



Bustler



INVESTOR IN PEOPLE

Excellence in Community Transport

2014 - 2015 ANNUAL REVIEW



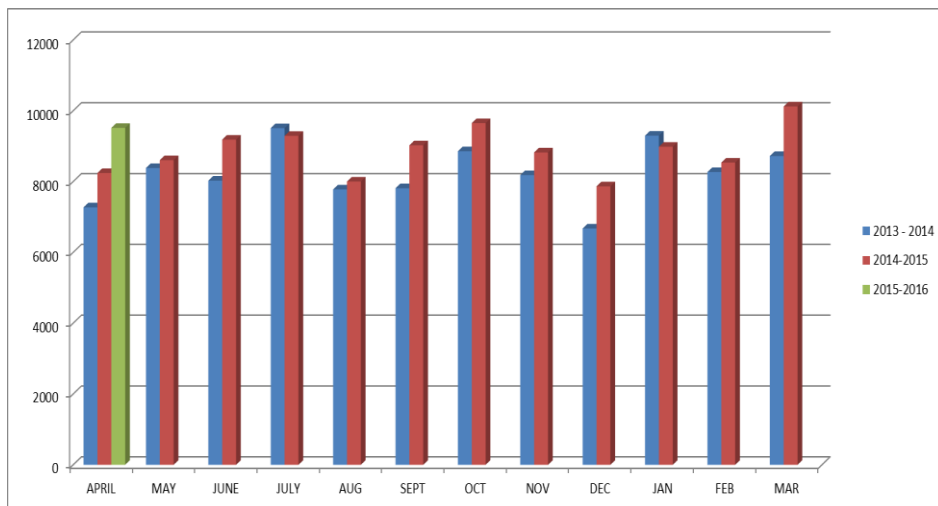
WOKING COMMUNITY TRANSPORT LTD

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

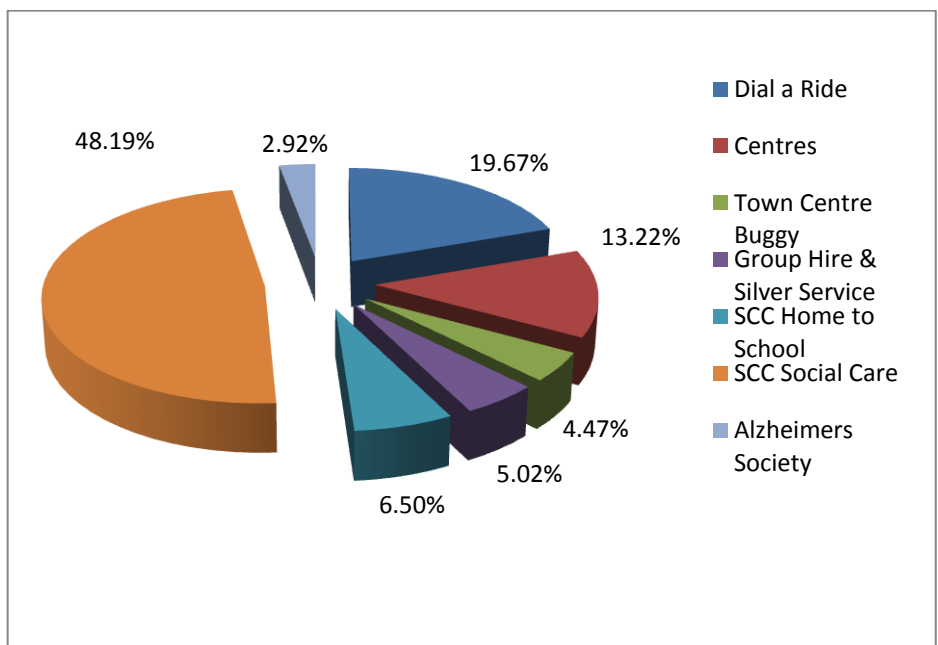
WCT is a registered society (no. 27313R) under the Co-operative and Community Benefit Societies Act 2014 and as such is a not for profit organisation run for the benefit of the community

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

Passenger Journeys



Breakdown 2014/15



Foreword



'Maintaining Progression'

Our main development this year was the acquisition of Chertsey Road Service Station (CRSS) garage. This acquisition ensures that we can continue to provide our outstanding services with only minimal disruption caused by vehicle repairs and maintenance. The garage has been renamed WCT Service Station, and it began trading on the 1st June 2014. You can read more about the garage on page nine.

There has been a number of changes to our staff this year with the retirement of some drivers and the recruitment of others. A major step forward with regards to staff over the last year was the recruitment of Hannah, who started with us as an apprentice in June 2014. Hannah has fitted in well within the team, she is very keen to learn, hardworking, and shows great initiative. The appointment of an apprentice has been a great success for us, and once Hannah has successfully completed her course we will look to offer her full-time employment. Hannah's profile is on page six.

The introduction of User Forums has enabled us to better understand our customer needs, and has given us the opportunity to inform customers of new developments. This was demonstrated when we were considering a replacement vehicle for our smaller dial-a-ride minibuses. Members were consulted with regards to seating layout, vehicle suspension, and side step.

