

# Annual Report 2023-2024



DRIVEN BY OUR COMMUNITY



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## Certified Social Enterprise - Positioning Statement

**Community Transport Waltham Forest (CTWF) is a certified social enterprise which has been awarded the Social Enterprise Mark. The Mark is due to close 2024.**

([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:

- **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

At Community Transport Waltham Forest we recognise that the environment is important to our staff, our funders and our service users. We recognise our responsibility to manage our environmental impacts carefully. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods, with regular review points. We will encourage service users, staff and other contacts to do the same.

We endeavour to:

- Incorporate environmental considerations into our business decisions.
- Continually improve and monitor our own environmental performance.
- Promote environmental awareness among our service users and staff.

#### 1. Carbon footprint

- We will seek to measure and monitor our carbon footprint and publicly report it on an annual basis.

#### 2. Our services

- We will continue to promote the use of our vehicles as a greener, lower carbon alternative to multiple individual car trips.



#### 3. Managing our vehicle fleet

- We will continue to maintain a modern and efficient vehicle fleet.
- We will transition to plug-in hybrid or and/or full electric vehicles as soon as feasible.
- We will ensure that all of our drivers are driving economically.

#### 4. Purchasing of goods and services

- We will review, on an ongoing basis, the goods and services we purchase and seek to source as sustainably as possible, changing suppliers when necessary.

#### 5. Company administration

- We will prioritise environmental considerations in our key business decisions.
- We will promote our commitment to environmental protection to all of our service users, suppliers and supporters.

### Carbon Footprint 23/23

		C02 Produced
Distance Travelled	196240 miles	46747.34 kg

## Foreword Dr Sabir Bham

I am pleased to report that Community Transport Waltham Forest continues to provide vital transport services to local communities across East London operating from a position of strength. We are continuously reviewing services and responding when a need arises. Due to closures of Community Transport Services across East London our service is proving to be vital to transport dependent organisations in all neighbouring boroughs Hackney, Tower Hamlets, Enfield, Newham and Haringey. The demand places greater pressures on the service and the staff team have adjusted to make sure wherever possible services can be provided.

On a personal note, for organisations like Salaam Peace CTWF allow us to offer young people and adults from deprived and multicultural backgrounds opportunities to participate in Affiliated Sports Leagues, cultural and community experiences and residential. This is down to the Community support that CTWF provides..

CTWF continues to invest and improve digital technologies within the service, the move to an online membership process this year means that valuable time and resources required have been significantly reduced freeing up valuable time to focus on service delivery and improvement.

*Dr Sabir Bham*

**Dr Sabir Bham**  
Chairperson

**DRIVEN BY OUR COMMUNITY**



## Director's Report Helen Tredoux

I am delighted to report a busy and successful year at Community Transport Waltham Forest. Early in the new year we successfully secured a Heritage Lottery grant to deliver our unique project Charabancs and Cadillacs in Newham, a completely new venture for the organisation bringing in new skills and activities to support the delivery of the two year project, a full report on Year One of the project is contained within this annual report. Our Door to Store Customers were delighted with their new bus and felt like royalty and responded with waves and squeals as they traversed the borough on their shopping trips.

The biggest challenge of the year was having to bid for the new 5 year Dial a Ride contract which I am pleased to advise was successful and provides regular services for the next 5 years.

To support our commitment to Climate change our vehicles are now fully ULEZ compliant we are also Green Small Business Certified and will be reviewing our impact on the Climate annually.

Sadly the Social Enterprise Mark has closed so we will be seeking further accreditation from a similar scheme

*Helen Tredoux*

**Helen Tredoux**  
Director



## Reference and administrative details

### Directors (Trustees)

Sab Bham (Chair)  
Richard Mundy (Treasurer)  
David Williams  
Paul Leslie  
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	Marketing Assistant P/T
Nicola Clarke	Finance Officer P/T
Anoix St Cyr	Fleet Assistant (Left March 2024)
Jackie Mattock	Newham Outreach Officer
Alison Skeat	Charabancs and Cadillacs Project Manager (August 23)
Margaret Augustin	Occasional Afternoon Supervisor
Chris Duran	Occasional Afternoon Supervisor (Left Feb 24)

### Drivers

Syed Ahmed, Arshad Ali, Barry Oakes, Dee Nielsen, Ian Raven, Fimbar Harper, Lisa Drury, Margaret Augustin, Mohammed Alam, Jacqui Noel, Jeffrey Clarke, Akadas Ali, Paul Bell, Wayne Henshaw, Rodney Birkett, Everton Boothe, Maria Guazzelli, Julian Hewitt, Winston Mc Leod, Robert Onuorah, Ralph Robinson, Alison Skeat, Daniel Solomons, Vladimir Sporinsky, Godfrey Waite, Wilford Wellington.

