

Annual Report 2019-2020

DRIVEN BY OUR COMMUNITY



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Certified Social Enterprise - Positioning Statement

Community Transport Waltham Forest is a certified social enterprise which has been awarded the Social Enterprise Mark (www.socialenterprisemark.org.uk).

This means that Community Transport Waltham Forest has proved it is genuine against independently-assessed criteria for social enterprise. The Mark provides assurance that our profits/surpluses are used to improve the quality of life of people in the areas where we operate. It acts as a guarantee that any profits are used to help people and the planet, rather than to pay dividends to shareholders.

Transport is provided either through specialist vehicles, to accommodate varying mobility needs, or by supporting our member organisations so they can serve their members or the public at large.

Our Waltham Forest Community Driving School provides a range of transport related training to improve driving standards and assist individuals in achieving nationally accredited training in the transport field.

We seek to achieve continuous improvement in our environmental impact.

FORS Bronze Accreditation ID 007839

Community Transport Waltham Forest is a certified and audited annually through the Fleet Operators Recognition Scheme (FORS). The FORS Standard is revised every two years to ensure transport operators keep abreast of industry trends and legislative changes, and to ensure Fleet Operators operate to standards of best practice including new training packages, and policy development.

Our Vision:

Efficient, effective, sustainable transport for our passengers and member groups. Working with members and partners to improve the quality of life and well-being of all communities in Waltham Forest, Newham and East London. Delivering transport services which improve access to health, education, social and economic opportunities for the whole community.

Our Values:

- | | |
|------------------------|---|
| • Accessibility | - services available to everyone |
| • Service | - caring, professional, reliable, integrity |
| • Fairness | - honesty and decency for our workers and users |
| • Empowerment | - increased transport choices |
| • Initiative | - adapting to changing needs |
| • Development | - committed to monitor, reflect and learn |
| • Altruism | - share our knowledge for the benefit of others |
| • Participation | - staff and members contribute to our decision making |

Community Investment and Social Impact

We strive to have a positive impact on the communities in which we operate. We provide infrastructure and support so individuals can participate as active citizens regardless of their disability or support need.

We support community services and initiatives. We encourage cooperation. We work with our members, with other voluntary groups (large and small), and with statutory and private organisations to improve accessibility and opportunity for everyone.

Employment Practices

Community Transport Waltham Forest aims to create a culture that respects and values each person's differences and that promotes dignity, equality and diversity. We encourage each person to develop to their full potential. We aim to champion, value and manage diversity and we recognise that talent and potential are distributed across the population.

Community Transport is an accredited London Living Wage employer, committed to ensure our staff receive fair wages in return for their work.

Supply Chain Management

Where possible our supplies are sourced from local businesses and social enterprises and we seek to purchase environmentally friendly products.

Environmental Impact

We are committed to adopting an environmentally sound transport strategy both in fleet renewal and in our operations. We help people to get around efficiently, to reduce car use and to rationalise passenger journeys.

We are committed to exploring and using greener fuels and techniques as they become available.

Where possible we seek to reduce our CO2 emissions and to reuse and recycle materials, packaging and waste.



Foreword Sab Bham Acting Chair

I am pleased as Acting chairperson to be providing this report to our members. Sadly, Bob Belam resigned in early February 2020. I would like firstly to extend my thanks on behalf of the organisation to Bob for his contribution to the growth and development of the organisation over the last three years. To ensure that there was no interruption to the organisation by Bobs departure I agreed to step up into the role In February 2020.

Helen and the staff team have worked extremely hard again this year. Before Covid 19 the development of projects and increase in contracts was hugely impressive when other similar organisations were facing challenging situations. Alongside this growth in the services to our community groups and individuals was of the highest standard.

The year 2019/20 up to end of February 2020 saw the organisation increase its services across East London with the successful delivery of the Power To Change Newham programme enabling the purchase of a dedicated vehicle to Newham for the benefit of communities in Newham, the employment of an outreach worker in Newham and winning a day services contract in Waltham Forest. The addition of these services along with a packed shuttle service programme for the London Stadium led to a very busy year until mid-March 2020 when Covid 19 struck and along with the rest of the businesses in the UK many of our services stopped overnight.

