



Trustees' Annual Report for the period

Period start date
 From 01 01 2019 To 31 12 2019
 Period end date

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			
4				
5				
6				
7				
8				
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
Website accessibility for assistive software	Faye Daniels	
General adviser	David Twydell	
SEO adviser	Tobias Streiford	
IT/website development	Dave Hassell	

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 resource

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 through developing a new and improved website for launch early 2020.
- Updated the content of the website
- Reviewed the new website for SEO
- Change Wheelchair World to address from HTTP to HTTPS
- Investigated registering for Gift Aid
- Grew social media presence
- Maintained and utilised a Facebook group for the international wheelchair travel network
- Investigated other newsletter options but Goodbits was the best value for money and quality combination so continued to provide newsletters for subscribers through that provider. Increased newsletter subscriptions.
- Completed Trustees annual report
- Recruited, trained and managed volunteers
- Tendered successfully for 2019 for Home Office: intern programme
- Researched Ministry of tourism information for all countries
- Promoted Wheelchair World website to relevant bodies
- Formed and deepened links with other service providers
- Investigated ways this could generate funds
- Applied for Google non for profits scheme and plan Google ad grants campaign
- Featured in 2019 Lonely planet online accessible travel resources

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

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 2019 Charity IT Association (CITA) Volunteer Dave Hassell built a completely new website platform after discovering that the original website had been built entirely using bespoke programming and not following WordPress protocol meaning that regular updates were not properly applied and functionality stopped working.

The new website has been built and can be found here:

<https://wheelchairworld.org/>. The website is backed up on a daily basis. Volunteers are continually working on the website, by the end of 2019 the majority of the information from the old website had been migrated over by volunteers. Areas still to work on include Marketing and Fundraising. The final launch of the new website is now set for January 2020. Tobias from the international network then reviewed the new website for SEO.

- Updating the content of the website & updates shared on Facebook page and Twitter page

Approximately 47 new sources added, 3 new countries added & 12 'other travel info' pages created.

Volunteers checked migrated information for currency and appropriate links for searches by users.

- Gift Aid is still being investigated and will wait for 2020 pending the launch of the new website. Wheelchair World has been registered as a charity on PayPal.
- Social media presence is consistently growing and over 2019 it has increased from:

Twitter: from 1048 in December 2018 to 1155 in December 2019

Facebook: We have reached the maximum number of friends on Facebook so we are now inviting all friendship requests to visit the Wheelchair World page - 5000

Facebook likes: from 4308 in December 2018 to 4325 likes and 4345 followers in December 2019

Facebook group: from 83 in December 2018 to 118 in December 2019

We have introduced Wheelchair World on Instagram and Instagram followers in 2019 has grown from 0 to 207 in December 2019

- Monthly newsletter

Since launching in December 2017, the newsletter has been very popular and subscriptions have grown to 6807 by the end of December 2019

- Recruit, train and maintain volunteers

do it.org: 2019 - Neil Jukes, Rebekah James, Sharon Mahal, Karen Prior, have all been active as volunteers over 2019 and have been helping with tasks on the new website. Fariha Nasir is interested in fundraising for us and has been promoting Wheelchair World on Instagram to relevant bodies. Teresa Johnston has created her own Twitter page called "world on wheels" and blogs most days about accessibility issues, many of which are travel-related and wheelchairworld retweet them.

- Research on Ministry of tourism information for all countries continued throughout 2019.

- Promoted website to relevant bodies

We continued to write articles and these were shared on various wheelchair user websites and blogs, companies/organisations/individuals

are alerted to the existence of Wheelchair World and informed of any links to their services or travel information added to Wheelchair World.

- Maintained and utilised a Facebook group for the International wheelchair travel network where we share information and we also have invited a wide group of wheelchair travel website owners to participate: Accessible Japan, AccessAdvisr, and Lonely Planet
- International network of similar wheelchair traveller websites grew over 2019. We continued to maintain and expand the network which by the end of 2019 included French, Belgian, Indonesian, Australian and German organisations and individuals. Wheelchair traveller.org, Toegankelijk op reis, access trip, accessible Indonesia, getaboutable and 2 German organisations are now in the network.
- In 2019 a partnership was formed with Travel for all. Brettapproved was also approached for potential sponsorship of website and is awaiting a successful outcome.
- Google not for profit and Google ad grants campaign was delayed due to the work on the new website. Campaign to be launched when new website goes live in early 2020.
- Competitions and other opportunities for fundraising. We continued to look for opportunities throughout 2019.
- Lonely planet online accessible travel resources Featured in 2019 Lonely planet online accessible travel resources and also personally thanked in the Lonely Planet. 2019.
- Tendered successfully for 2019 for Home Office: intern programme

Section E

Financial review

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

Helen MacDonald

Position (eg Secretary, Chair, etc)

CEO

Date

30-9-2020



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
Wheelchair World

No (if any)
1175582

Receipts and payments accounts

CC16a

For the period
from

Period start date
01/01/2019

To

Period end date
31/12/2019

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	675	-	-	675	716
Fees	-	-	-	-	55
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	675	-	-	675	771
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	675	-	-	675	771
A3 Payments					
Newsletter	399	-	-	399	303
IT Hosting	36	-	-	36	242
Website Development	-	-	-	-	113
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	435	-	-	435	658
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	435	-	-	435	658
Net of receipts/(payments)	240	-	-	240	113
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	113	-	-	113	-
Cash funds this year end	353	-	-	353	113

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	353	-	-
		-	-	-
		-	-	-
		-	-	-
	Total cash funds	353	-	-
	(agree balances with receipts and payments account(s))			


	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
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 liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	SUSIE TWYDELL	30-9-20