### Passenger Assistants

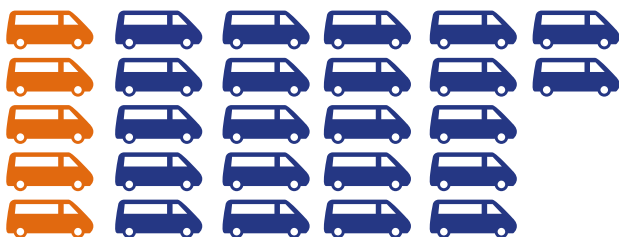
Androulla Kouroush, Skev Addiss,

### Waltham Forest Community Driving School Instructor

Terry Finnegan (Accessible MiDAS, Passenger Assistant, 5 Points to Safety)

### Fleet Details

Total Fleet: 27 vehicles  
Standard: 5 vehicles  
Accessible: 22 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 Forest 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

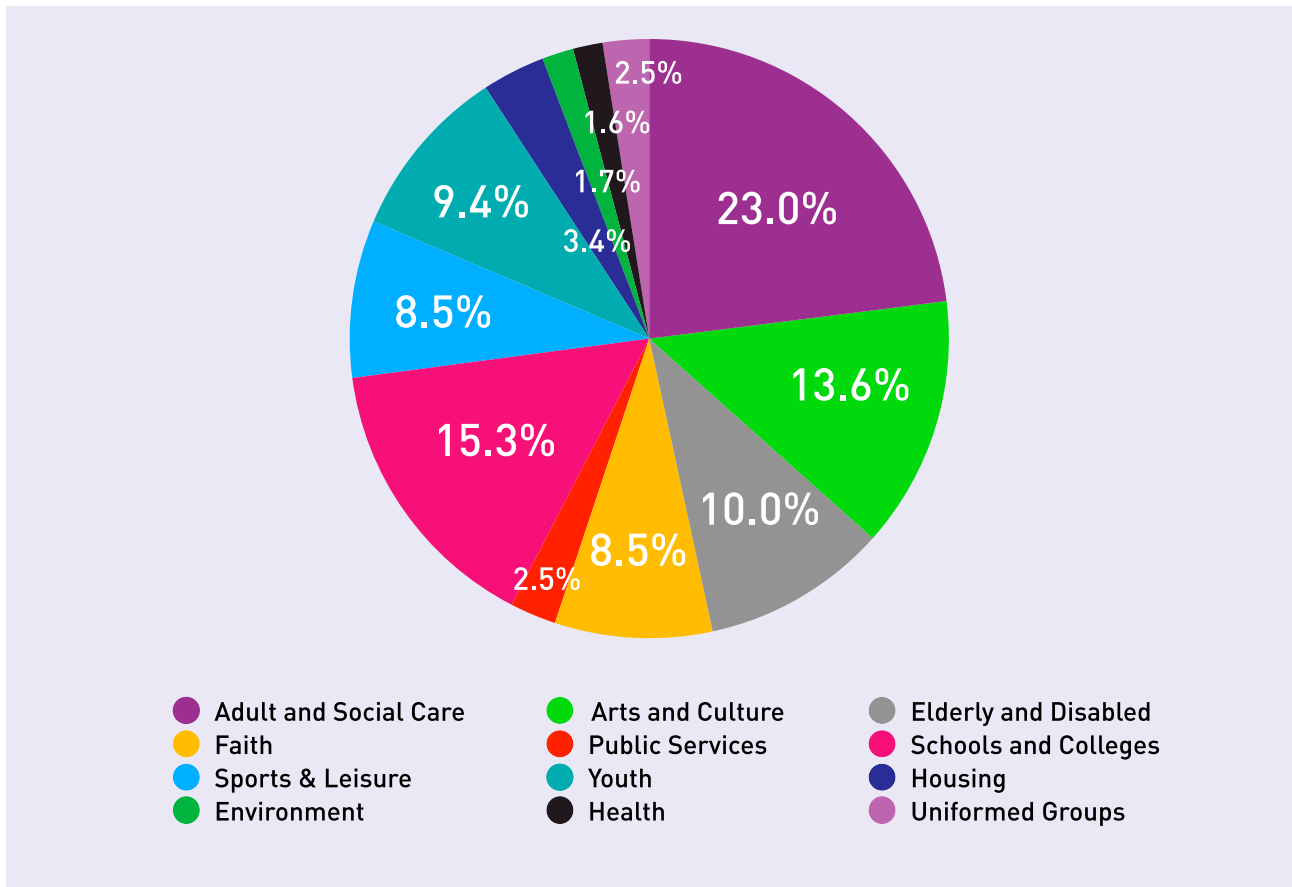
The public benefit and Social value from these charitable purposes is widespread and comes through the delivery of community transport services to the wider voluntary sector and those individuals accessing our services to undertake their everyday essentials. From access to transport for shopping, health 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 East London. Our services are demand led which means that uses over the year can vary according to community demand. In 2023/24 we had 117 active member organisations spanning a wide range of voluntary, community and statutory organisations. The breakdown of membership at the end March 2023 showed:



