

News

Every issue, we bring you the latest updates and important information about the Motability Scheme



Scheme customers pay 45% less than the market rate for their vehicles

Motability looks forward to continuing to meet the needs of disabled people and their families in the decades to come.

Lord Sterling, Chairman and co-founder of Motability, said:

"I am very glad that Sir Amyas Morse, the Comptroller and Auditor General at the NAO, has personally commended the excellence of our service and quality of our management. That praise, of course, is due to the wonderful dedication of all those employed at both Motability and Motability Operations.

"We have accepted all of the NAO's recommendations but have told them there are areas still open to further debate. One, in particular, is the suggestion that customers are being charged 'more than was required to cover lease costs'. This runs quite contrary to the fact that Scheme customers pay 45% less than the market rate for their vehicles, in addition to the support, insurance and vehicle enhancements that we offer and initiatives such as the Good Condition Bonus. As such, every penny, surplus to sustainability and to this excellent price and service, goes to help enhance the lives of disabled people and their families."

Motability and the National Audit Office Report

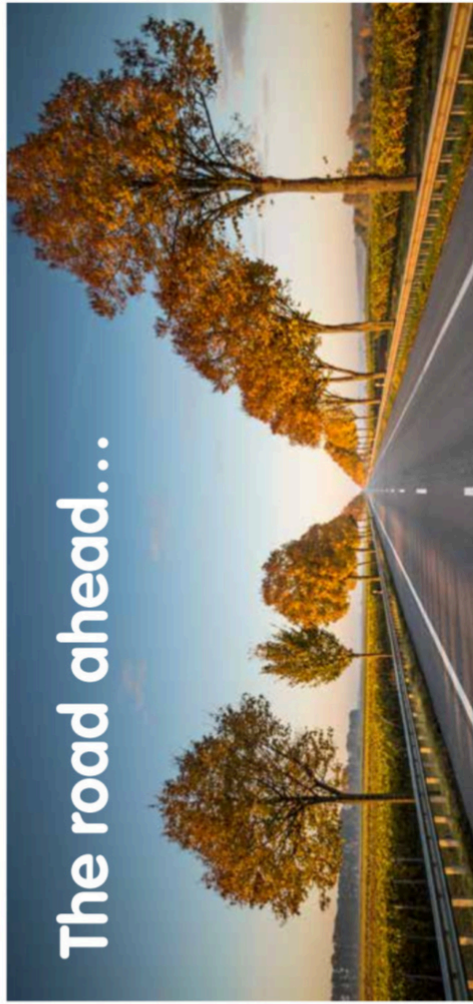
Motability, the charity that has provided 'The Road to Freedom' for millions of disabled people and their families, notes with appreciation the National Audit Office's (NAO) acknowledgement of the excellent service that the Motability Scheme provides.

Founded in 1977 by Lord Sterling and the late Lord Goodman, the Scheme has provided, cumulatively, some five million vehicles. Today, it is helping 625,000 disabled people to remain mobile and independent.

The Governors of Motability accept

the recommendations in the NAO Report and, in many cases, are already in the process of implementing them. The Governors, however, maintain reservations about the way certain facts were presented in the Report itself.

- Governors have warmly welcomed the Comptroller's personal conclusions that:
- The Scheme 'delivers an excellent service to customers, earning remarkable satisfaction levels (99%)'.
- Customers access 'lease prices that are 44% lower on average than competitors' (now improved to 45%).



The road ahead...

Why Motability matters to me

LORD KEVIN SHINKWIN

Lord Shinkwin is one of the new Governors. He recently sent this letter to the members of the Work and Pensions and Treasury Select Committees:

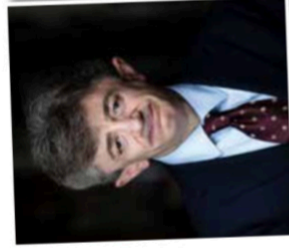
"In 1977, I was a six-year-old whose brittle bones saw me spend much of my childhood in a hospital bed. It was also the year that the charity Motability was established. Almost 20 years later, as a severely disabled adult following more than 50 fractures and having just survived major neurosurgery, my Motability Scheme car was a key part of my recovery.

"The neurosurgery saved my life, but it also left me facing years of exasperation as I coaxed muscles in my throat and face back to life so I could talk again. I will never forget how important it was that despite the hurt and shame of not being understood, I was nonetheless able to climb into my Scheme car and drive away. The simple fact that behind the wheel I was the same as anyone

else took on a whole new significance; it was my lifeline to normality and to sanity. Yes, it helped me get from A to B, but more than that, my Scheme car helped me get through the toughest time of my life. It quite literally freed me from both the practical and sometimes overwhelming psychological constraints of my disability.

"I know I am in good company. In fact, millions of disabled people have been helped on their own personal road to freedom because of Motability.

The revolutionary vision of its founders, Lord Sterling and the late Lord Goodman, was way ahead of the curve in the 1970s, and it has stood the test of time. In a nutshell, it is to enable disabled people to be as independently mobile as possible. I am so proud to serve as a Governor of Motability and to help build on that vision."



» Please turn to pages 10 and 11 to read the biographies of all Motability's Governors.



MEET THE Governors of Motability

Following the retirement of some long-serving Governors last year, Chairman and co-founder of Motability, Lord Sterling, welcomed the appointment of five new Governors to the Board at Motability's Annual General Meeting.

The role of Governor is varied; each person brings a unique set of skills and diversity of experience to help shape the future of Motability as a charity. Over the next few pages, you can find out more about all the current Governors of Motability and their roles within the charity.

