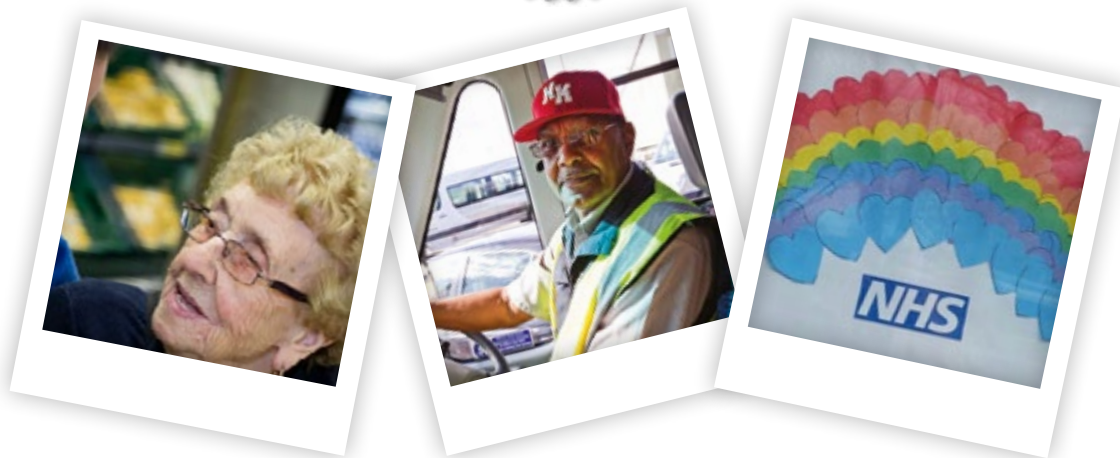


# Annual Report 2020-2021



DRIVEN BY OUR COMMUNITY





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Supported by



Social Enterprise  
Support Fund



## 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](http://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:

- |                        |   |
|------------------------|---|
| • <b>Accessibility</b> | - services available to everyone                      |
| • <b>Service</b>       | - caring, professional, reliable, integrity           |
| • <b>Fairness</b>      | - honesty and decency for our workers and users       |
| • <b>Empowerment</b>   | - increased transport choices                         |
| • <b>Initiative</b>    | - adapting to changing needs                          |
| • <b>Development</b>   | - committed to monitor, reflect and learn             |
| • <b>Altruism</b>      | - share our knowledge for the benefit of others       |
| • <b>Participation</b> | - 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 Dr Sabir Bham

As lockdown measures begin to reduce and community life has a promise of returning there is a great deal to be positive about at Community Transport Waltham Forest. Who knew a year ago what dramatic changes would happen to the way we live, work and interact with each other from self-isolating which has had an enormous impact on our elderly community to the cessation of most of our community work like many other organisations experienced.

It is often in times of adversity the best of who we are comes to the forefront and the team at Community Transport Waltham Forest where exceptional. Our staff team and trustees have worked tirelessly during the last year to meet the challenge of adjusting our services to meet Government guidelines on managing the pandemic whilst keeping our essential services operational throughout the year. This included additional measures to manage our finances prudently, an organisational restructure to maintain our services with a smaller back-office team, accessing the Government Furlough scheme as well as securing grant funding to meet some of our operational costs in adjusting service delivery, implementing new cleaning measures for the vehicles to operate safely, and providing the necessary PPE to staff on the front line.

We are moving forward with a new business plan 2021 -24 with fresh ideas and ambitions for the organisation, a key element of this plan is the review of the Memorandum and Articles of Association for the Charity to ensure the organisation is operating within fresh charitable objects and can best meet the needs of our members as services evolve during what will still be a challenging situation over the next few years as we recover from the impact of the pandemic.

*Sab Bham*

Dr Sabir Bham  
Acting Chairperson

## Directors Report -Helen Tredoux

The great pandemic COVID 19 will go down in history as the biggest challenge to humanity in the last 70 years. It is at times like this that resilience, community spirit grows stronger

As I reflect on 2020 I am reminded of the quote by the amazing Captain Sir Tom Moore

“My message to the nation right now is, tomorrow will be a good day. We will get through this and come out of it stronger, more united and ready to face any challenge together.” – The Sunday Mirror, April 2020.

Whilst our working practices changed considerably during the year, our front-line services remained open and briefly in October 2020 we were able to meet a number of service requests before having to shut down our services again. Our programme of ongoing improvements continued in particular creating a new Social Media Strategy and we are now able to make use Instagram and Facebook to communicate with our members to better effect. Our Fleet replacement programme continued with 4 new Euro 6 vehicles replacing our older vehicles resulting in our services restarting with a fresher and greener fleet. We were also able to start a new service “The Bubble Bus” to comply with the rule of 6. This has proved a very successful approach which we intend to continue specially to meet the needs of lonely and Isolated Individuals offering outings with a smaller cohort of passengers. The service trialled in October when we were able to offer a pub lunch to all our Door to Store members who has suffered isolation during lockdown and even squeezed in a few Christmas meals for our Sunday Lunch Club. We cannot wait to start the programme again as so many older people have expressed an interest in using the service.

