



# ***Bustler***



INVESTOR IN PEOPLE

## ANNUAL REPORT 01/04/09 – 31/03/10

WOKING COMMUNITY TRANSPORT LTD.  
Woking Community Transport Ltd is registered as an Industrial and Provident Society with  
exempt charitable status. Registered Number 27313R.



Above – Steve Lock (left of picture), Gill Rowley and Chairman Jacquie Chamberlain on duty at the WAVS Festival of Volunteering in June 2010.  
Below – Driver John Eales on the day he retired in July 2010. John joined WCT when it was first founded in 1991.



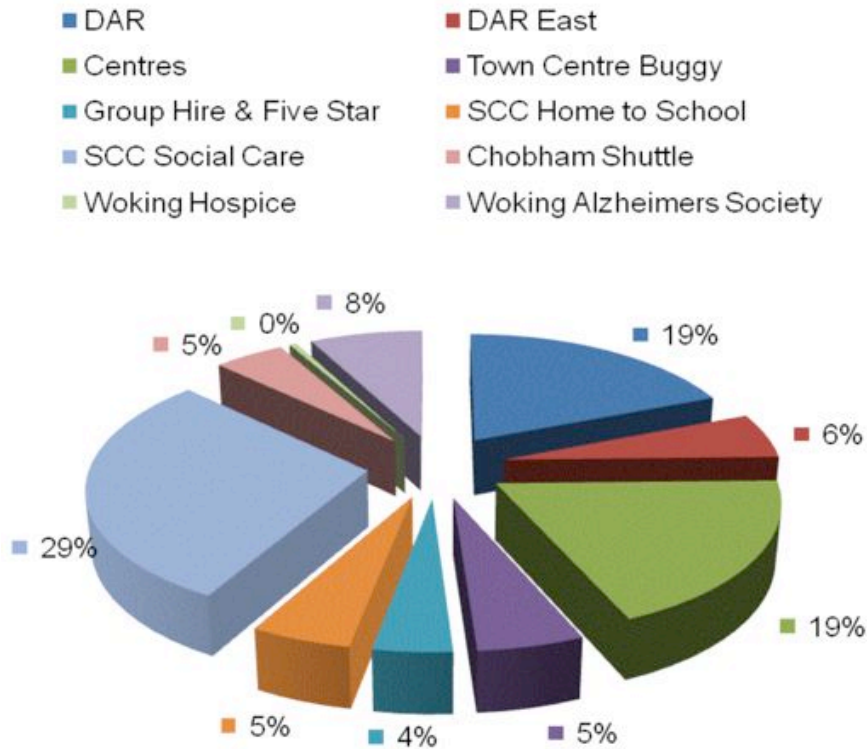


Supported by: Woking Borough Council  
Surrey County Council  
Friends of the Elderly

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## PASSENGER JOURNEYS

In 2009/10 our customers undertook 89,276 trips on our vehicles, an increase of 6,947 on the previous year. The breakdown is shown below.



# Woking Community Transport - Company Information

## Our Vision

**To be a valued community organisation providing a sustainable and accessible transport service that is relevant for local need.**

## Our Mission for:

### People

- To be helpful caring and efficient
- To respect all of our service users and to treat them with dignity
- To have well trained, motivated and supported staff (both paid and voluntary)
- To publicise our services well and target marginalized groups

### Service Development

- To maintain the highest standards in all aspects of service delivery
- To be cost effective and viable
- To be innovative, competitive and at the 'leading edge' of service provision within available resources.
- To seek out new viable business opportunities

### Community

- To work in partnership with other local organizations for the benefit of our customers
- To maintain a high profile in the Woking Borough Council and Surrey County Council areas.
- To respond to special requests whenever possible eg civil emergency
- To provide other local voluntary groups with advice about accessible transport matters

