

Annual Report 2021-2022



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 its worth 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 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, trustworthy, integrous.
- **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 needs.

We support community services and initiatives. We also encourage cooperation. We work with our members and 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.

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.

Supply Chain Management

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



Foreword DR Sabir Bham

The management committee are always cautious and this year our challenge was to manage the recovery of CTWF services in a careful manner ensuring the safety of our staff team whilst meeting service requests and government regulations. Thankfully this careful management has enabled the organisation to take a measured approach to resuming services.

I am pleased to report that this year we experienced an increased demand for services but with a twist as the Pandemic receded and our regular services restarted. Whilst many new technologies supported the continuation of the services such as Teams and Zoom, we were also tasked with delivering specialist services to contribute to addressing issues such as Covid vaccinations including the adaptation of one of the vehicles into a mobile vaccine centre. This innovative use of one of our vehicles, increased partnership work with Public Health and NHS, and improved public benefit by offering easy access to the vaccine programme.

We were able to take advantage of Government schemes such as the Kickstart Programme offering a 6-month placement as a fleet assistant to a young resident. This worked really well and we have now created a permanent part time Fleet Assistant post.

Whilst the world is changing CTWF has proven to be willing to make changes to ensure that the service remains an inclusive and beneficial service to the communities of East London.

I would like to take this opportunity to thank all the staff for their continued hardwork. We have had periods of Covid 19 effecting our staff team but we have managed to work through it and continue to serve our community



Dr Sabir Bham

Dr Sabir Bham
Chairperson

DRIVEN BY OUR COMMUNITY



Directors Report Helen Tredoux

Whilst the ongoing stop start of getting back to normal during the year had us often wondering whether we would be able to resume our services I pleased to say that from September 2021 our business slowly picked up and our members got back to delivering their services.

The lull in operations during the year did provide the opportunity for us to undertake a major review of our Memorandum and Articles of Association. This review has resulted in us having a second objective added to the Objects of the Charity approved by the Charities Commission which enables the organisation to deliver a broader range of services to promote Social Inclusion.

Transport plays a key part in connecting individuals with their community, increasing access to services and promoting well being of individuals who require support to fully engage in society and we were pleased to secure funding from LB Newham as part of the Covid 19 Recovery Programme to establish the Time Together Club for lonely and isolated elderly individuals in Newham.

Revised Charitable Objects

1. The objects of the Charity (the "Objects") are, for the public benefit:
 - 1.1. to relieve poverty youth age sickness or disability by, in particular but without limitation, the provision of transport for individuals in need of such relief or to charities or other organisations that benefit such persons; and
 - 1.2. to promote social inclusion by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

For the purpose of this clause 'socially excluded' means being excluded from society, or part of society, as a result of one or more of the following factors: poverty, youth or old age, sickness or disability.

Sadly, towards the end of the year we lost one of our trustees Lorna Wisdom suddenly and unexpectedly, she will be much missed.



Helen Tredoux
Director



Reference and administrative details

Directors (Trustees)

Sab Bham (Acting Chair))
Richard Mundy (Treasurer)
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 307328
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
Tahleah Fowler (sessional)	Marketing Assistant
Nicola Clarke	Finance Officer P/T
Anoix St Cyr	Fleet Assistant Apprentice
Margaret Augustin	Occasional Afternoon Supervisor
Chris Duran	Occasional Afternoon Supervisor

Drivers

Abdul Hoque, Abdul Ikar, Akadas Ali, Alison Skeat, Ash Khurshid, Arshad Ali, Barry Oakes, David Neblett, Daniel Solomons, Dee Nielsen, Everton Boothe, Godfrey Waite, Jacqui Noel, Jeffrey Clarke, Kim Roberts, Ian Raven, Lisa Drury, Margaret Augustyn, Maria Guazzelli, Paul Bell, Ralph Robinson, Robert Onourah, Rodney Birkett, Rufus Clarke, Mohammed Alam, Jacqui Noel, Syed Ahmed, Akadas Ali, Paul Bell, Wayne Henshaw, Vassos Panayiotou, Vladimir Sporinsky, Wilford Wellington, Mark Taylor