I am pleased to report that WCT continues to grow as an organisation, over the last year we completed 106,331 passenger journeys, an increase of approximately 8% on last year. This is our highest number of passenger journeys since 2008 when we handed back control of Runnymede dial-a-ride.

*G Padfield-W
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.



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.

MESSAGE by the Chairman of the Board for the Annual Review for the year ended 31st March 2015.



I feel very honoured to have been elected as Chairman of this outstanding not-for-profit organisation following the retirement of Jacquie Chamberlain at the Annual General Meeting in September 2014.

Jacquie served this organisation faultlessly firstly as a volunteer driver, then as a Director and finally as Chairman. She led us through difficult times but has handed to me an efficient and effective service providing highly valued door-to-door transport for those with reduced mobility in our community.

I would like to pay tribute to our excellent staff team who provide the service to our customers in a truly dedicated and professional way. I would like also to thank our Directors who give of their time and talent generously; together we steer the organisation as it goes from strength to strength. WCT is a fast growing business dedicated to serving the community and leading the way nationally in the provision of Community Transport in all its forms as we pass into our 24th year.

Finally, due to legislation changes last year, WCT was automatically converted from an Industrial and Provident Society, to a 'Registered Society', under the Co-operative and Community Benefit Societies Act 2014. This change has no material effect upon us and we will continue to operate as a not-for-profit organisation.

My thanks to all our Members for their continued support.

*Sheila Rapley
Chairman and Society Secretary*

Apprenticeship

Apprenticeship schemes are becoming an increasingly popular way for young people to enter the working world, allowing them to learn a trade and gain valuable on-the-job experience whilst earning a wage.

Apprentices may not have any actual workplace experience, but they can offer a fresh perspective and new ideas, which are just as valuable to a growing organisation. Young people often have strong technology skills which come from using computers and tools such as social media from an early age, and they can use this knowledge to build competitive advantage. It is partly for this reason that we decided to offer a young person an apprenticeship in Business Administration.

Hannah's profile

Since joining WCT as an apprentice on the 16th June 2014, Hannah has proved to be an excellent addition to the office team, making a contribution over and above that expected from an apprentice from the outset. Hannah picks up tasks quickly, has consistently worked with a positive attitude and demonstrates initiative when appropriate. She is always willing to learn and proactively seeks to assist other team members when fully on top of her own workload.

Hannah left school in 2010 after achieving 5 A-C GCSE's. Since then she has worked in various roles within the pub industry. Starting off as a kitchen assistant and waitress she worked her way through Trainee to become a full-time Chef. After leaving in 2011 to have her child, Hannah became a part-time barmaid so that she could dedicate more time as a new mum, but also continue to work.

In 2014, Hannah decided that she wanted to improve life for herself and her son, and decided that an apprenticeship in Business Administration was the best way forward. Becoming an apprentice has given her the opportunity to gain qualifications whilst earning a living at the same time.

Hannah has enjoyed her time with us so far and is looking forward to more great opportunities in the future.

Town Centre Buggy

Woking Borough Council has awarded a one-off grant up to a maximum of £10,000 (from the Community Fund), to assist with the cost of replacing the existing 17 year old town centre buggy. The grant will also contribute to associated costs such as; non-marking tyres, livery vinyls and canopy.

A buggy customer satisfaction survey was completed in November 2014. The results of the survey indicated that most of the customers transported use the service at least once a week. An impressive 100% of passengers stated that the service was either reliable or very reliable, and 92.6% indicated that the buggy's operating area enables passengers to get to where they want to go. 92.6% of responses indicated that the hours of operation were right for them, and 96.2% stated that the buggy encourages them to visit Woking. Of concern, 27.6% of those who replied stated that without the buggy service, they would stay at home.

The buggy continues to be a popular mode of transport within the town centre. Over the last year the hop-on hop-off buggy has transported 4,755 passengers. The completion of paving work along Commercial Way has greatly assisted access for the buggy, and a complete loop of the town centre can now be completed without restriction.

Surrey County Council Contracts

We have continued to pursue new business through Surrey County Council (SCC). This year we were awarded two new contracts, one at Cranstock and one at the Woking Disability Resource Centre. We now operate 21 contracts for SCC, and our fleet has grown to 31 Vehicles.

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, and the Woking Disability Resource Centre. School transport includes; Freemantles (SEN) School, Weyfield Primary 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 which helps to support our vehicle replacement programme.

Dial-a-Ride

Dial-a-ride always has and always will be part of our core business. Over recent years we have invested in low floor vehicles to enable easy access for our customers, and this year we have ordered a new smaller dial-a-ride vehicle which should better cope with the smaller lanes, and roads around the Borough.

Dial-a-ride membership and journeys undertaken continued to grow throughout the year. Our current membership stands at 2,036 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 2014/15 was 20,919. This represents an increase of 2,178 on the previous year, and the highest number of dial-a-ride journeys completed in recent years.

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.