I must pay a special tribute to our friend and colleague **Kevin Jenkins OBE** who we sadly lost in early April 2021. Kevin was the major supporter of our Community Transport in Newham scheme. He put his fundraising skills to good use securing funding for a new bus for Newham, as well as funding for our Newham Outreach Worker and more recently secured Covid Recovery Support from both the Social Enterprise Support Fund and CCLORS. These grants provided much needed funds during the lockdown when 90% of our services closed. His advice, guidance and fundraising skills will be sorely missed. Kevin not only supported Community Transport Waltham Forest but many young people and community organisations in Newham, we have truly lost a legend.

*Helen*

Helen Tredoux  
Director

## In loving memory of Kevin Jenkins OBE

Supporter and colleague  
-a true Newham legend much missed.



10/10/1958 - 06/04/2021



## Reference and administrative details.

### Directors (Trustees)

Sab Bham (Acting Chair)  
Richard Mundy (Treasurer)  
Lorna Wisdom  
David Williams  
Paul Leslie  
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 (31/07/2020) | Business Development Manager WFP/T |
| Nicola Clarke                  | Finance Officer P/T                |
| Rodney Birkett (31/07/2020)    | 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, 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 



## 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

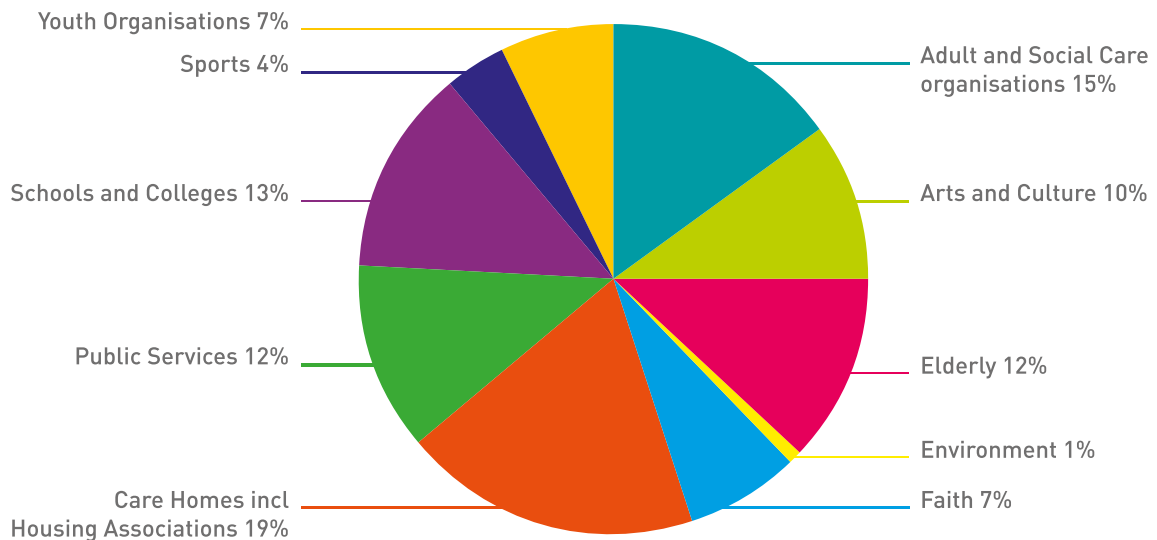
The public benefit and Social value from these charitable purposes is widespread and comes through the delivery of community transport services to the wider voluntary sector and those individuals accessing our services to undertake their everyday essentials. From access to transport for shopping, health 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 2020/21 we had 93 member organisations spanning a wide range of voluntary, community and statutory organisations. The breakdown of membership at end March 2021 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 complement of back-office staff 3 F/T and 1 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.



## 2020/21 Summaries

### Covid 19 Our Services

At the start of the financial year in April 2020, we found ourselves in the middle of the first of three lockdowns for London, our community services were unable to operate and only two of our frontline services remained open throughout the year namely our contracted Dial a Ride Service and our Door to Store Shopping Service. Our offices remained open, and our core staff attended throughout the lockdown. This involved learning new skills such as using online meeting software, addressing the backlog of administrative tasks and planning for the future. We were able to secure funding to assist the organisation to meet its outgoings and support the development of Covid recovery plans including The Bubble Bus Service. Our driving staff and passenger assistants were placed on furlough and returned once their services were back up and running. Like so many other organisations we were tasked with adjusting our work environment to ensure that the service had the necessary measures to remain Covid Safe this included implementing new cleaning regimes for the vehicles, providing PPE for staff, and implementing new rules on sanitizing hands and mask wearing on our vehicles. Our staff met the challenge with a mask making project which saw parents and partners roped in to produce 350 masks for use on our vehicles. Our Dial a Ride Drivers supported food distribution and movement of items across East London boroughs.