Passenger Assistants

Vicky Mack, Christine Ahiagbede, Tahleah Fowler, Skev Addis

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:

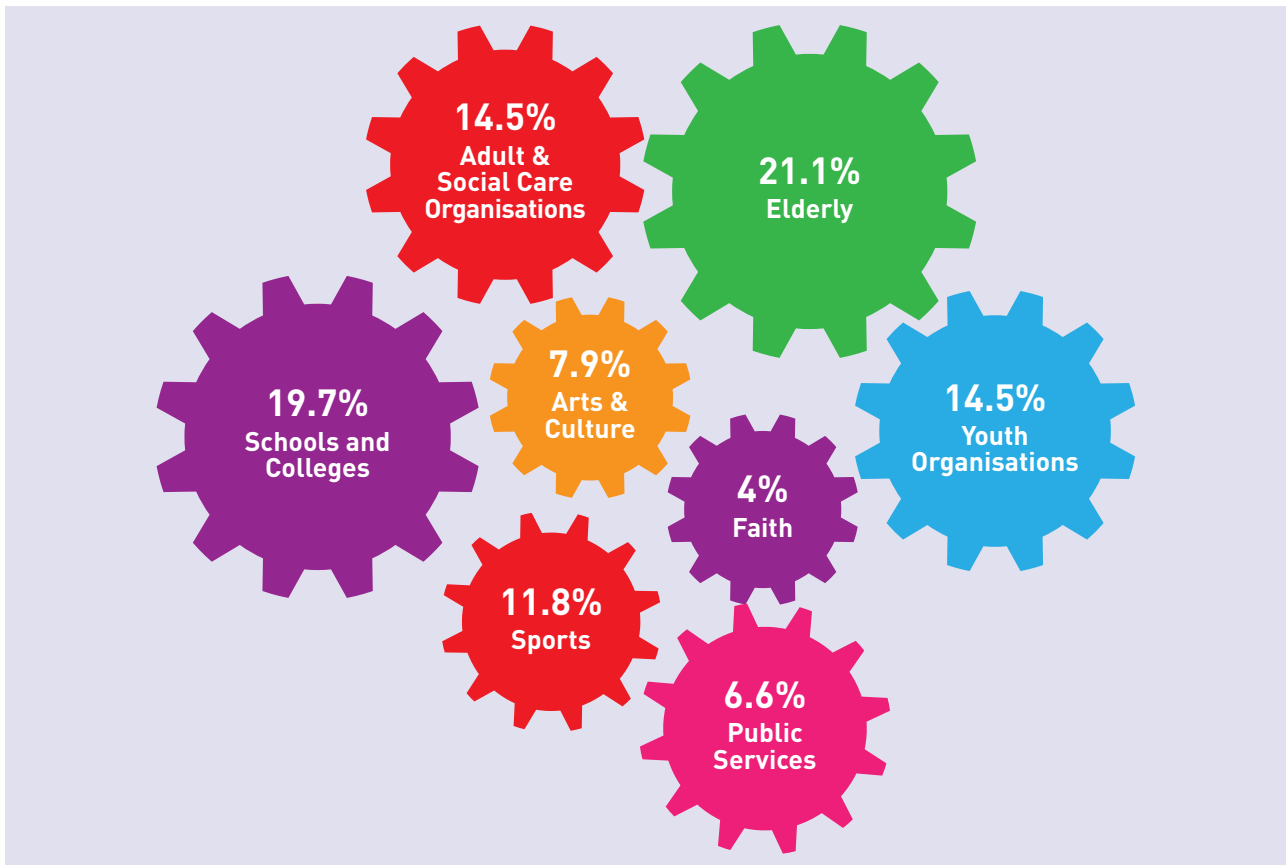
- The prevention or relief of poverty
- The relief of those in need, by reason of youth, age, ill health, disability, financial hardship or other disadvantage

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 2021/22 we had 76 member organisations spanning a wide range of voluntary, community and statutory organisations. The reduction of membership directly related to delayed opening of member organisations post Covid 19. The breakdown of membership at end March 2022 showed:



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 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.