**Company Number:** 27313R

**Registered Office:** Moorcroft, Old School Place,  
Westfield, Woking, Surrey GU22 9LY

**Business Address:** Moorcroft, Old School Place,  
Westfield, Woking, Surrey GU22 9LY

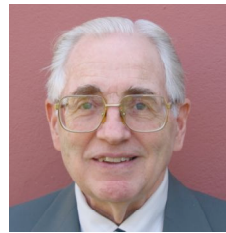
**Chairman:**  
Jacquie Chamberlain



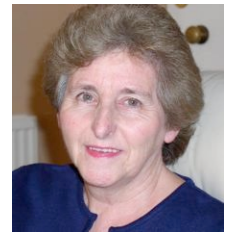
**Secretary:**  
Sheila Rapley



**Director of Finance:**  
Ron Bell



**Vice Chairman:**  
Anne Ansell



**Board of Directors**  
Gordon Brown  
Tony Ford  
Neville Hinks  
Dick Williams

**Booking Line:** 01483 724433

**Administration:** 01483 744800

**Fax:** 01483 757115

**Internet:** [www.wokingbustler.org.uk](http://www.wokingbustler.org.uk)

**Email:** [enquiries@wokingbustler.org.uk](mailto:enquiries@wokingbustler.org.uk)

## Chairman's Report

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01/04/09 - 31/03/10



I am delighted to report that we have had another good year. Our passenger numbers are well up on last year and we have extended our services. We have gained several new contracts with Surrey County Council for both home to school runs and for social care.

The Town Centre Buggy continues to provide a very helpful service to frail and elderly people around the town. Our thanks go to Woking Borough Council and to Friends of the Elderly for their continued support with this vehicle.

The Centre and Dial a Ride transport also funded by Woking Borough Council continues to offer an efficient and much needed service to local people. Sadly the Chobham Shuttle bus ran out of funding last November and therefore ceased to operate, whilst the financial crisis affecting the Woking Hospice caused the day care trips to be suspended.

In September our Chief Executive was asked to present to the Overview and Scrutiny Committee of Woking Borough Council. Resulting from this meeting, the Committee requested the Council's auditors, KPMG to carry out an audit in February of this year. In their Report to the Council, KPMG stated that "WCT provided a very good and effective service for those in the community with mobility impairment".

The heavy snow falls in January led to our service being suspended for 5 days. However I was grateful to our staff who struggled to get in to the office and man the telephones to keep everyone informed of the situation with regard to non availability of buses.

We realise that the financial challenges ahead are going to be difficult for our clientele and funders alike, so we have updated our Business Plan and my colleagues are investigating a community enterprise initiative.

All our Staff have continued to give excellent service. I travel on the various bus routes regularly and know that our drivers become friends to our passengers. Without our service, many people would just not be able to go out. Finally I would like to thank my co-directors for all the conscientious hours they have put in to direct the updated Business Plan, and to ensure expansion of our business, as well as thanking all our employees and volunteers who make the operation work so well.

Jacquie A Chamberlain  
Chairman

## Chief Executive's Report

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01/04/09 - 31/03/10

Two years ago, as I looked toward the future, I wrote, in my annual report,  
*"This has been a time for a calm mind and a steady hand on the tiller"*.

This followed trading events which saw the expiry of two major contracts which, if unmanaged, could have had severe implications for the organisation. On the heels of these events I gave much thought to where I thought the organisation should be two years hence. With the support of the Board of Directors I set in motion a two year plan to get us from where we were to where we wanted to be. I'm pleased to say at the end of that two year plan we're exactly where I feel we would want to be. We have been through a sustained period of consolidation and focused expansion.



Vic Clare  
Chief Executive

*As I write we now complete a personal door to door journey for an individual,*

- *every 1.2 minutes,*
- *throughout every single working hour,*
- *of every single working day,*
- *throughout the working year.*

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### WOKING SERVICES

#### **Dial a Ride**

Still Woking's most popular service, Dial a Ride operates throughout the whole of the borough. The service provides door to door transport for those residents who have difficulty using mainstream buses, due to personal mobility issues. Users are able to enjoy continued participation in everyday activities from which they may otherwise be excluded without the service. Many individuals report an increased feeling of wellbeing as they continue to maintain their own independence.

#### **Saturday service**

This part day service that operates from 09.00 hrs through till 14.00 hrs continues to be very popular, and is always full. Ridership patterns suggest that a large proportion of passengers are regular users who rely on the service to get into Woking Town Centre, for the shops and facilities at the weekend. Often a second vehicle

is scheduled to cope with demand.

#### **Centre Service**

Demand for Centre transport has been at a similar level to last year with some seventeen thousand passenger journeys having been made to the Council's four centres throughout the borough.