### Fleet replacement

We continued with our fleet renewal programme to meet the 2023 deadline for ULEZ compliance and through good fortune were able to purchase 3 second hand Euro 6 coach built vehicles as well as a new transit minibus. The replacement programme has meant that 82% of the fleet is now ULEZ compliant.

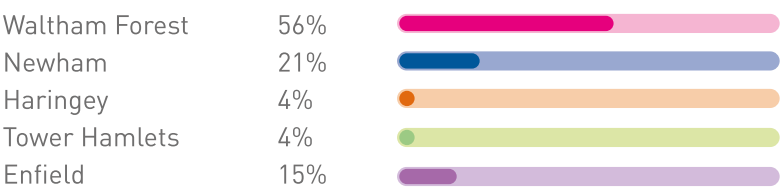


**Business Plan Priorities**

**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**

|                            |         |
|----------------------------|---------|
| Door to Store Canning Town | 2020/21 |
| Total Trips                | 144     |
| Total Passengers           | 165     |

**Sunday Lunch Club**

|                  |         |
|------------------|---------|
|                  | 2020/21 |
| Total Trips      | 10      |
| Total Passengers | 60      |





## 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    | 2019/20 | 2020/21 |
| Total trips      | 2020    | 1704    |
| Total passengers | 2239    | 1900    |

### Waltham Forest Excursions Club (on hold)

WFCT operate a small excursions club programme offering seasonal outings to individuals at risk suffering from isolation and loneliness. We recognise that the Excursions Club is a valuable tool in reducing loneliness and Isolation among our elderly residents. Excursions in 2020 were placed on hold.



## The Bubble Bus (SSCF funded)

Funding from the Social Enterprise Support fund enabled the organisation to design a transport service using government guidelines of a Bubble of 6 which provided a number of trips from October -18th December. The service was well received and individuals got a brief respite from lockdown

|                  |         |
|------------------|---------|
| Bubble Bus       | 2020/21 |
| Total Trips      | 95      |
| Total Passengers | 570     |

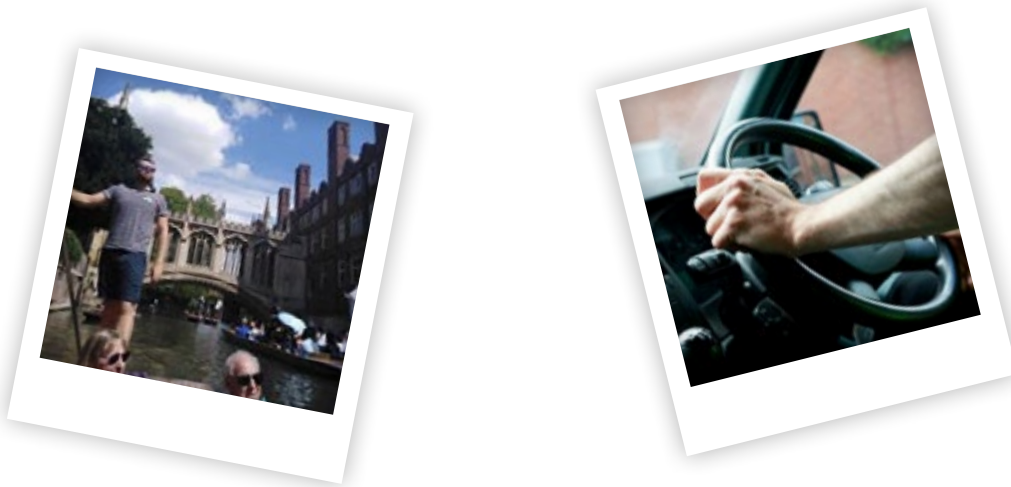


### AIM 3 Waltham Forest Community Driving School (On hold)

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. Due to the lockdown restrictions our training programmes were placed on hold. CTA uk prepared an online refresher programme for individuals who were required to renew their accreditations.

2020/21

MIDAS 11



#### **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 were unable to operate which is reflected in the reduction of services this year.

