



Bustler[®]



Excellence in Community Transport

2020 – 2021 ANNUAL REVIEW



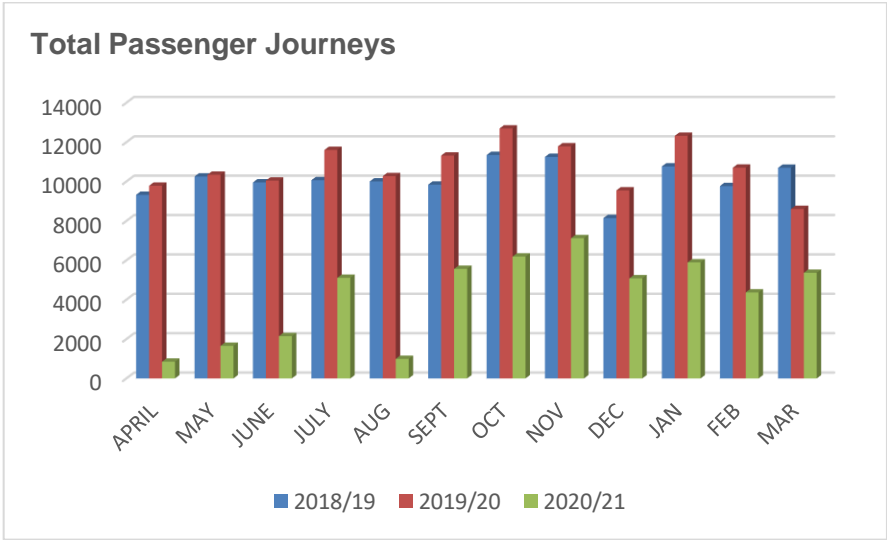
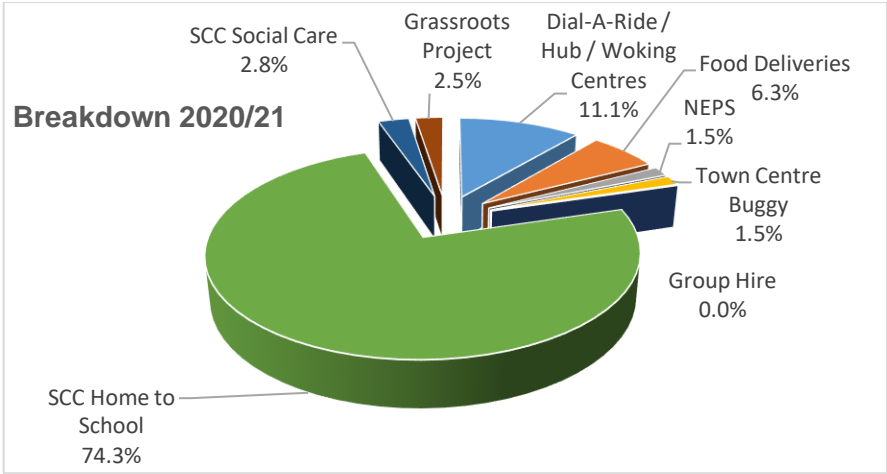
WOKING COMMUNITY TRANSPORT LTD
***Working in partnership with Woking Borough Council and
Surrey County Council***

Bustler is a registered trademark of Woking Community Transport Ltd

Woking Community Transport (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 2020/21: 50,319



Foreword



'Pandemic year'

Throughout the pandemic, many of the most vulnerable members of our community have found it extremely difficult to get out. This may have been due to shielding, reduced mobility, or not having the means to travel.

Woking Community Transport has provided dial-a-ride and other transport services throughout Woking Borough and beyond for almost 30 years. We recognise the difficulty many of our dial-a-ride members will have had in getting to hospital appointments, shopping, and those long-awaited hair appointments. Therefore, to support dial-a-ride members and the local economy, we maintained our dial-a-ride service throughout the pandemic and offered a free service over August and September.

In line with social distancing guidance, we only transported one passenger at a time on our Dial-a-Ride service and moved to a contactless payment system. Full PPE was provided to all staff, and vehicles underwent weekly deep cleaning.

Operating continually over the last year, WCT provided a vital service to Surrey County Council, Woking Borough Council, the NHS, and our members. These services included: Emergency food box deliveries across Surrey, home to school transport (children of key workers), food bank collections and distribution, non-emergency patient transport, mobile flu jabs for homeless people, dial-a-ride, and transportation for Covid-19 vaccinations, to name but a few.

I would like to thank all our staff for their contribution over the last year; we have made a real difference by supporting the community in which we live.

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 relevant to local needs.

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 marginalised 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 31st March 2021.



The achievement of our staff team this year, during the pandemic, has been truly amazing! I could not be more proud or pleased of our organisation, as I am right now, writing this piece for our Annual Review.

Everyone has mucked in, gone the extra mile, and pulled out all stops to enable us to respond positively to each and every task we have been asked to do by the local authorities and health services.