2021/22 SUMMARIES

OUR SERVICES

Covid 19 Homes to Schools Service

CTWF provided a school transport service to provide transport for children where parents were isolating.

Total of 67 trips were delivered

Fleet replacement

We continued with our fleet renewal programme to meet the 2023 deadline for ULEZ compliance. Sadly one of our vehicles was stolen in September 2021, we were able to purchase 2 second hand Euro 6 vehicles. The replacement programme has meant that 85% of the fleet is now ULEZ compliant.

Vaccine Bus

CTWF played a major role in supporting key agencies such as London Borough Waltham Forest to support the Covid 19 recovery. We adapted one of our vehicles into a mobile Vaccine Centre

“By creating a Waltham Forest vaccination bus, we’ve been able to take vaccines directly to our residents. Whether that be our homeless communities, at our housing estates or local schools – it’s helped us get more people vaccinated. By branding it in our #Ihadmyjab campaign and deploying our engagement team’s out alongside the bus, we’ve been able to engage with residents and sustain a high profile across our borough” – Corporate Communications LB Waltham Forest



Vaccine bus

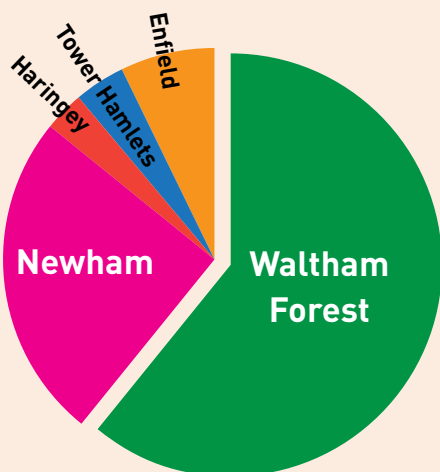
Aim 1

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

Waltham Forest	61%
Newham	25%
Haringey	3%
Tower Hamlets	4%
Enfield	7%



Time Together Club

Community Transport Waltham Forest were commissioned by London Borough Newham to deliver a pilot programme under Lot2 Activity Companions adult disabled/and or older residents.

We were awarded a sum of £14,430 to deliver a Sunday Lunch Club namely The Time Together Club. Sessions took place every second Sunday of the month.



Time Together Club

Community Transport Services in Newham:

Door to Store Canning Town 2021/22



420 Passengers

Newham Excursions Club

Total Trip Destinations 6

Total Passengers 156



156 Passengers

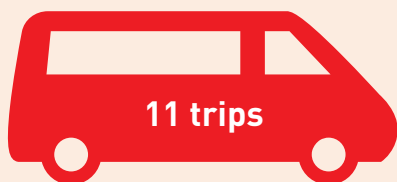
Aim 2

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.

The Bubble Bus

Funding from the Social Enterprise Support fund enabled the organisation to continue to offer transport services to support member return of services after the Pandemic.



143 Passengers

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

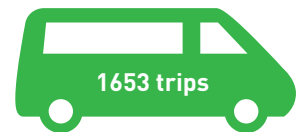
Stores: Tesco's E11, Morrison's and Sainsbury E4

2020/21



1900 Passengers

2021/22



1889 Passengers

Waltham Forest Excursions Club

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.



336 Passengers



Aim 3

Waltham Forest Community Driving School

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 until September 2021.

2021/22



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	Trips	Passengers
Admin	188	105
Contracts	1,735	4,622
Door to Store	1,653	1,889
Groups (volunteer driver)	459	4,875
Groups (driver required)	6,121	28,905
Newham Door to Store	412	420
MOAT Dial a Ride	2,016	20,285
Training	73	33
Total:	12,662	61,205

Community Transport Waltham Forest (CTWF) Treasurer Report (31st March 2022) Richard Mundy

Overall

Unaudited Accounts show a surplus of £150,969 for 2021/22. After allowing £5,769 for restricted items and £195,000 for designated purposes, general reserves are £612,509 (last year £449,985). £255,601 is the value of our tangible assets (vehicles), leaving free reserves of £356,908 (£203,216).