We continue to provide a highly successful and flexible service to meet the needs of centre users. All our vehicles are fitted with two-way radio communications, which enable us to respond to last minute requests for transport or cancellations, plus deal with those emergencies that may occur en-route.

#### **Town Centre Buggy**

We have once again, this year, been very fortunate to enjoy the support of Woking Borough Council and Friends of The Elderly, whose generous contributions have made it possible for us to continue providing the Buggy

service to those with mobility difficulties in the town centre. A big thank you is due to both for their continued support. Buggy is now in its sixteenth year of operation and it would be difficult to imagine Woking Town Centre without the service, such has been its impact for those who find it difficult to negotiate the pedestrianised areas of town.

### **Group Transport Service**

Volunteer drivers undertake much of the work within our group transport service. They are an example to us all, giving of their time freely for the benefit of groups and individuals in the community. Many members of the groups who use the service would be otherwise stuck at home if not for the efforts of our sterling band of volunteers. As an illustration of how busy we have been, volunteers turned out to help with shopping trips, outings and evening activities on over **450** occasions this year and some **3,500** passenger journeys were undertaken by users of the service. As always a vote of thanks is due for all those involved, thank you for everything you do and in particular the difference you make in the lives of every individual you transport - A job well done!

### **Bustler Five Star**

This is our small six seater Nissan Serena which can be hired on a self drive basis or with a professional driver. Hire is available to individuals or to families with a mobility impaired member for typically, holidays or day trips. The vehicle is also available for hire to Social Services and others for a range of individual needs, including discharges from hospital etc. The vehicle is well used and has been hired on some 56 occasions this year to date.

## **OTHER SERVICES**

### **Woking Hospice**

In the face of a severe financial crisis the Hospice had to close down their services to day patients. As a result our transport services have been suspended. The Hospice management are hopeful of a speedy resolution. Unfortunately until a resolution is found our services will not be required.

### **Alzheimers Society (Woking Branch)**

We have been working on behalf of the Alzheimers Society for many years and our services continue to be well received by both the Society and their clients. Following a review of their services to clients there has been an increase in the number of clients requiring transport. This year we provided transport to 6746 clients of the Society.

### **Chobham Shuttle (12.5.08-30.11.09)**

I am personally saddened to report the demise of the now much lamented Chobham Shuttle service. Despite the valiant efforts of the very motivated directors of the Chobham Community Interest Company and the staff and Directors of Woking Community Transport the service was withdrawn in November 2009, just eighteen months after it was launched. Despite initial optimism that the service could become self sustaining this proved not to be the case. The service was finally beaten by lack of finance. The start up subsidy from Surrey County Council was time limited. Our own Board voted to support the service financially as an interim measure to enable permanent finance to be identified. Unfortunately that and an eleventh hour fares increased were not enough to bridge the gap and the service was finally withdrawn.

### **Surrey County Council**

Over the past two years I have continued to work closely with colleagues at County Hall with a view to expanding Woking Community Transport's range of specialist services. Those efforts have continued to bear fruit and resulted in a significant increase again this year in our provision to both adults and children with special needs.

### **Cranstock Centre & Woking Disability Resource Centre**

We continue to provide two contracts for services to the Cranstock Centre which is located in St John's, Woking, plus another at WDRC. We keep in constant contact with managers and staff of the centres to ensure service delivery is of a high standard and is targeted at the needs of the centres and their clients.

### **Lockwood Centre**

Lockwood Centre is located, somewhat unusually, in the middle of the Slyfield industrial estate situated between Woking and Guildford. We continue to provide services under three contracts which are received well by both clients and managers at the Centre.

### **Freemantles & Gordon's Schools**

Freemantles School is located in Mayford Village, Woking and provides education for children with autism. Gordon's school being situated in West End. We currently provide services to three contracts at Freemantles and have expanded our operations to include another contract at Gordon's School which is going well.

