



# **Bustler**



INVESTOR IN PEOPLE

***Excellence in Community Transport***

## **2015 - 2016 ANNUAL REVIEW**



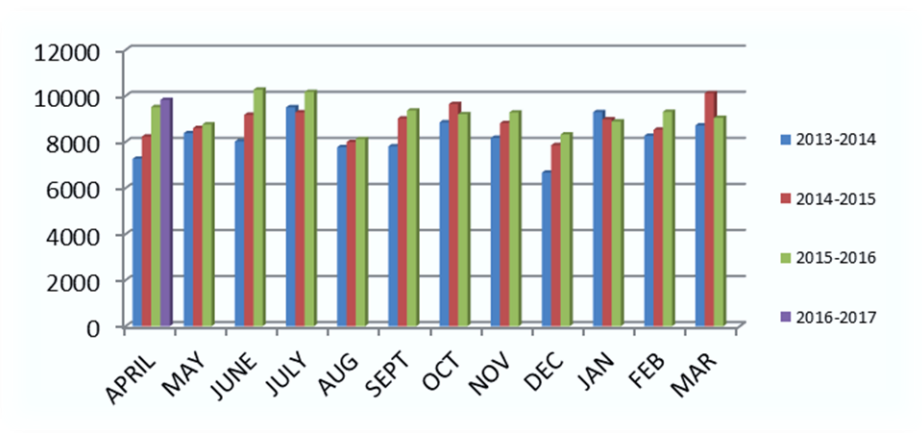
### **WOKING COMMUNITY TRANSPORT LTD**

***Working in partnership with Woking Borough Council and  
Surrey County Council***

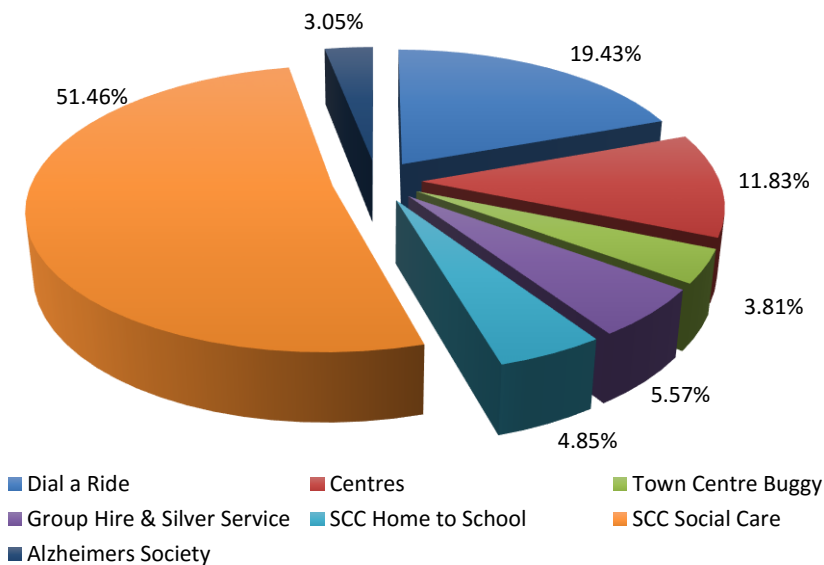
WCT is a registered society (no. 27313R) under the Co-operative and Community Benefit Societies Act 2014 and as such is a not-for-profit organisation run for the benefit of the community

# Welcome to the Annual Review of Woking Community Transport (Bustler).

**Total Passenger Journeys 110,308**



## Breakdown 2015/16



## Foreword



### *'Expanding Our Services'*

*It has been another busy year for Woking Community Transport (Bustler). Membership numbers continue to grow, and have now passed 2300. This year has also seen us succeed the highest number of dial-a-ride journeys completed.*

*The hospital dial-a-ride extension, introduced in 2014, is proving very popular, and we have built on this by completing a very successful trial at Frimley Park Hospital - taking discharged patients home. However, the most significant development this year is the new Woking Community Hospital Bedser Hub transport. The Hub is a new innovation, designed and set up to allow people to access a range of health, social care and community services - all in one place. WCT is providing a vehicle 5 days a week in order to get patients to their appointments and back home again.*