Activity of member groups returned faster after Covid-19 lockdowns etc than had been expected. Many member groups, but not all, were able to restart their journeys. At times we have been very busy and, despite some staff shortages from illness and other factors experienced by many businesses, our drivers, escorts and office staff have been flexible and worked hard to meet members' needs.

We acquired two more ULEZ-compliant minibuses. We must replace another three minibuses by October 2023.

We continued caring for our staff. We remain one of the few London Living Wage transport employers. We kept pay in line with the cost of living and funding staff pensions.

CTWF has managed its finances cautiously and is able to support and serve the community. We will keep providing reliable, quality, caring transport at competitive prices.

Income

- Total income was £1,281,054 (2021/22 - £1,077,259).
- Casual income from members was £143,115 (£29,605).
- Community Driving School income was £11,200 (£3,405).
- Committed income, with longer-term 'contracts' by members, plus Dial-a-Ride, was £1,081,827 (£692,433).
- Grants and Donations were £44,227 (£297,553). These included £12,144 through the HMRC Job retention Scheme and £14,430 from LB Newham's for Activity Assistance.

Expenditure

Total expenditure was £1,130,085 (£915,258), reflecting increasing activity during the year.

Reserves and Cash

Total reserves at 31st March 2022 were £813,278 (£662,309). The Committee continued its cautious risk policy, with reserves designated for Future Community Services, core costs, working capital and potential redundancy costs in case of funding cuts (to us or our members). At 31st March cash balances were £370,125 (£325,829).

ANNUAL MEMBERSHIP 2021/22

Organisation Uses

Ambition Aspire Achieve	15
Aston-Mansfield.....	29
Alliston House.....	4
Bubble Bus.....	87
Capel manor College	54
Carers First Newham	29
Charismatic Evangelical Church	4
Covid Core Vaccines	426
Covid Core Homes to School	317
Crest Waltham Forest	148
Custom House.....	1
Das and Lads	1
Dementia Support LBWF.....	180
Downsell Primary	26
East Community transport	46
East London school of Karate.....	1
Emmott Close Seniors	1
Enfield Carers Centre	19
Faraday School	1091
GB Carnival	2
George Mason Lodge	3
George Mitchell School.....	5
Geranium Club Enfield	74
Gwyn Jones Primary	18
Handicraft Club.....	58
Haringey Council.....	20
Heathcote School.....	4
Heritage School of Football & Education	5
Immediate Theatre Company	9
INFINITEOASISCARE	66
Langdon Park School.....	7
LBWF Mapleton Road	4
LBWF Low Hall	11
LBWF Sports and Leisure.....	4
LBWF Young Carers Project	302
Leyton Sixth Form College	129
Leytonstone Dominos	1

Little Diamonds Day Nursery	5
Leytonstone School.....	304
London Black Women Health	11
NHS Barnet.....	982
Markhouse Centre	2405
Merrion Club Enfield.....	62
MPV media	10
My Active Practice.....	2
New Directions School.....	2
Newham and Essex Beagles	12
Onside Football Academy	3
Outlook Care Grove Road.....	3
Outlook Care Cann Hall Road	4
Outlook Care Summit Road	24
Outward Housing	55
Park Avenue DRC.....	10
Pentecostal City Mission.....	3
Poplar Harca	2
PTC Survivors Together	1
REIN	2
Roger Ascham Primary	44
Salaam Peace	45
SCL Education.....	75
Shadwell Basin	3
Sidmouth road Clubs	309
Skinnners Almshouse Charity.....	2
South Chingford Congregation	2
TFL Dial a Ride.....	2119
The Markfield Project	86
The Worth Foundation	4
Time Together Club	60
Urbis Academy.....	12
Waltham Forest Pensioners	2
Waltham Forest Youth Offending Team	281
Walthamstow and Chingford Almshouses	8
Walthamstow School for Girls	1
West Ham Community Sports Trust.....	1582
WF College Finance Dept	46
Youngbloods Basketball.....	1

Community Transport Waltham Forest

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