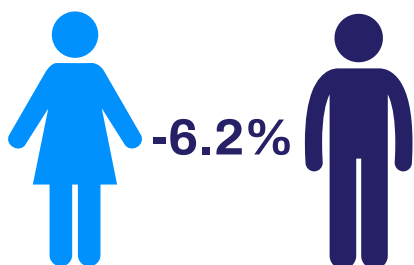


# Gender Equality

## Equal Pay Statement

LCTS are a Real Living Wage accredited employer and are committed to the principle of fair and equal pay for equal work. As part of this accreditation, our rates of pay are reviewed annually to ensure that they meet or exceed the Real Living Wage, and are a fair compensation for the role, regardless of gender, age, race, religion or any other protected characteristic. We acknowledge that gender segregation exists within our workforce and will review and implement any actions required to ensure pay equity.

### Mean Gender Pay Gap

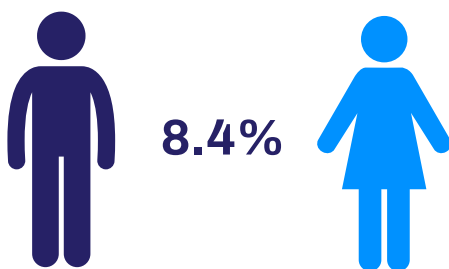


Our mean gender pay gap is -6.2%. On average across the whole company, women earn 6.2% more than men. This is as a result of 50% of our more senior roles being occupied by women, including our chief executive position.

Our median gender pay gap, shows men earning 8.4% more than women. This is due to the concentration of men in our driver roles, which make up the majority of our workforce.

By ensuring our recruitment panels are gender-balanced and making our workplace as flexible as possible, we aim to improve these statistics and encourage more women into the transport industry. We want

### Median Gender Pay Gap



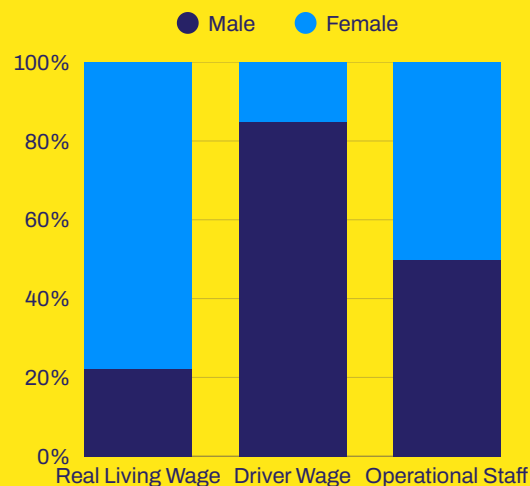
to eliminate any barriers to our staff participating in stereotypically gendered occupations, and to women achieving the most senior roles within our organisation.

**LCTS have made sure there are free sanitary products available in our bathrooms across both sites for our service users and staff.**



## Our Commitments

- We are addressing occupational segregation in our workforce and the sector by reviewing our policies regularly to ensure they are free from gender bias and do not inadvertently disadvantage women.
- We are challenging the stereotypes in the sector and encouraging more women to get involved in the sector through recruitment and training.
- We will continue to create an inclusive workplace culture and train our staff on equality, diversity and violence against women.



# Statement of Financial Activities

2023 - 2024 for comparison

	Unrestricted General £	Unrestricted Designated £	Restricted Funds £	2024 Total Funds £	2023 Total Funds £
<b>Income and endowments from:</b>					
Donations and legacies	36	-	-	36	-
Charitable activities:					
Edinburgh	147,184	-	163,341	310,525	250,831
Midlothian	34,067	-	161,188	195,255	196,148
West Lothian	-	-	-	-	-
Other trading activities	61,804	-	-	61,804	32,844
Capital grants	-	-	18,290	18,290	20,000
Investments	6,359	-	-	6,359	1,401
Gain on sale of fixed assets	-	-	-	-	-
<b>Total Income</b>	<b>249,450</b>	<b>-</b>	<b>342,819</b>	<b>592,269</b>	<b>501,224</b>
<b>Expenditure on:</b>					
Raising funds	-	-	-	-	-
Charitable activities:					
Edinburgh	264,636	-	163,341	427,977	244,587
Midlothian	-	-	161,188	161,188	221,749
West Lothian	-	-	-	-	-
EHSC Partnership	-	-	-	-	-
Vehicle Fund	-	-	29,914	29,914	15,902
Other trading activities	47,870	-	-	47,870	21,772
<b>Total Expenditure</b>	<b>312,506</b>	<b>-</b>	<b>354,443</b>	<b>666,949</b>	<b>504,010</b>
<b>Net income/(expenditure)</b>	<b>-63,056</b>	<b>-</b>	<b>-11,624</b>	<b>-74,680</b>	<b>-2,786</b>
Transfer between funds	-	-	-	-	-
Other gains/(losses):					
Re-measurement of pension deficit	-2	-	-	-2	130
<b>Net movement in funds</b>	<b>-63,058</b>		<b>-11,624</b>	<b>-74,682</b>	<b>-2,656</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward	392,068	-	118,837	510,905	513,561
<b>Total funds carried forward</b>	<b>329,010</b>	<b>-</b>	<b>107,213</b>	<b>436,223</b>	<b>510,905</b>