*The positive impact of an apprentice last year has led to Hannah becoming a full-time member of our team, and the appointment of a new apprentice (Bianca). As an organisation, it is important that we are able to support and develop all age groups. The apprenticeship scheme enables us to support younger people in an affordable and constructive way. A short profile on Bianca can be found on pages 7 and 8.*

*We are continuing to invest in new vehicles; a new Town Centre Buggy was introduced at Christmas, and the Centre vehicles have now all been updated. We are also making progress with updating the dial-a-ride vehicles and, it is hoped that, in the future, an appropriate electric vehicle can be identified which could deliver our transport needs for both the Centres and dial-a-ride.*

*Finally, I thought you would like to know, that in recognition of our hard work WCT (Bustler) was awarded runner-up in the Living and Ageing Well Awards, for the Best Local Transport project.*

*Guy Padfield-Wilkins  
Managing Director & CEO*

# About Woking Community Transport

## 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 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 organisations 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 e.g. civil emergency.
- To provide other local voluntary groups with advice about accessible transport matters.



## MESSAGE by the Chairman of the Board for the Annual Review for the year ended 31<sup>st</sup> March 2016.



*This is our 24th Annual Review and from modest beginnings in 1991 we have grown to a charitable organisation employing 53 people. We remain at the leading edge of Community Transport provision nationally and now own a Community Garage already proving its worth to the organisation.*

*This year we have continued to expand our working with partner organisations with the potential for further development, particularly within the health arena, in the coming year.*

*During this review period we have once again received the Investor in People accreditation, with our Adjudicator saying **“this was a very successful review and it was a pleasure to visit you.”** IIP has set the standard for better people management, and their internationally recognised accreditation is held by 14,000 organisations across the world.*

*I must thank our main funder Woking Borough Council for their continued guidance and support and thank them for providing elected Council Members to sit on our Board as observers.*

*I would like to pay tribute to our hard working staff team, both paid and voluntary, and for the continued dedication of our Chief Executive and other Board Members. Together we try to serve our community in the best way we can for the benefit of our Members.*

*Sheila Rapley  
Chairman and Society Secretary*

## Woking Bustler services

### Surrey County Council and Woking Borough Council Services:

We operate a number of community services on behalf of SCC and WBC, which include transporting people to community centres, adult special needs centres (including dementia and autism centres), and mainstream schools.



**Bustler Dial-a-Ride:** Is a door-to-door transport service available to residents of Woking Borough who have reduced mobility. Our minibuses are specially adapted to cater for people with disabilities, including wheelchair and assistance dog users. Customers do not have to be disabled in order to use Bustler Dial-

a-Ride. The service is available to young and old alike, whatever their mobility difficulty. If extra assistance is needed, an escort may also travel free of charge.

We provide a reliable, personal and friendly service, designed to help customers enjoy greater freedom and independence. All our drivers are fully trained to ensure that every journey is as comfortable and easy as possible.

**Silver Service:** We have a specially adapted “people carrier” which can be hired, with or without a driver, for visits to the hospital, day trips or for holidays.



**Town Centre Buggy:** the Town Centre Buggy will take people who have difficulty in walking anywhere within the pedestrianised area of Woking Town Centre for free!



**Group Transport:** Our minibuses are available for use by all community groups on an hourly, daily, or weekly basis. We provide a driver, or the group can use their own driver, subject to checks and a driving assessment.

## **Bedser Hub**

The Bedser Hub (Locality Hubs) initiative is the main Better Care Fund (BCF) programme for North West Surrey. This will deliver against the core BCF metrics of reducing emergency admissions, reducing admissions to nursing and residential homes, maintaining people at home for >91 days post-discharge and the identification, diagnosis and treatment of people with dementia.

The drivers for change include:

- Ageing population, people living longer & more people living with chronic conditions
- Cost & demand pressures
- Overreliance on hospitals & residential care
- Not enough focus on prevention & early intervention
- Disconnection between social & medicalised care
- Fragmented delivery of services leading to duplication and a lack of coordination

Locality Hubs aim to support older people with frailty to live at home healthily, safely and happily for as long as possible.