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We are without doubt in the midst of challenging times, which require careful management. However there will be opportunities for us to be bold and push the boundaries of community transport toward new horizons. Recently an in depth and very thorough review of our organisation by KPMG auditors, on behalf of Woking Borough Council reported;

- *“Woking Community Transport (‘WCT’) is a professionally run and managed not-for profit company with substantial experience in community transport operations within and beyond the Borough.”*
- *“Good governance procedures are in place and appear to be operating effectively.”*

The above quotes from KPMG's report are further supported by the facts that during the past two years our overall activity levels have increased by some 28.5%. This has been achieved against a background of recession when many other organisations have been shrinking their operations. I believe a very big vote of thanks and much credit is due to our whole staff group who have shown willingness and the energy to support these efforts throughout. I am confident Woking Community Transport is now very well positioned to take advantage of any future business opportunities that we may be able to generate. It is with this in mind that I am optimistic for the future. As ever the proviso being that we remain flexible to market changes and continue to target our services to the needs of our clients.

Vic Clare

## Report Of The Board of Directors

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The Board of Directors has pleasure in presenting their report, together with the audited financial statements for the year ended 31st March 2010.

### **Principal Activity**

The principal activity of the Company was to provide a transport service for those people in the community of all ages, who are unable, either permanently or temporarily to access ordinary public transport due to mobility difficulties.

### **Business Review**

A summary of the results of trading for the year is given in the income and expenditure account in the Financial Statements.

### **Fixed Assets**

The changes in fixed assets are shown in the notes to the financial statements.

### **Auditor**

A resolution for the re-appointment of W. Accountancy Ltd. as auditor to the Company is to be proposed at the Annual General Meeting.

By order of the Board

A handwritten signature in black ink, appearing to read "Deile Kapley". The signature is written in a cursive, flowing style.

Company Secretary

17th September 2010

## Financial Statements

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### INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2010



Ron Bell  
Director of Finance

|   | NOTES | 2010<br>£ | 2009<br>£ |
|---|-------|-----------|-----------|
| <b>INCOMES RESOURCES</b>                            | 2     |           |           |
| Grants & donations                                  | 3     | 337,595   | 370,877   |
| Charges & fares                                     |       | 460,780   | 374,546   |
| Miscellaneous                                       |       | 32,251    | 11,411    |
|   |       | <hr/>     | <hr/>     |
|   |       | 830,626   | 756,834   |
| <b>LESS EXPENDITURE</b>                             |       | 845,774   | 740,046   |
|   |       | <hr/>     | <hr/>     |
| <b>OPERATING (LOSS) SURPLUS</b>                     |       | (15,148)  | 16,788    |
| Interest receivable and similar income              |       | 18,789    | 36,044    |
| Surplus on sale of donated vehicle                  |       | -         | 26,600    |
| Vehicle purchase grants from Woking Borough Council |       | -         | 52,800    |
|   |       | <hr/>     | <hr/>     |
| <b>SURPLUS ON ORDINARY ACTIVITIES</b>               |       | 3,641     | 132,232   |
| Retained revenue reserves brought forward           |       | 783,929   | 651,697   |
|   |       | <hr/>     | <hr/>     |
| <b>RETAINED REVENUE RESERVES CARRIED FORWARD</b>    |       | £787,570  | £783,929  |
|   |       | <hr/>     | <hr/>     |

#### CONTINUING OPERATIONS

None of the company's activities were acquired or discontinued during the current and previous years.

#### TOTAL RECOGNISED GAINS AND LOSSES

The Company has no recognised gains or losses other than those included in this account.

## Balance Sheet as at 31 March 2010

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|   |       | 2010           |                 | 2009           |                 |
|---|-------|----------------|-----------------|----------------|-----------------|
|   | NOTES | £              | £               | £              | £               |
| <b>FIXED ASSETS</b>                                   |       |                |                 |                |                 |
| Original Cost   | 4     |                | 824,296         |                | 734,727         |
| Less Accumulated Depreciation                         |       |                | 582,296         |                | 485,727         |
| Book value at year end                                |       |                | <u>242,000</u>  |                | <u>249,000</u>  |
| <b>CURRENT ASSETS</b>                                 |       |                |                 |                |                 |
| Investments   |       | 325,757        |                 | 325,757        |                 |
| Debtors   | 5     | 71,618         |                 | 56,795         |                 |
| Cash at Bank  |       | 214,345        |                 | 186,086        |                 |
|   |       | <u>611,720</u> |                 | <u>568,638</u> |                 |
| <b>CREDITORS:</b> Amounts falling due within one year | 6     | 40,949         |                 | 8,614          |                 |
|   |       | <u></u>        |                 | <u></u>        |                 |
| <b>NET CURRENT ASSETS:</b>                            |       |                | 570,771         |                | 560,024         |
|   |       |                | <u></u>         |                | <u></u>         |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>          |       |                | £812,771        |                | £809,024        |
|   |       |                | <u></u>         |                | <u></u>         |
| <b>CAPITAL AND RESERVES:</b>                          |       |                |                 |                |                 |
| Members shareholding                                  |       |                | 118             |                | 12              |
| Designated reserve                                    |       |                | 25,083          |                | 25,083          |
| Revenue reserve                                       |       |                | 787,570         |                | 783,929         |
| <b>TOTAL CAPITAL &amp; RESERVES</b>                   |       |                | <u>£812,771</u> |                | <u>£809,024</u> |