# Statement of Financial Activities

2024-2025

	Unrestricted General £	Unrestricted Designated £	Restricted Funds £	2025 Total Funds £	2024 Total Funds £
<b>Income and endowments from:</b>					
Donations and legacies	147	-	-	147	36
Charitable activities:					
Edinburgh	236,015	-	194,405	430,420	310,525
Midlothian	117,007	-	125,413	242,420	195,255
West Lothian	9,114	-	-	9,114	-
Other trading activities	50,853	-	-	50,853	61,804
Capital grants	-	-	18,290	18,290	18,290
Investments	5,554	-	-	5,554	6,359
Gain on sale of fixed assets	-	-	-	-	-
<b>Total Income</b>	<b>418,690</b>	<b>-</b>	<b>338,108</b>	<b>756,798</b>	<b>592,269</b>
<b>Expenditure on:</b>					
Raising funds	-	-	-	-	-
Charitable activities:					
Edinburgh	273,978	-	194,405	468,383	296,532
Midlothian	140,419	-	125,413	265,832	292,633
West Lothian	9,987	-	-	9,987	-
EHSC Partnership	-	-	-	-	-
Vehicle Fund	-	-	29,914	29,914	29,914
Other trading activities	49,710	-	-	49,710	47,870
<b>Total Expenditure</b>	<b>474,094</b>	<b>-</b>	<b>349,732</b>	<b>823,826</b>	<b>666,949</b>
<b>Net income/(expenditure)</b>	<b>(55,404)</b>	<b>-</b>	<b>(11,624)</b>	<b>(67,028)</b>	<b>(74,680)</b>
Transfer between funds	-	-	-	-	-
Other gains/(losses):					
Re-measurement of pension deficit	(6,335)	-	-	(6,335)	(2)
<b>Net movement in funds</b>	<b>(61,739)</b>	<b>-</b>	<b>(11,624)</b>	<b>(73,363)</b>	<b>(74,682)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward	329,010	-	107,213	436,223	510,905
<b>Total funds carried forward</b>	<b>267,271</b>	<b>-</b>	<b>95,589</b>	<b>362,860</b>	<b>436,223</b>

# Trustees, Senior Management, Auditor, Bankers & Financial Advisors

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## Trustees

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- J P Kirkpatrick (Chair)
- M Nicholson
- S Whitton
- R Young
- A Islam
- S Allanson (Appointed August 2024)
- T Bioletti (Appointed August 2024)
- W Mason (Resigned November 2024)
- B Wilcox (Resigned November 2024)
- D Baxter (Resigned November 2024)

## Auditor

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Burrows Charles & Co  
7 Palmerston Place  
Edinburgh  
EH12 5AH

## Accountants

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Johnston Smillie Ltd  
5 South Gyle Crescent  
Lane Edinburgh  
EH12 9EG

## Leadership Team

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- K Ward (CEO)
- C Herbert (Deputy CEO)
- K Duncan (Training Manager)
- A Leithead (Finance & Admin Manager)
- I Livie (Transport Co-Ordinator)

## Registered Office

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200 Sir Harry Lauder Road  
Edinburgh  
EH15 2QA  
Charity Number: SC018884  
Registered by Guarantee: SC134332

## Principal Bank

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Bank Of Scotland  
The Mound  
Edinburgh  
EH1 1YZ



# Volunteer with LCTS

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If reading about the impact of LCTS has inspired you and you would like to know more about how you can support us, through volunteering - including a role on our board, please get in touch!

## Driving for LCTS

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The groups we support range from toddlers to the elderly. You'll be one of the team of drivers who transport our passengers safely and comfortably, providing an outstanding service. There is also a wide variety in the driving, from local door to door transport to day trips to the Borders, Fife and beyond. There is generally a very easy-going atmosphere on the bus, for many of the users the minibus provides the only opportunity for them to get out and about, so they tend to be all the more grateful for the volunteer driver.

## Training

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We provide MiDAS training if you don't already have this, which is a nationally recognised certificate that lasts for 4 Years. All new drivers are given a warm welcome to the team and on the job training with one of our existing drivers.

## Get In Touch

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0131 669 9959



[info@lcts.org.uk](mailto:info@lcts.org.uk)



[www.lcts.org.uk](http://www.lcts.org.uk)



A massive

# Thank You!

To all of our staff, volunteers, trustees, member organisations, funders and partners.

**EVOC**

**SCVO**

Midlothian 

**EDINBURGH**  
THE CITY OF EDINBURGH COUNCIL

**cta**  
community transport  
association

**Social**  
**Print & Copy**

  
Close the Gap

 **Rivervale**

 **Midlothian  
Community  
Action**



0131 669 9959



[www.lcts.org.uk](http://www.lcts.org.uk)



[lothian-community-transport-services](https://www.linkedin.com/company/lothian-community-transport-services)



LCTS200



[info@lcts.org.uk](mailto:info@lcts.org.uk)

# LCTS