## Our Staff

We have a small compliment of back-office staff 3 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. We worked in partnership with LBWF Job brokerage Scheme this year and appointed a driver to assist in our services.



## 2023/24 SUMMARIES

### Fleet replacement

#### ULEZ Fleet replacement programme

Community Transport qualifies under the sunset period to 2025 for welfare vehicles. This year we replaced a further two vehicles with compliant vehicles. Our fleet now meets the Euro 6 standard and are all ULEZ compliant.

## BUSINESS PLAN PRIORITIES

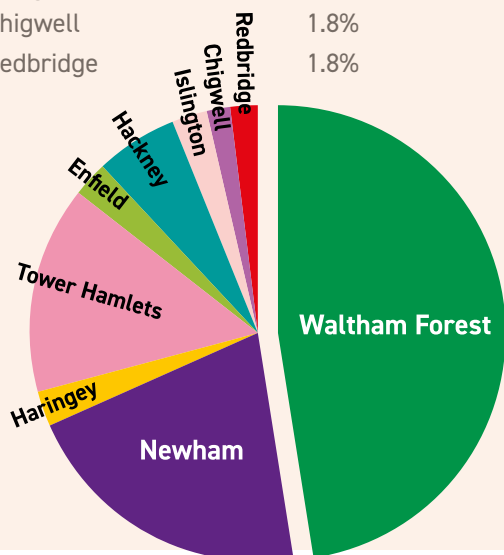
### Aim 1

#### 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, Hackney, Redbridge, 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	48.5%
Newham	21.3%
Haringey	2.7%
Tower Hamlets	15%
Enfield	2.5%
Hackney	5.9%
Islington	2.5%
Chigwell	1.8%
Redbridge	1.8%



#### Community Transport Services in Newham

##### Group Use

Our data for this year our Newham membership stands at 21% of our total membership. Newham organisations use our services as either self-drive or driver provided basis.

#### Individual Services in Newham

##### Time Together Club

Our club is held fortnightly on a Sunday and is aimed at lonely and isolated individuals in Newham. Access to the Club is by referral only with agencies identifying most in need individuals. In 2023/24 we had 10 -12 regular attendees at the club. Access to the club is made possible through our Door to Door transport service which enables some individuals with the support they require to attend the club. Each club meeting offers an activity such as Chair Exercise, Community Safety Talks and a variety of arts and crafts sessions.

##### Live Music UK residency

In October 2023 The Time Together Club participated in a residency with Live Music UK to prepare lyrics and composition of a bespoke song reflecting the Time Together Club. Our participants were known as the Melody Makers and co produced "Comforted by The Company". <https://www.youtube.com/watch?v=DO4NJ9dUEul>

#### East Excursions Club

##### User meetings

Meeting were held half yearly for members to get together to give feedback from trips and suggestions for new clubs, more trips are always on the agenda, feedback received from our members continues to influence our programme, and we are now running a variety of seasonal trips. The trips are a highlight for our members as the trips are their only opportunity to explore further afield.