# Notes To The Financial Statements

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## 1. Accounting Policies

- a) Account convention - the financial statements have been prepared under the historical cost convention.
- b) Income fares and charges - represents the income from the provision of transport and other related services, excluding value added tax.
- c) Depreciation - is provided at the following annual rates in order to write off the cost of each asset on a straight line basis over its estimated useful life:

|                    |        |
|--------------------|--------|
| Computer Equipment | 50%    |
| Motor Vehicles     | 12.50% |

## 2. Income from Fares and Miscellaneous Charges

The bulk of the income is attributable to the one principal activity of the company. All income arises in the United Kingdom.

## 3. Income from Grants and Donations

|                                | <b>2010</b> | <b>2009</b> |
|--------------------------------|-------------|-------------|
|                                | <b>£</b>    | <b>£</b>    |
| Woking Borough Council Grant   | 279,954     | 312,954     |
| Surrey County Council Grant    | 47,225      | 47,225      |
| Donations                      | 456         | 1,118       |
| Friends of the Elderly - Buggy | 9,960       | 9,580       |
|                                | <hr/>       | <hr/>       |
|                                | 337,595     | 370,877     |
|                                | <hr/>       | <hr/>       |

#### 4. Tangible Fixed Assets

|                                | Fixtures &<br>Fittings<br>£ | Motor<br>Vehicles<br>£ | Computer<br>Equipment<br>£ | Totals<br>£ |
|--------------------------------|-----------------------------|------------------------|----------------------------|-------------|
| <b>COST:</b>                   |                             |                        |                            |             |
| At 1 <sup>st</sup> April 2009  | 12,164                      | 703,698                | 18,865                     | 734,727     |
| Additions                      | -                           | 89,569                 | -                          | 89,569      |
|                                | 12,164                      | 793,267                | 18,865                     | 824,296     |
| <b>DISPOSALS:</b>              |                             |                        |                            |             |
|                                | -                           | -                      | -                          | -           |
| At 31 <sup>st</sup> March 2010 | 12,164                      | 793,267                | 18,865                     | 824,296     |
| <b>DEPRECIATION:</b>           |                             |                        |                            |             |
| At 1 April 2009                | 12,164                      | 454,698                | 18,865                     | 485,727     |
| Charge for year (net)          | -                           | 96,569                 | -                          | 96,569      |
| At 31 <sup>st</sup> March 2010 | 12,164                      | 551,267                | 18,865                     | 582,296     |
| <b>NET BOOK VALUE:</b>         |                             |                        |                            |             |
| At 31 <sup>st</sup> March 2010 | -                           | 242,000                | -                          | 242,000     |
| At 31 <sup>st</sup> March 2009 | -                           | 249,000                | -                          | 249,000     |

|                                     |             |             |
|-------------------------------------|-------------|-------------|
| <b>5. Debtors</b>                   | <b>2010</b> | <b>2009</b> |
|                                     | £           | £           |
| Amounts falling due within one year | 71,618      | 56,795      |

|                                     |             |             |
|-------------------------------------|-------------|-------------|
| <b>6. Creditors</b>                 | <b>2010</b> | <b>2009</b> |
|                                     | £           | £           |
| Amounts falling due within one year | 40,949      | 8,614       |

|  |             |             |
|--|-------------|-------------|
| <b>7. Staff Costs</b>                                      | <b>2010</b> | <b>2009</b> |
|  | £           | £           |
| The total remuneration for salaries and wages and pensions | 485,895     | 439,813     |