#### **Community Group Use:**

|                           | <b>Trips</b> | <b>Passengers</b> |
|---------------------------|--------------|-------------------|
| Admin                     | 161          | 162               |
| Contracts                 | 1055         | 3347              |
| Door to Store             | 1704         | 1900              |
| Excursion Club Members    | 0            | 0                 |
| Groups (volunteer driver) | 222          | 1416              |
| Groups ( driver required) | 698          | 2458              |
| Training                  | 23           | 112               |
| MOAT Dial a Ride          | 1521         | 7479              |
| <b>Total:</b>             | <b>5384</b>  | <b>16874</b>      |





## **Treasurer Report \_ Richard Mundy**

### **Treasurer Report - 31st March 2021**

#### **Overall**

Unaudited Accounts show a surplus of £119,403 for 2020/21. After allowing £20,724 for restricted items and £191,600 for designated purposes, general reserves are £407,387 (last year: £287,339). £246,769 is the value of our tangible assets (vehicles), leaving free reserves of £160,618 (£132,871).

Covid-19 caused income to fall. Most member groups had to stop all their journeys. Many of our drivers, escorts and office staff had to be furloughed and vehicles were laid up. With regret, we had to cut our core costs and two office staff were made redundant in July.

We did continue much of our Dial a Ride contract, which helped keep some minibuses in use and drivers in work.

We used the TFL scrappage scheme to help us acquire 4 more ULEZ-compliant minibuses.

We still care for our staff! We are still one of the few London Living Wage transport employers. We kept pay in line with the cost of living and funding staff pensions.

CT has managed its finances cautiously and is ready to support and serve the community however it moves to a 'post-pandemic normal'. We intend continuing to provide reliable, quality, caring transport at competitive prices.

## Income

- Total income was £1,034,661 (2019/20 - £1,303,358).
- Casual income from members was £29,605 (£281,777).
- Community Driving School income was £3,405 (12,478).
- Committed income, with longer-term 'contracts' by members, plus Dial-a-Ride, was £692,433 (£954,553).
- Grants and Donations were £297,553 (£48,805). These included £121,790 through the HMRC Job retention Scheme, £75,000 from the Covid Community Led Organisations Recovery Scheme and £30,000 Emergency Income Support from Power to Change. Souter Foundation donated £1,000 TOWARDS OUR Excursions Club.

## Expenditure

- Total expenditure was £915,258 (£1,176,457), reflecting lower activity during the year.

## Reserves and Cash

- Total reserves at 31st March 2021 were £619,711 (£500,308).
- 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). A new Designated Fund for Future Community Services was set up.
- At 31st March cash balances were £325,829 (£267,933).



## Annual Membership 2020/21

|  | Uses |
|--|------|
| Ambition Aspire Achieve.....                       | 40   |
| Aston-Mansfield.....                               | 30   |
| Bubble Bus ( Social Enterprise).....               | 95   |
| Capel manor College.....                           | 38   |
| Crest Waltham Forest.....                          | 86   |
| East Community transport.....                      | 1    |
| East London school of Karate.....                  | 2    |
| Elim Pentecostal Church, East Ham.....             | 2    |
| Enfield Carers Centre.....                         | 5    |
| Faraday School.....                                | 927  |
| GB Carnival.....                                   | 2    |
| Haringey Council.....                              | 12   |
| Heritage School of Football & Education.....       | 1    |
| INFINITEOASISCARE.....                             | 329  |
| Intensive Dementia Outreach Service.....           | 160  |
| LBWF Young Carers Project.....                     | 56   |
| Leyton Sixth Form College.....                     | 5    |
| Little Diamonds Day Nursery.....                   | 1    |
| London Borough Of Waltham Forest - BARNET RUN..... | 869  |
| Markhouse Centre.....                              | 692  |
| Next Step Support.....                             | 4    |
| Outlook Care.....                                  | 2    |
| Outlook Care.....                                  | 4    |
| Outlook Care Summit Road.....                      | 4    |
| Outward Housing.....                               | 14   |
| Salaam Peace.....                                  | 21   |
| SCL Education.....                                 | 24   |
| Sidmouth road Clubs.....                           | 253  |
| Skinnners Almshouse Charity.....                   | 9    |
| Sunday Lunch Club.....                             | 10   |
| TFL Dial a Ride.....                               | 1699 |
| The Lung Club.....                                 | 7    |
| The Markfield Project.....                         | 29   |
| Waltham Forest Stroke Group (Stroke Assoc).....    | 4    |
| Waltham Forest Youth Offending Team.....           | 293  |
| West Ham Community Sports Trust.....               | 50   |
| WF College Finance Dept.....                       | 8    |



## Community Transport Waltham Forest

Low Hall Depot  
Argall Avenue  
London  
E10 7AS

Tel: 020 8521 0665

[www.communitytransportwf.co.uk](http://www.communitytransportwf.co.uk)