##### Spring Season -

Faversham, Van Hage, Ware, Burnham on Crouch

##### Summer Season -

Windsor, Herne Bay, Bury St Edmonds

##### Festive Season -

Pitsea market & Southend, Ruxley Manor, Little Art Garden & The Axe and Compasses Dunmow

## Charabancs and Cadillacs Year 1

Charabancs and Cadillacs is a two year Reminiscence Project focussing on transport and travel memories of Newham residents which will form a digital collection housed in a bespoke trunk along with a travel quilt designed and made by Newham Residents. The project is guided by our Advisory Group made up of key organisations in Newham acting as a Critical Friend. We officially launched the project on the 24th May 2023. We welcomed Alison Skeat our project manager in August 2023. Our travel quilt project started with reminiscence and sewing sessions in October 2023. Our volunteer recruitment campaign launched in September 2023 with Oral History and Reminiscence training courses taking place in October 2023. Our first Heritage trip and Heritage lunch took place in December 2023. The project is due to complete in December 2024 with a borough tour planned for the trunk.

## 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.

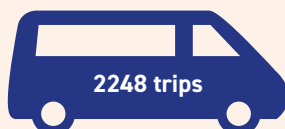
### Door to Store Shopping Service

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

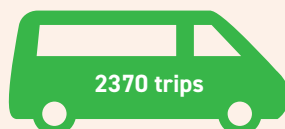
Stores: Tesco E11, Morrisons and Sainsbury's E4

2022/23



2427 Passengers

2023/24



2560 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.

### Total Excursion Passengers 2023:

#### Spring

(April 17th – May 19th)

Van Hage Garden Centre: 42

Cambridge: 35

Lakeside Shopping Centre: 25

#### Summer

(July 28th – September 15th)

Polhill Garden Centre: 63

The British Museum: 18

Southend On Sea: 70

#### Winter

(December 4th – December 22nd)

Lakeside Shopping Centre: 29

The Owl Pub: 35

### Total passengers for 2023:



317 Passengers

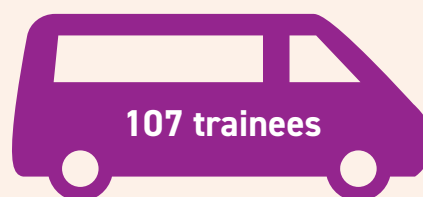


### Aim 3

#### 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.

2022/23



### Aim 4

#### To be a recognised and valued Social Enterprise organisation in East London

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.



Community Group Use	Trips	Passengers
Admin	192	25
Contracts	1,709	4,736
Door to Store	2,370	2,560
Groups ( driver not required)	652	9,533
Groups ( driver required)	7,810	59,223
Training	14	66
MOAT Dial A Ride	2,229	27,701
<b>Total:</b>	<b>99,572</b>	<b>104,147</b>

## Community Transport Waltham Forest (CTWF)

### Treasurer Report (31st March 2024)

Richard Mundy

#### Overall

Unaudited Accounts show a surplus of £65,174 in 2023/24 (£214,483 in 2022/23). After allowing £415,000 for designated purposes, general reserves are £631,528 (last year £452,489). Our tangible assets (vehicles) are valued at £461,621, leaving free reserves of £216,528.

We have been extremely busy. Thanks to all our drivers and passenger assistants, office staff, our Fleet Supervisor and Director, whose efforts to meet member groups' needs are really appreciated.

We acquired four more minibuses and nearly all our fleet is now ULEZ-compliant. We will complete our fleet modernizing in 2024/25. We are reducing our reliance on expensive leased vehicles whenever possible.

Caring for our staff has remained a priority. We are one of the very few accredited Living Wage transport employers in London and have kept pay competitive and in line with the cost of living.

CT provides important services to the community and manages its finances cautiously. Increases to our charges to member groups have been kept below inflation. We will continue providing reliable, quality, caring transport at competitive prices.

#### Income

- Total income was £1,558,228 (2022/23 - £1,477,220).
- Casual income from member groups was £228,568 (£229,230).
- Community Driving School income was £10,475 (£9,820).
- Committed income, with longer-term 'contracts' by members, plus Dial-a-Ride, was £1,234,868 (£1,198,814).
- Grants and Donations were £73,674 (£33,650). These included £46,445 from the Heritage Lottery fund for our Charabancs & Cadillacs project.

#### Expenditure

Total expenditure was £1,493,054 (£1,262,737). This included £162,014 paid to the Government in income taxes and national insurance.

#### Reserves and Cash

- Total reserves at 31st March 2024 were £1,093,149 (£1,027,975).
- The Committee continued its cautious risk policy, with reserves designated for Fleet Renewal, 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 £464,872 (£529,664).