The Judicial review of the Section 19 permit took place in October 2019 with a favourable outcome for the sector. The final details of the Section 19 permit scheme were due to be published by the Dept of transport and discussed at the CTA London conference in March which too was a victim of Covid 19.

Whilst this report reflects on the work of the organisation over the last year I would like to reassure our membership that the Committee and management team are committed to working with our members over the coming months to re-establish much needed transport services as we recover from the impact of lockdown due to Covid-19.

Sab Bham

Sab Bham

Directors Report

Preparing our annual report at a time when the country is in lockdown and many of our services are suspended, I can only look back in wonder and a great sense of pride on what was the most incredible and busy year for the organisation. After many years of planning, investment in our fleet and the quality of our staff we were able to grow the organisation with a new Day Services Contract, increase our support for services at the Olympic Park and respond to our member organisations transport needs all the way to mid-March 2020. The new work along with our existing services created a new buzz and energy within the organisation and required our team to work cohesively and collaboratively which produced amazing results.

Our Newham Community Transport service established a Sunday Lunch Club for the most isolated and vulnerable individuals in Newham in June 2019. We also secured investment for a Door to Store Pilot Service for Canning Town South with a grant from the Post Code Lottery Trust in January 2020.

We were finally offered a fabulous new office space on the Depot after many years of occupying a space at the corner of a shed and then a temporary office. We moved in to our offices in February and we now have a fresh and modern environment within which to work to best meet our clients needs.

In unprecedented times such as Covid 19 strengths and weaknesses in both structure and resource can become apparent. I am immensely proud of our Covid Heroes who continued to work on the frontline working with Dial a Ride to continue to provide passenger services as well as support food distribution to the neediest. Our Door to Store Shopping Service remained operational to support those elderly and vulnerable individuals who has no social care support packages in place with an adapted service to meet social distancing requirements. Our fabulous team of volunteers set up a mask making project and produced over 350 face masks for the organisation.

At the point of closure of services in March the challenge of working on the return of services began almost immediately and we cannot wait to welcome our clients back in a safe and healthy environment



Helen Tredoux
Director

Reference and administrative details.

Directors (Trustees)

Sab Bham (Acting Chair)
Richard Mundy (Treasurer)
Lorna Wisdom
David Williams
Andrew Jazaerli
Helen Tredoux (Company Secretary)

Registered office

Low Hall Manor Business Park
42 Argall Avenue
Leyton
London E10 7AS

Company number 3073284
Charity number 1048701

Auditors

Buzzacott
130 Wood Street
London
EC2V 6DL

Bank

Co-operative Bank
151/155 Hoe Street
Walthamstow
London E17 3AN

Staff

Helen Tredoux	Director
Alison Louis	Fleet Supervisor
Michelle Eastmond	Business Development Manager WFP/T
Nicola Clarke	Finance Officer P/T
Rodney Birkett	Day Services Co Ordinator

Drivers

• Abdul Ikar • Arshad Ali • Barry Oakes • David Neblett • Dee Nielsen • Ian Raven
• Fimbar Harper • Kim Roberts • Lisa Drury • Margaret Augustyn • Felika Ntumba
• Mike Morris • Mohammed Alam • Jacqui Noel • Jeffrey Clarke • Sharon Phillips
• Suat Umac • Syed Ahmed • Matthew Day • Akadas Ali • Paul Bell • Wayne Henshaw.

Passenger Assistants

• Ruksar Miah • Yvonne Malcolm • Vicky Mack • Christine Ahiagbede • Nasra Sahardid
• Tahleah Fowler



Waltham Forest Community Driving School Instructor

Sharon Sango

Accessible MiDAS, D1, Passenger Assistant, 5 Points to Safety

Fleet Details

Total Fleet: 25 vehicles 
Standard: 6 vehicles 
Accessible: 19 vehicles 

Betty

Betty loved going to her local hub where she lived, she was responsible for the growing of the vegetables and fruit which local residents could buy, she also look after the 13 Chickens making sure that everyday eggs were collected and she would feed them porridge which she brought from home. Her mobility at that time was quite good.

When the Hub closed Betty was devastated she said "this was my reason to get up in the morning it kept me going" since then her health has suffered and her mobility has worsened.

Since joining the Sunday Club "I can now look forward to the weekends, I'm picked up first and dropped off last and have a good chinwag with the driver". I've made new friends and now go to another club with them.