WCT Service Station Ltd

A major development within Woking Community Transport over the past year was the acquisition of Chertsey Road Service Station (CRSS). CRSS have maintained our vehicles since our formation in 1991, conducting repairs, safety checks, and vehicle servicing. Over the years we have received an excellent service from CRSS, and their mechanics have an immense knowledge of our vehicles. In January 2014 the service station was sold, and it quickly became clear that there



was a problem with the sale. We were therefore left with the real possibility of sourcing an alternative garage to support our maintenance requirements. A cost analysis was completed, and the results indicated a doubling of maintenance costs should we be forced to move to another provider.

Due to the lack of spare capacity within our fleet, and the need to have vehicles repaired quickly and at a reasonable rate, a proposal was put to the Board to purchase CRSS. The acquisition was agreed at a meeting of the Board of Directors on the 26th March, and on the 1st

June 2014 a trading arm of WCT called WCT Service Station Ltd (WCTSS) opened for business.

Since its formation WCTSS has benefited WCT in many ways; we now have complete control over vehicle maintenance and costs, and priority access to garage facilities. In addition, we were able to maintain most of the (original) highly experienced staff, including the General Manager. We are also able to help other Community Transport operators, by providing a reduced cost alternative for vehicle maintenance. Elmbridge Borough Council are the first community transport provider to sign up to using our garage, and Runnymede BC have expressed an interest too.

The training of two of the garage staff, to inspect and test passenger lifts in accordance with LOLER (Lifting Operation and Lifting Equipment Regulations), has increased the garage's role with regards to our vehicles. This achievement now means that our vehicle passenger lifts can be inspected and tested at the garage, providing another cost saving for WCT. We can also offer this service to other community transport organisations.



Although WCT's vehicles are a large part of the garage's business, we are keen to provide a trusted community garage for local residents. This approach has been well received and our customer base is starting to grow.

Unfortunately, but not unexpected, the first ten months of trading has resulted in a net loss for the garage. This was due to various factors including: the purchase of new equipment, building improvements, and overcoming/resolving commercial issues even before the handover of the business. However, this should not overshadow the benefits we now receive as owners of a garage. Woking Community Transport has achieved savings to its overall maintenance bill, and repair time has been reduced as priority is given to our vehicles. With a fleet of 31 vehicles, the flexibility achieved by operating our own garage cannot be overstated.

Moving forward, the garage business is expected to grow over the next 12 months possibly breaking even by the end of the year, or perhaps achieving a small profit!



Financial review

Woking Community Transport

A full audit report is available upon request.

Consolidated Income & Expenditure Account for the year ended 31st March 2015

	2015 £	2014 £
INCOMING RESOURCES		
Grants and donations	363,611	312,916
Charges and fares	637,621	621,434
Garage Sales	206,308	0
Miscellaneous	44,915	12,568
	<hr/> 1,252,455	<hr/> 946,918
EXPENDITURE		
Charity	956,411	899,498
Garage	311,354	0
	<hr/> 1,267,765	<hr/> 899,498
OPERATING SURPLUS (DEFICIT)	(15,310)	47,420
Exceptional item	-	(92,702)
Interest receivable and similar income	38,864	31,162
	<hr/> 23,554	<hr/> (14,120)
SURPLUS / (DEFICIT) ON ORDINARY ACTIVITIES BEFORE TAXATION	23,554	(14,120)
Retained Revenue Reserves Brought forward	325,249	339,369
	<hr/> 348,803	<hr/> 325,249
Retained Revenue Reserves Carried forward	348,803	325,249
	<hr/> 348,803	<hr/> 325,249

Woking Community Transport

Consolidated Balance Sheet - 31 March 2015

	2015	2014
	£	£
FIXED ASSETS		
Intangible assets	31,344	
Tangible assets	360,389	378,590
Investments	508,091	493,104
	<u>899,824</u>	<u>871,694</u>
CURRENT ASSETS		
Debtors	104,974	55,730
Cash at bank	166,841	163,783
	<u>271,815</u>	<u>219,513</u>
CREDITORS		
Amounts falling due within one year	148,459	101,764
	<u>148,459</u>	<u>101,764</u>
NET CURRENT ASSETS	123,356	117,749
	<u>1,023,180</u>	<u>989,443</u>
Amounts falling due after more than one year	649,116	638,949
	<u>649,116</u>	<u>638,949</u>
NET ASSETS	<u>374,064</u>	<u>350,494</u>
CAPITAL AND RESERVES		
Called up share capital	178	162
Designated reserve	25,083	25,083
Retained reserves	348,803	325,249
	<u>374,064</u>	<u>350,494</u>
SHAREHOLDERS' FUNDS	<u>374,064</u>	<u>350,494</u>

The financial statements were approved by the Board of Directors on 16 October 2015 and were signed on its behalf by:

A Sales – Director
Mrs S Rapley - Director
G Padfield-Wilkins - Director

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Registered Number

27313R

Directors

Mrs Sheila Rapley

Mrs Anne Ansell

Mrs Sheila Rapley

Mr Andrew Sales

Mr Guy Padfield-Wilkins

Mr Clive Wood

Mrs Carol Magras

Chairman

Vice Chairman

Secretary

Director of Finance

Managing Director

Director for the Community

Registered office and operational address

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Surrey

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