## ANNUAL MEMBERSHIP 2023/24

Organisation	Uses
(Leytonstone) Elim Pentecostal Church.....	3
(Windmill) Intensive Dementia Outreach Service....	348
7th Chingford Scout Group.....	1
AGE UK WALTHAM FOREST.....	1
Albany Nursing Home.....	24
Alongside You.....	11
Ambition Aspire Achieve.....	201
Aston-Mansfield.....	7
Badu Community.....	13
Baps SHRI Swaminarayan Mandir.....	1
Big Creative Academy.....	12
Blackhorse Road Baptist church.....	6
Bubble Bus ( Social Enterprise).....	9
Canaan Project.....	1
Capel Manor College.....	52
Chats Palace Arts Centre.....	4
Chestnut Manor Care Home.....	12
City of London Academy Shoreditch Park.....	1
Community Transport Excurions Club (CTWF).....	45
Community Transport WF - TRAINING.....	24
Covid Core Delievery Team.....	162
Crest Waltham Forest.....	202
Downsell Primary School.....	48
East Community transport.....	30
East Excursion Club.....	14
East London school of Karate.....	2
Educate The Child Salone CIC.....	8
EKO Pathways School.....	1
Elders, Parents & Young.....	3
Elim Pentecostal Church, East Ham.....	4
Emmanuel Community school.....	8
Empowering Communities with Hope and Opportunity 7	
Estudiantes.....	8
Everyone on boards CIC.....	4
Faraday School.....	798
Florfield Home.....	6
Gateway Housing Association.....	8
George Mitchell School.....	1
Geranium LB Enfield.....	124
Global feedback LTD.....	1
Gwyn Jones Primary School.....	44
Hackney Friend's Association.....	16
Hackney Play Association.....	4
Hammers Rainbow.....	4
Handicraft Club LB Enfield.....	98
Haringey Council.....	20
Immediate Theatre.....	1
INFINITEOASISCARE.....	4
Kith & Kids.....	4
L&Q Living Helena Road.....	4
Langdon Park School.....	12
LBWF Michelle Thompson.....	5
LBWF Sports & Leisure Team.....	16
LBWF Young Carers Project.....	374
Leyton Orient Trust.....	31
Leyton Sixth Form College.....	161
Leytonstone Domino Club (Nexus).....	3

Leytonstone School .....	554	Salaam Peace .....	47
Leytonstone School .....	4	SCL Pro Dircet Central London.....	98
Little Diamonds Day Nursery.....	7	Shadwell Basin Outdoor Activity Centre .....	3
London Borough Of Waltham Forest - BARNET RUN988		Sherrell House care Home LTD .....	20
London Studium 185 Limited .....	144	Sidmouth road Clubs .....	390
London Youth.....	1	Skinner's Almshouse Charity .....	12
Maple Walk School.....	8	South Chingford Congregational Church .....	1
Markhouse Centre .....	2958	St Gabriel's Church Wednesday Hub Group.....	4
Merrion Club LB Enfield.....	108	TFL Dial a Ride .....	2164
Mornington Care Ltd .....	4	The Lung Club .....	14
MS Society Waltham Forest Branch .....	12	The Markfield Project.....	80
MVP Media.....	26	The Visionaries Education CIC.....	1
Newham and Essex Beagles Athletics.....	4	Time Together Club .....	61
Newham New Deal Partnership .....	6	Tower Hamlets Friends & Neighbours .....	8
North East London NHS Foundation Trust.....	1	Tower Hamlets Hockey Club .....	1
Onside Football Academy .....	6	Waltham Forest Housing.....	27
Organic Lea.....	4	Waltham Forest Youth Offending Team.....	319
Osmani Trust.....	7	Walthamstow & Chingford Almshouse Charity.....	12
Outlook Care.....	2	Walthamstow School for Girls.....	12
Outlook Care.....	14	Wanstead Community Gardeners .....	1
Outlook Care.....	14	West Ham Community Sports Trust .....	2208
Outlook Care Summit Road.....	32	WF Black People's Mental Health Association .....	4
Outward Housing.....	26	William Morris Big Local .....	2
Park Avenue DRC LB Enfield.....	102	Winchester Road Methodist Church .....	4
Peabody Community Foundation WF.....	6	Woodside Primary Academy .....	27
Poplar Harca- spotlight.....	11	Youngbloods Basketball Club .....	4
PTC Survivors Together .....	1		
Rights and Equalities in Newham .....	8		
Roger Ascham Primary School.....	44		

## Community Transport Waltham Forest

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