Who thought we would be delivering emergency rations or transporting people to be vaccinated. Who thought we would only have one passenger in the vehicle at a time or use our vehicle to deliver PPE? Who thought we would be needed to work long hours and at the weekends? Well, we have, and because of our ability to change and adapt to the circumstances and challenges that presented, we managed to keep all our staff in full-time employment throughout the period.

Added to all of the above, we have also managed to move into new temporary premises in Brookwood whilst we wait for our new permanent home in Woking.

Of course, it has not all been plain sailing, and some of our development programmes have necessarily been delayed. We should have bought new electric vehicles in the year, which has just not been possible, but we are determined to pursue this as soon as we are able.

The Directors have been meeting on Zoom very regularly, and I am very grateful to them for their support and ability to make decisions quickly and decisively.

As always, I would like to record our thanks to Woking Borough Council for their support and guidance throughout the year.

Sheila Rapley (Chairman and Society Secretary)

Current Woking Bustler Services

- **Bustler Dial-a-Ride**
- **Enhanced Dial-a-Ride**
- **Transport for Woking Borough Council's Centres for the Community**
- **Group transport**
- **Woking Town Centre Buggy**
- **Surrey County Council contracts - Adult and children specialist transport (SEND)**
- **Adult Social Services - Grassroots transport**
- **NHS Non-Emergency Patient Transport**
- **Hospital Patient Discharge Service**
- **Health Clinic Service**
- **Hub Transport**
 - **Woking Community Hospital, Bedser Hub**
 - **Walton Community Hospital**
 - **Ashford Hospital**

Service Updates

Dial-a-Ride

We continued to operate dial-a-ride throughout last year, transporting members to the shops, doctor appointments and providing over 3,000 hospital-related journeys. Dial-ride membership continues to



increase year on year and now stands at 3,234, an increase of 138 over the previous year.

Woking Community Transport has provided dial-a-ride and other transport services throughout Woking Borough and beyond for almost 30 years. We recognise the difficulty many of our dial-a-ride members had in getting to hospital appointments, shopping, and those long-awaited hair appointments. Therefore, we offered a free dial-a-ride service throughout August and September to support dial-a-ride members and the local economy.

Throughout the pandemic, many of the most vulnerable members of our community have found it extremely difficult to get out. This may have been due to shielding, reduced mobility, or not having the means to travel.

With Covid-19 restrictions in place for most of the year, we only transported one passenger at a time, and all our staff were equipped with PPE, and vehicles were regularly cleaned throughout the day.



In between lockdowns, we introduced two new fully electric vehicles to our dial-a-ride fleet. A vehicle launch was held at the civic centre attended by the Leader of Woking Borough Council, Councillor Ayesha Azad, Surrey Coalition of Disabled

People co-chair Cliff Bush, Bustler (Woking Community Transport), Chief Executive Guy Padfield-Wilkins and WCT Chairman Sheila Rapley. We are currently working in partnership with Surrey County Council to introduce at least another ten electric vehicles over the next year. We aim to have a fully electric fleet by 2030, operating out of a purpose-built depot.



WCT provided a continuous service throughout the pandemic, however, due to low demand during the lockdown periods, dial-a-ride vehicles were used across Surrey in numerous other ways, including: the distribution of emergency food parcels to residents within Woking Borough and beyond and supermarket food bank collections/deliveries, PPE collection and delivery throughout Surrey, home-to-work transport for NHS and voluntary staff, and the delivery of communication devices to care homes, to name but a few.

To ensure customer and staff safety, vehicles underwent deep cleaning once a week, and staff were provided with disinfectant sprays, wipes and other PPE as required.



Dial-a-ride is a subsidised service, with the member only paying about one-third of the actual cost. Although we have reduced the amount of money requested through grant funding for this service, we are delighted to have been able to freeze our dial-a-ride fares for the third year. We are only able to do this due to lower overhead costs resulting from increased contract work.

Centres for the Community Service

Unfortunately, for Covid-19 reasons, the Woking Borough Centres for the Community closed for most of the year. However, while closed, both St Marys in Byfleet and Moorcroft in Westfield underwent refurbishment work,



including the creation of outdoor seating. WCT provided complimentary transport for the volunteers undertaking the work.

We are continuing to build close relationships with centre managers to ensure all those who wish to visit the centres have the opportunity to either travel on the centre-run bus or dial-a-ride. We are also making more vehicles available for centre day trips and centre events.



Emergency Food Parcel Deliveries

Between April 2020 to February 2021, Woking Community Transport delivered thousands of emergency food parcels to those shielding due to Covid-19. WCT covered the West of Surrey, from Spelthorne to Waverly, and even delivered parcels within Hampshire.



The Surrey LRF (Local Resilience Forum) initially set up the food parcel facility to ensure that vulnerable residents, who were asked to shield, were supported if they urgently needed food. Thankfully, by the New Year, the majority of residents had been able to put in place arrangements with neighbours, online supermarket slots and other Voluntary and community sector organisations. And as a result, the demand was thankfully reduced to a trickle of calls by mid-January. This, in a way, created a different problem – although low in numbers, the demand for when urgent food was required, particularly over weekends, was challenging to plan for and put a strain on the service.