The local population is ageing; currently North West Surrey has around 29,360 people over 75, which is predicted to rise to 32,736 by 2018. Of these a significant proportion will be 'frail', that is at risk of deterioration in their health status, leading to the need for urgent, and often avoidable, health and care service interventions.

With a significantly ageing population, frailty is a fast-growing challenge to the delivery, and affordability, of health and care services in the future.

North West Surrey's Strategic Commissioning Plan commits to improving its services for this patient cohort, building a pro-active and responsive service, focused on keeping people well at home, and properly integrating services across the health and care systems.

It is proposed to locate these services in an out-of-hospital setting, with the introduction of a Locality Hub for each of the three boroughs, and currently the preferred locations are Woking Community Hospital, Ashford Hospital and Walton Hospital.

The Hubs will provide a range of physical and mental health and social care services to the patients, and their carers, but will not provide in-patient facilities, and will not carry out procedures under general anaesthetic.

The CCG provides transport to and from the Bedser hub through Woking 'Bustler'. This transport is free to the patient going to the Hub only, and must be pre-booked.

When transport is booked for a patient, information about any requirements will be shared with Woking Community Transport to ensure patients and staff remain safe.

Woking Community Transport commenced its hub transport service in September 2015. Initially numbers travelling were low, but this increased as we entered the New Year. WCT currently provides one vehicle five days a week, and an extra vehicle on Wednesdays in order to meet demand.

### **Bianca's Profile**



Following the success of our first apprentice Hannah, we decided to offer another young person the opportunity to complete an apprenticeship in Business Administration within WCT.

Bianca started her apprenticeship at the beginning of November and has settled in well. She had already successfully completed an apprenticeship in hairdressing, and held a number of jobs in retail including the

following: Personal Assistant/Showroom Advisor at Ralph Winter Kitchens, Sales Assistant at SuperDry, Telesales Executive/ Office Assistant at SMC Wholesale, Account Manager at Boot/Bumble & Bumble, Office Junior at Traffco Trading and a Sales Assistant at BHS. Bianca has also worked for five years as a qualified Hairdresser at Chobham Hair Studio.

Bianca clearly has a wealth of experience for a young person and now sees her future within Business Administration, she is progressing well with her apprenticeship and should have a bright future ahead.

## **Service Updates**

### **Dial-a-Ride**

The Borough Centre Service, together with dial-a-ride, forms our core business. Over recent years we have invested in both high and low-floor vehicles to enable easy access, and provide comfort to our customers. Unfortunately, there is no one single vehicle which can meet the requirements of all our customers. It is for this reason that this year we have ordered two new, smaller dial-a-ride vehicles to operate (on) the dial-a-ride services.

Dial-a-ride membership and journeys undertaken continued to grow throughout this year. Our current membership stands at 2,253, an increase of 217 on the previous year and, unlike other Borough dial-a-ride schemes, we have continued to offer membership Free of Charge to our customers.



The total dial-a-ride passenger journeys for 2015/16 were 21,397. This represents an increase of 478 on the previous year, and sets a new record for the highest number of dial-a-ride journeys completed in recent years.

## Town Centre Buggy

A new town centre buggy was unveiled in December, replacing the 17-year-old buggy which had provided shoppers with an invaluable free service over the years.



The new buggy is an upgraded version of the old buggy, but with better battery life, modern lights, a more acceptable audio warning buzzer, and of course, non-marking

tyres! The buggy will continue to be Free of Charge for those who need to use it.

## Centre Transport



Part of the service delivered on behalf of Woking Borough Council is our Borough Centre Service. This service transports residents from all over the borough into one of four Centres for the Community. The centres are open daily for groups,

and people of all ages to use. A changing programme of activities and events provides opportunities for learning, exercising and socialising.

WCT provides a vehicle at each of the four centres, and over the last few years, with support from Woking Borough Council, we have introduced low-floor buses to three of the centres.



Low-floor buses make it far easier for walking passengers to board and alight from the vehicle. Wheelchair passengers can access the vehicle from a small platform at the front of the vehicle, or a ramp to the rear. Low-floor vehicles are also able to transport large electric wheelchairs safely, enabling the user to have complete control over their wheelchair when entering or exiting the vehicle. The centres covered by this service include: Moorcroft, The Vyne, Brockhill and St Mary's.