Betty is now looking forward to helping in the greenhouse and doing a bit of planting, she said "I will never get back to how I was but coming to the Sunday Lunch Club has given me a chance to meet other people and get out of the house again and not feel so lonely."

Social Value Impact statement

Community Transport Waltham Forest is a registered charity under the terms of the Charities Act 2006.

The objects of Community Transport Waltham are to relieve poverty, youth age, sickness or disability by the provision of transport to individuals in need of such relief or to charitable bodies established for the benefit of such individuals.

Community Transport Waltham Forest makes a contribution to the following charitable purposes as set out in the Charities Act:

- The prevention or relief of poverty
- The relief of those in need, by reason of youth, age, ill health, disability, financial hardship or other disadvantage

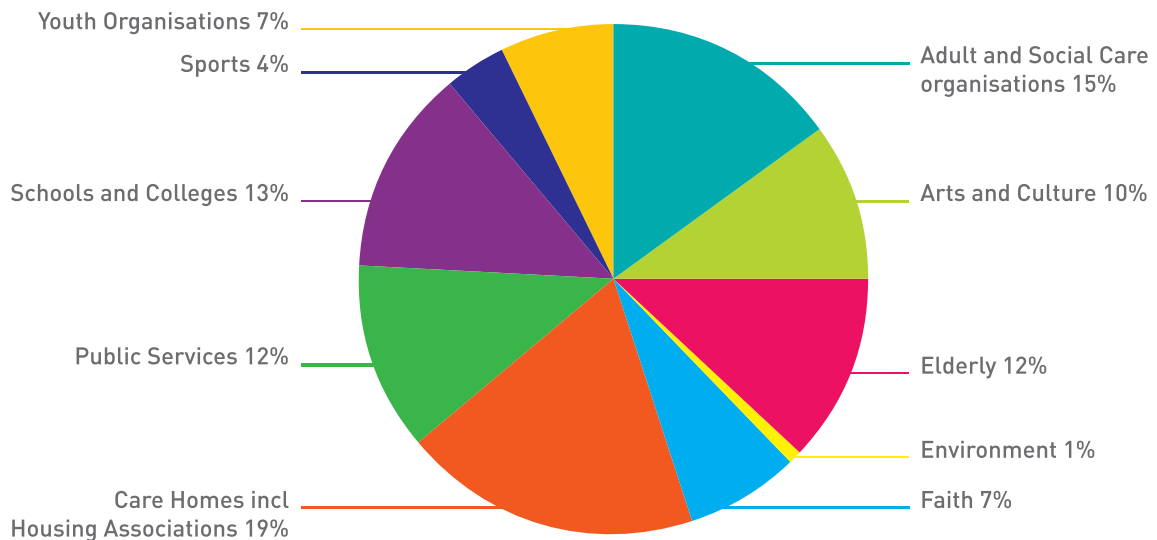
The public benefit and Social value from these charitable purposes is widespread and comes through the delivery of community transport services to the wider voluntary sector and those individuals accessing our services to undertake their everyday essentials. From access to transport for shopping, health and social care services to participation in clubs and societies.

Our minibus group use service programme offers use of vehicles on an adhoc basis to clubs and societies, educational facilities as and when required.



Our membership

WFCT provides transport and training to local organisations in Waltham Forest and Newham and Enfield. In 2019/20 we had 117 active member organisations spanning a wide range of voluntary, community and statutory organisations. The breakdown of membership at end March 2019 showed Adult and Social Care organisations 15%, Arts and Culture 10%, Elderly 12%, Environment 1%, Faith 7%, Care Homes incl Housing Associations 19%, Public Services 12%, Schools and Colleges 13%, Sports 4%, Youth Organisations 7%.



Our Staff

We have a small compliment of back office staff 4 F/T and 2 P/T and a pool of more than 23 drivers and passenger assistants who deliver our services. Our staff are recruited primarily from the local areas where we deliver services. Our staff are representative of the communities we serve, and unusually in the transport sector the senior management team are all women.

