

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

## **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 political support in 1977 and incorporated by Royal Charter.

Our vision is that no disabled person shall be disadvantaged due to poor access to transportation and our objective is to facilitate the relief and assistance of all disabled people in connection with the provision of personal or other transportation.

Motability currently employs around 170 people. As an Investors in People, Motability is committed to the continuous development of staff. Its offices are based in Harlow, Essex.

To help us achieve our vision and objective, Motability:

- Sets the strategic policies and direction of the Motability Scheme and oversees its performance to ensure it meets the transportation needs of disabled people.
- Uses charitable funds to support beneficiaries with the cost of their transportation needs.
- Raises awareness of Motability, the Charity, and the Motability Scheme among potential beneficiaries and customers, and the people who advise them.
- Constantly looks for and develops new solutions to meet the evolving transportation needs of disabled people.
- Provides the highest level of customer service across the UK, underpinned by a strong infrastructure and empathetic culture.

The Motability 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).

Motability works closely with the Department for Work and Pensions (DWP) on issues related to the Scheme, and the DWP facilitates the transfer of benefit to Motability Operations on behalf of those claimants who choose to use the Scheme, however Motability, Motability Operations and the Scheme are not public bodies, are independent of Government and receive no Government funding.

## **About Motability Operations**

Motability Operations is authorised and regulated by the Financial Conduct Authority (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 900 people based in three locations, London, Bristol and Scotland. They work with over 30 leading car manufacturers, who provide a choice of 1,500 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 (MTAT) 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 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.

### **About The Motability Foundation**

The Motability Foundation is an endowment trust, established in September 2019. Its sole purpose is to support Motability (which is its sole corporate trustee).

A key strategic role of the Foundation is to provide financial resilience, enabling Motability to continue supporting grant programmes, even in times when donations from Motability Operations fall below expectation, or a donation cannot be made due to economic conditions. These substantial funds will be invested to deliver a return that will help the funding of Motability's grant-making activity for the benefit of disabled people in the decades to come.