## **Group Transport**

Group Transport use also continues to grow. Over the last year we



completed  
4,849  
passenger  
journeys.  
Groups using  
the service  
include; local  
schools, faith  
groups,

community groups, care homes, and sporting teams such as the Woking basketball team – The Blackhawks.

Group transport is open to all local community groups, and we have provided this service both with and without drivers. For those groups who wanted to use their own drivers, we provided minibus training in the form of MiDAS (Minibus Driver Awareness Scheme). To ensure our vehicles are operated as safely as possible, MiDAS is the minimum requirement for all drivers using our vehicles.

## **Surrey County Council Contracts**

We have continued to pursue new business through Surrey County Council (SCC). This year we were awarded a new school contract, taking children into Carwarden School, and we also started taking customers from Woking to the Grassroots project in Egham. Grassroots is a new leisure and life skill facility for the special needs community, offering horticulture activities and leisure services.



We continue to take customers to Surrey Choices Centres, and in January we started to take customers to the Fairways Centre at Staines-Upon-Thames.

Contracts operated over this year on behalf of SCC include; Social Care (transporting customers into SCC Centres, and Woking Library), and school transport. We are currently transporting customers to the Cranstock Centre, Lockwood Centre, Fernleigh Centre, Fairways Centre and the Woking Disability Resource Centre. School transport includes; Freemantles (SEN) School, Weyfield Primary School, Carwarden School and St Thomas of Canterbury Primary School.

The majority of our contracts run for three years, after which they will again be put out to tender. Contract work with SCC provides a vital income stream and additional vehicles, which helps to support our Borough activities and our vehicle replacement programme.

### **Alzheimer's Society**

After several years of providing transport for the Alzheimer's Society, WCT received formal notification of end-of-contract from Adults Social Care on 17th December 2015. The contract, which had already been reduced from two vehicles to one, was to end on the 31<sup>st</sup> March 2016.

The reason for the end of contract was as a result of conversations between Surrey County Council, Alzheimer's Society and WCT. In reaching the decision, Adults Social Care stated that they had carefully considered the following:

- The future changes to the nature of the services being offered at the Bradbury Centre, with more flexible offerings,
- The escort no longer being available (provided by the Alzheimer's Society).

- The needs, and possible alternative options available to people (who Adults Social Care fund) that are using the service.

However, WCT was acknowledged for delivering the service reliably and effectively to date.

Adults Social Care will be working with individuals who use the transport, in conjunction with Alzheimer's Society, over the coming months to identify alternatives. This may include, where appropriate, services offered by WCT such as the Silver Service and Dial-a-Ride.

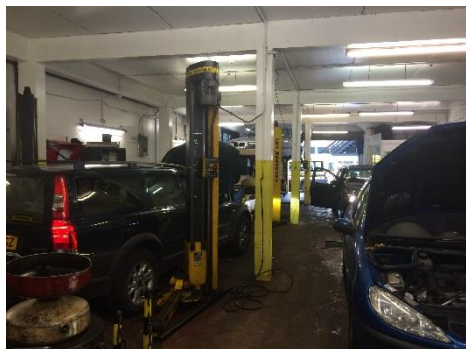
### **WCT Service Station Ltd**



Our vehicle service station (garage) continues to offer fantastic support in the repair and maintenance of our fleet, which now stands at 33 vehicles. We have been able to extend this excellent service to other community transport organisations, which include: Elmbridge Borough Council Community Transport,

East Surrey Rural Transport Partnership, Age UK, LinkAble, Horsley Community Bus, Welmede Housing Association, Princess Christian Care Home, and The Life Train Trust.

All organisations benefit from reduced rates, and a friendly, expert service from our experienced mechanics and office staff. We will continue to look for other community organisations that could benefit from garage services, and hope to offer this service to local schools in the near future.



## GASP



The GASP Motor Project is a small, but successful Surrey-based charity, and alternative teaching provider, that uses training in basic motor mechanics and practical engineering skills, to deliver accredited AQA and Laser/OCN courses that contribute to students' positive personal development.