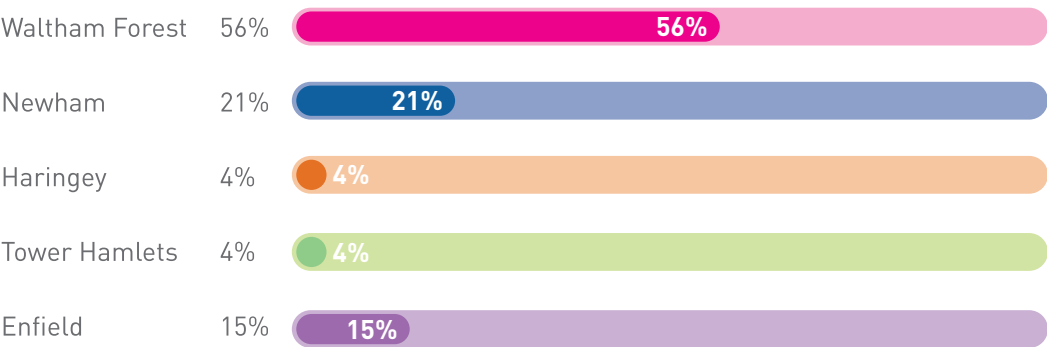


2019/20 Summaries

AIM 1 East Community Transport Services

To develop new sub regional working by increasing the impact of community transport services in East London working with agencies and partners in Newham, Enfield, Tower Hamlets, Haringey, Redbridge, Havering, Barking and Dagenham connecting communities with the services they require, encouraging social engagement and improving the quality of life of communities in East London

East London Membership Profile



Community Transport Services in Newham:

It's been a positive first year in Newham we have been able to build a strong base of which we can build on increasing community transport services in Newham.

During the course of the year we formed good relationships with all key agencies and organisations - adult services, community health services, mental health services, MIND, Age UK, support groups in Newham to promote our service and gain new membership.

We have been successful in reducing isolation and loneliness through the services we offer through services such as **The Excursion Club** which has seen an increase in members during the year. The trips are a catalyst to provide a day away from their personal isolation and opportunity to build confidence and resilience, make new friends in a group setting.

Every 1st & 3rd Sunday of the month we hold a **Sunday Lunch Club** elders are referred by Social Services, other agencies and or self-referrals, This service gives the most vulnerable and isolated people in our community a chance to come and enjoy a Sunday Lunch and take part in activities and events.

Delivery of Newham's 17 seater fully accessible bus has enabled us to offer transport to Newham's agencies and organisations and support vulnerable individuals using accessible transport as a medium to build confidence, challenge and overcome personal barriers to reduce isolation and loneliness and improve their mental wellbeing.

Funding received from Clarion Neighbourhood grants piloted **Door to Store** service in Canning Town South.

Funding from the Peoples Postcode lottery has enabled us to develop **Door to Store** service further. This service has allowed clients to retain their independence, undertake their everyday essentials.

Sadly growth of our services have been placed on hold due to Covid 19 but we are determined to find ways to return our services as soon as it is safe to do so.



AIM 2 Get Up and Go Services

Provide a Get Up and Go Gateway service through appropriate transport provision and delivery of services to develop social connections and social support connecting individuals and organisations with specialist services, social engagement opportunities thereby contributing to improving health, wellbeing and economic outcomes of all our communities.

Door to Store Shopping Service

The service forms an important part of enabling the elderly to retain their independence longer by providing a transport service to local supermarkets for shopping and undertaking their everyday essentials.

Frequency: 3 days per week

Stores: Tesco's E11, Morrison's and Sainsbury E4

Door to Store	2018/19	2019/20
Total trips	1882	2020
Total passengers	2097	2239

'I live with my son (71) who did my shopping but never got it right, so when I heard about this service I was so happy we are pick up from home and taken to the big Tesco at Beckton where we have lots of time to walk about, this is good for me as my mobility is not good and I'm very slow. One of the other ladies said she would like to go to Sainsburys for a change so when we are picked up we just tell the driver where we would like to be drop and it is no trouble for them.

This service has give me something to look forward to every Friday and have a good old chinwag with the other ladies".

Irene

Aged 93.

Waltham Forest Excursions Club

WFCT operate a small excursions club programme offering seasonal outings to individuals at risk suffering from isolation and loneliness. The membership of the Excursions Club has grown year on year and demand for this service stretches across the year. Once the summer season has been delivered members are keen to find out what the festive programme will offer. We recognise that the Excursions Club is a valuable tool in reducing loneliness and Isolation among our elderly residents. Excursions during 2019/20 included Mayfield Farm Bakery, Eltham Palace, Battlesbridge and Southend, with festive outings of a Pantomime, a visit to Polhill garden centre and a trip out to Rochester.

