

## **Motability, Motability Operations and Tenth Anniversary Trust**

### **About Motability**

Motability is a Registered Charity in England and Wales (number 299745) and is authorised and regulated by the Financial Conduct Authority (Reference number 736309). Motability was established with all-party parliamentary support in 1977 and incorporated by Royal Charter. Our purpose is to help disabled people with their personal mobility.

It is a unique organisation with fundraising, clerical, supervisory and management staff, Motability currently employs around 120 people. As an Investor in People, Motability is committed to the continuous development of staff. Its offices are based in Harlow, Essex.

Motability's areas of responsibility include:

- Setting the strategic policies and direction of the Motability Scheme (which comprises the Car Scheme and the Powered Wheelchair and Scooter Scheme) and overseeing its performance to ensure that it meets the needs of disabled people.
- Providing charitable grants to disabled people who would not otherwise be able to afford the vehicle or adaptations they need. These grants are principally funded from Motability Operations and from the Motability Tenth Anniversary Trust.
- Raising awareness of the Scheme among potential customers and the people who advise them, for example health professionals, so that they can make an informed decision as to whether they join the Scheme or not.

The Scheme is operated for Motability on a contract basis by Motability Operations (the operating arm of Motability Operations Group PLC, which itself is owned by the major banks: Barclays, Lloyds, HSBC and Royal Bank of Scotland).

### **About Motability Operations Limited**

Motability Operations is authorised and regulated by the Financial Conduct Authority under Reference number 735390. Motability Operations (formerly Motability Finance Ltd) was established by the UK clearing banks in 1978, working solely for Motability, to deliver the Motability Scheme. Any profits are non-distributable and are retained for the benefit of the Scheme. This can include donations to Motability or to The Motability Tenth Anniversary Trust.

Motability Operations employs around 800 people based in two locations, London and Bristol. They work with over 30 leading car manufacturers, who provide a choice of 2,000 makes and models to Scheme customers. The relationship with manufacturers and the 18,000 trained Motability Scheme specialists at their

franchised dealerships is invaluable to the Motability Scheme, helping to deliver a unique service and value for money to disabled people.

Motability's oversight of Motability Operations ensures that the Scheme delivers value for money and a unique level of customer service to disabled people, in a sustainable manner. Motability reviews Motability Operations' performance against contractual Key Performance Indicators related to customer service, affordability and sustainability, and appropriate actions are taken in the event of any shortfalls in performance. Motability's oversight focuses on the outcomes for disabled people using the Scheme; Motability Operations is responsible for delivering the day-to-day operation of the Scheme and ensuring that customers are provided with a first-class service at all times.

### **About The Motability Tenth Anniversary Trust**

The Motability Tenth Anniversary Trust is a separate registered charity. It was established in 1989 to hold and disburse funds to support Motability's charitable objectives, principally by providing financial help to disabled people who wish to achieve personal mobility for the first time by joining the Motability Scheme, and to assure continued mobility over the years for those who have already joined the Scheme.

The Trustees have provided ongoing support to disabled people, while endeavouring to preserve and enhance the real value of the funds. The Trust has also agreed to fund Drive-from-Wheelchair vehicles to a limited number of Scheme Customers for the three calendar years 2016, 2017 and 2018. This followed the Department for Work and Pensions' decision in December 2015 to cease further payments to their Specialised Vehicles Fund (SVF), which Motability had previously administered on their behalf.

In addition, the Trust considers requests from Motability to provide funds for a range of charitable purposes, including grants to other charitable organisations engaged in projects related to mobility for disabled people.

Over recent years, the Trust, in consultation with Motability, has for example funded a travel chair development project for disabled airline passengers, a research project on hoists for wheelchair users, the provision of Scheme customer information in respect of powered wheelchairs, and awarded a grant to undertake an extensive research project on the impact of future vehicle technology on disabled mobility.