This new Industry Initiative is a unique partnership between the public, private and third sector. With support from Woking Borough Council and its CEO, Ray Morgan, GASP has now entered into a partnership, teaming up with Chertsey-based precision engineering company, Stanhope-Seta, and Woking Community Transport (WCT). The partnership offers invaluable, on-the-job training, and vocational qualifications, to young people from Bishop David Brown School and Woking High School, to help them reach their potential.



GASP has designed this exciting programme to enthuse and engage young people. Thanks to the support of Woking Borough Council, they are able to deliver the GASP element of the programme from our fully-functioning commercial garage, the WCT Service Station, based in the heart of Woking. Under GASP tuition, students learn basic motor mechanics skills at the Service Station one week, and then alternate to Chertsey the next, to study a range of precision engineering techniques with Stanhope-Seta staff. This gives them a fantastic opportunity to gain 'hands on' experience in a busy workplace environment, and helps them to build their confidence, learn new skills and better understand the options they need to pursue in school, if they should choose to follow a mechanics or engineering route.

## Financial review

### Woking Community Transport

*A full audit report is available upon request.*

#### Consolidated Income & Expenditure Account for the year ended 31st March 2016

	£	2016 £	£	2015 £
<b>INCOMING RESOURCES</b>				
Grants and donations	<b>354,447</b>		363,597	
Charges and fares	<b>692,070</b>		637,637	
Garage sales	<b>277,161</b>		206,308	
Miscellaneous	<b>33,411</b>		44,915	
		<b>1,357,089</b>		1,252,457
<b>EXPENDITURE</b>				
Society costs	<b>1,051,483</b>		956,412	
Garage costs	<b>378,953</b>		311,354	
		<b>1,430,436</b>		1,267,766
<b>OPERATING (DEFICIT)/SURPLUS</b>		<b>(73,347)</b>		(15,309)
<b>Other income</b>		<b>22,768</b>		38,862
<b>(DEFICIT)/SURPLUS ON ORDINARY ACTIVITIES</b>		<b>(50,579)</b>		23,553
Retained Revenue				
Reserves brought forward		<b>348,803</b>		325,250
<b>Retained Revenue Reserves carried forward</b>		<b>298,224</b>		348,803

# Woking Community Transport

## Consolidated Balance Sheet - 31 March 2016

	2016	2015
	£	£
<b>FIXED ASSETS</b>		
Intangible assets	23,508	31,344
Tangible assets	437,338	360,389
Investments	436,115	508,090
	<u>896,961</u>	<u>899,823</u>
<b>CURRENT ASSETS</b>		
Debtors	86,059	97,453
Cash at bank	172,868	166,842
	<u>258,927</u>	<u>264,295</u>
<b>CREDITORS</b>		
Amounts falling due within one year	<u>175,264</u>	<u>140,938</u>
<b>NET CURRENT ASSETS</b>	<b>83,663</b>	<b>123,357</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<b>980,624</b>	<b>1,023,180</b>
Amounts falling due after more than one year	657,123	649,116
<b>NET ASSETS</b>	<b><u>323,501</u></b>	<b><u>374,064</u></b>
<b>CAPITAL &amp; RESERVES</b>		
Called up share capital	194	178
Designated reserve	25,083	25,083
Profit and loss account	298,224	348,803
<b>TOTAL CAPITAL &amp; RESERVES</b>	<b><u>323,501</u></b>	<b><u>374,064</u></b>

The financial statements were approved by the Board of Directors on 2 August 2016 and were signed on its behalf by:

A Sales – Director  
G Padfield-Wilkins - Director

Mrs S Rapley – Director

**WCT is a registered society (no. 27313R) under the Co-operative and Community Benefit Societies Act 2014 and as such is a not for profit organisation run for the benefit of the community.**

**Registered Number**

27313R

**Directors**

Mrs Sheila Rapley

Mrs Anne Ansell

Mrs Sheila Rapley

Mr Andrew Sales

Mr Guy Padfield-Wilkins

Mrs Carol Magras

Chairman

Vice Chairman

Secretary

Director of Finance

Managing Director

Director for the Community

**Registered office and operational address**

Moorcroft  
Old School Place  
Westfield  
Woking  
Surrey  
GU22 9LY

**Contact**

Tel: 01483 744800 (enquiries)  
01483 724433 (booking line)

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

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