Excursions Club	2019/20
Total trips	11
Total passengers	528

Big Day Out 2019

We partnered again this year with “Ambition, Aspire, Achieve” (AAA) and provided transport for their ‘Big Day Out @ Port Lympne Wildlife Park which saw 90 children and their families explore the park. The Big Day Out is an annual event delivered in partnership with Ambition Aspire Achieve. This event for many families is the Summer Highlight.

Our resident baker Margaret Augustyn spent may months holding cake sales and managed to raise over £700 to take a special group of young people to Southend for the day.



AIM 3

Grow Waltham Forest Community Driving School to be the “go to” training body of choice for minibus related training in East London and surrounds offering skills development, driving accreditation courses and pathways to employment opportunities.

The Waltham Forest Community Driving School had an exceptionally busy year, schools, colleges, Local Authorities and organisations using their own drivers and passenger assistants made use of the courses on offer. Our new Dial a Ride contract required an intense recruitment and training period to fulfil our contract requirements. Our ongoing partnership with Newham Work Programme on our pathways to careers scheme resulted in 4 long term unemployed individuals securing driver roles on our contract.

	2018/19
MiDAS	124
Passenger Assistant	18
Five Points to Safety	15
D1	3



AIM 4

To be a recognised and valued Social Enterprise organisation in East London
To make better use of our assets in order to drive forward an enterprise culture
to encourage new business growth and improve productivity.

To create greater awareness of the organisation and the services provided
through creation and implementation of wide reaching communications
strategy.

Exploit opportunities to extend our customer and supply base. We will work
with partners to encourage new collaborations and develop new service delivery
opportunities.

The main area of Community Transport Waltham Forest's charitable activity is the provision of a minibus transport service to registered member groups either on a self drive basis or with driver provided. Many of our member organisations rely on volunteer drivers to support their work however we are experiencing an increased demand for the provision of drivers enabling Community Transport Waltham Forest to offer casual employment to local individuals wishing to support local community organisations

Community Group Use:

	Trips	Passengers
Admin	225	158
Contracts	3460	16828
Door to Store	2156	2348
Excursion Club Members	34	427
Groups (volunteer driver)	983	13703
Groups (driver required)	4347	56511
Training	112	112
MOAT Dial a Ride	995	4713
Total:	12312	94800

Treasurer Report _ Richard Mundy

Treasurer Report - 31st March 2020

Overall

Unaudited Accounts show a surplus of £126,901 in 2019/20. After deducting £67,969 for re-restricted items and £145,000 for designated purposes, free reserves are £287,339 (last year: £149,257).

The progress started in 2018 continued, enabling us to build funds for newer, more environmentally-friendly buses. We were able to carry on providing reliable, quality, caring transport at competitive prices.

Our staff have always been so important and we remain one of the few London Living Wage transport employers. We kept pace with the growing cost of living and funding staff pensions.

The financial year ended just as the Coronavirus emergency lockdown began. This has had a huge effect on our member groups, most of which had to stop all their journeys, and therefore on Community Transport. Many of our drivers, escorts and office staff had to be furloughed and vehicles were laid up. The financial impact cannot yet be fully known, but CT is looking to cut its cost-base so it can survive and be ready to support and serve the community however it moves to the post-pandemic 'normal'.

Income

Total income was £1,303,358 (2018/19 - £1,201,458).

Community income was £281,777 (£268,755).

Community Driving School income was £12,478 (£12,173).

Committed income, with longer-term transport commitments by members, plus Dial-a-Ride, grew to £954,553 (£816,258).

Grants were £48,805 (£101,393). These included £10,400 from the People's Postcode Lottery, £2,920 from Community Links and £15,000 from Power to Change.

Expenditure

Total expenditure was £1,176,457 (£1,069,666), reflecting higher activity during the year.

Reserves and Cash

Total reserves at 31st March 2020 were £500,308 (£373,407).

The Committee continued its cautious risk policy, with reserves designated for core costs, working capital and potential redundancy costs in case of funding cuts (to us or our members).

At 31st March cash and loans repayable on demand totalled £267,180 (£220,979).

Annual Membership 2019/20

(Leytonstone) Elim Pentecostal Church	1	Forest Churches Emergency Night Shelter	2
Academy Achievers	1	Friends of Ronald Openshaw	40
Act Up! Newham Theatre Company		Gasworks Dock Partnership	8
CIC	16	Gateway Housing Association	9
Afro Caribbean Elders Ass.	15	George Mason Lodge	16
Albany Nursing Home	22	Goldenkids Afterschool Club	628
Alliston House	8	Hainault Road Baptist Church	3
Alzheimer's Society Waltham Forest	8	Hammers Rainbow	4
Ambition Aspire Achieve	233	Haringey Council	130
Ashlake Lodge (Lakeside House)	6	Haven House Childrens Hospice	66
Aston-Mansfield	15	Heathlands Care Home (Chingford)	4
Baps SHRI Swaminaran Mandir	23	Hornbeam Academy- William	
Care Highams Park	7	Brookfield House Campus	9
Community Transport Excursions Club	236	INFINITEOASISCARE	442
Community Transport WF - TRAINING	120	Intensive Dementia Outreach Service	450
Coppermill Recycled Teenagers	16	Joint Information group (Volunteers)	4
CPotential Trust	4	L&Q Living Helena Road	32
Crest Waltham Forest	108	Lammas School	12
CTWF Drivers social club	15	LBWF Mapleton Road	6
CWOATA LTD	38	LBWF Sports Development	8
Dames Road/Sidmouth Court Clubs	208	LBWF Young Carers Project	221
Dementia Support Team	128	Leabridge Conservation Volunteers	1
Discover Children's Story Centre	8	Leyton Sixth Form College	163
Docklands Drop in	6	Leytonstone Domino Club (Nexus)	4
Downsell Primary School	107	Leytonstone School	3
East Excursions Club	8	Leytonstone School	445
East London School of Karate	1	Little Diamonds Day Nursery	4
East London Waltham Forest Vision	10	LiveAbility Waltham Forest	42
EKTA PROJECT	1	London Borough Of Enfield	424
Elim Pentecostal Church, East Ham	3	London Borough Of Waltham Forest	
Emmanuel Community Church		- BARNET RUN	932
International	3	London Borough Of Waltham Forest	104
Emmanuel Community school	64	London Stadium	218
Enfield Council Services	93	Magic Me	12
Equilibrium Productions limited	28	Masquerade 2000	2
Faraday School	1833	MS Society Waltham Forest Branch	7
		Newham and Essex Beagles Athletics	6

Newham Community (Renewal Programme)	13	Three Willows Care Home	8
OB26 Priors Court School	16	Tower Hamlets C.T	1
On the Way	1	Trinity Community Centre	4
Organic Lea	16	UK Athletics	72
Outlook Care	6	Urbis Academy T/A Mayville Primary School	68
Outlook Care	8	Visions & Aspirations Association	1
Outlook Care Summit Road	40	Walker Primary School	1
Outward Housing	13	Waltham Forest Housing	41
Parkinson UK Disease Society	14	Waltham Forest Housing Assoc Ltd	22
Parkview House Care Home	8	Waltham Forest Pensioners Association	12
Plaistow Seventh Day Adventist Church	6	Waltham Forest Stroke Group (Stroke Assoc)	16
Potters House Christian fellowship	56	Waltham Forest Youth Offending Team	235
Queen Ann Care	4	Waltham Forest Disability Resource Centre	4
Rights and Equalities in Newham	1	Walthamstow School for Girls	1
Roger Ascham Primary School	49	Wesleyan Day Care Centre	7
Route NO: OB27	52	West Ham Community Sports Trust	1763
Salaam Peace	37	WF College	64
Shernhall Methodist Church	7	Whitefield School & Centre	18
ShopMobility Waltham Forest	20	Woodside Primary Academy	4
SKS Swaminarayan Temple-East London	4	Worth Unlimited for Waltham Forest	4
Snaresbrook Arts Project	6	Youngbloods Basketball Club	6
St Ives Lodge	12		
St Joseph's Catholic Junior School	32		
Stay Safe East	8		
Stratford School Academy	16		
SUBCO TRUST	4		
TFL Dial a Ride	1683		
The Lung Club	8		
The Markfield Project	173		



Community Transport Waltham Forest

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