Low demand, coupled with the fact that clinically extremely vulnerable residents were all offered a vaccine jab by 15th Feb, enabled the decision to be taken to stand the food hub down.



The support that WCT and other transport teams provided was invaluable and really made a difference in supporting some of our most vulnerable residents.

Support to Surrey County Council

Home to School Transport

Throughout the pandemic, there was a need to provide Home to School transport for SEND (Special Educational Needs and Disabilities) children and children of key workers. With many transport companies furloughing their staff, WCT provided a much-needed supply of vehicles and drivers to SCC, operating 22 school routes.



Transport was provided to numerous schools, including local Woking schools such as Freemantles, The Park School, and Woking High.

Delivery of PPE

At very short notice, WCT provided ten vehicles to distribute PPE (Personal Protective Equipment) to borough councils, nursing homes, and medical centres across Surrey. The vehicles operated long hours to ensure this vital equipment was delivered.



In support of WCT's staff PPE requirements, we were very fortunate to receive face masks, both full cloth and masks with windows, from the Horsell Scrubbers. A big thank you to Claire for her assistance.

Food Bank Collections

Commencing during the first lockdown and running until August, we supported the Jigsaw Project (Woking Food Bank) by collecting food from supermarkets and either delivering the food to customers or to the



food bank for onward distribution. We undertook collections from supermarkets, including Asda in Sheerwater, Sainsbury's at Knaphill, and Waitrose within Goldsworth Park.

Hospital Hub Service



Hub services were suspended during the first lockdown, with vehicles diverted to Health Clinic work, medical and communication devices delivery, Surge transport for hospital discharge patients, and transporting NHS Staff to work.

Although the Hubs are slowly returning to operation, we continue to provide a vehicle (based at St Peter's) to transport discharge patients from St Peter's and Ashford Hospitals and transport patients to the Staines Health Centre.

Town Centre Buggy

The Woking town centre buggy transports people (who have difficulty walking) anywhere within the pedestrianised area of Woking town centre free of charge.



The buggy continued to assist those with reduced mobility wishing to access the Town Centre in between lockdowns. The buggy transported passengers from Victoria Way Car Park to the Covid-19 vaccination

centre throughout the winter months. A much-needed service during the cold winter months.

Non-Emergency Patient Transport (NEPT)

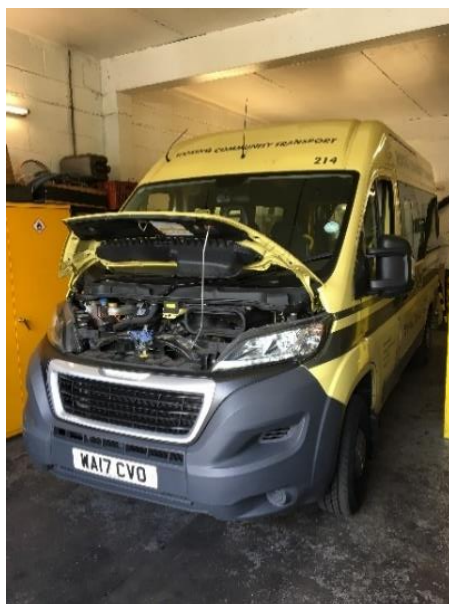
The NEPT partnership with South Central Ambulance Service (SCAS) continued throughout the pandemic. We increased our support to the NEPT service by providing additional vehicles and drivers to cover self-isolating staff or on sick leave due to Covid-19.



WCT Service Station Ltd

With many charities closing during the pandemic, WCT Service Station concentrated on maintaining our vehicles. Routine maintenance was brought forward, and deep vehicle cleaning became a common sight at the garage.

With the introduction of electric vehicles, staff training was carried out off-site, with staff achieving a nationally recognised qualification to work on our electric vehicles.



Financial review

Woking Community Transport

A full audit report is available upon request.

Group Income & Expenditure Account for the year ended 31st March 2021

	2021		2020	
	£	£	£	£
Turnover	2,270,759		2,098,349	
Cost of sales	(1,484,372)		(1,617,846)	
Gross surplus		786,387		480,503
Administrative expenses	(443,183)		(435,864)	
Other operating income	63,870		45,522	
Operating surplus		407,074		90,161
Interest receivable and similar income	10,959		12,798	
Amounts written off investments	45,445		(31,672)	
Surplus before taxation		463,478		71,287
Tax on surplus	-	-	-	-
Surplus for the financial year		463,478		71,287

Woking Community Transport

Group Balance Sheet - 31 March 2021

	31/03/21	31/03/20
	£	£
FIXED ASSETS		
Total intangible assets	-	-
Tangible assets	631,226	628,483
Investments	730,027	332,139
	<u>1,361,253</u>	<u>960,622</u>
CURRENT ASSETS		
Debtors	263,676	225,606
Cash at bank and in hand	240,555	340,286
	<u>504,231</u>	<u>565,892</u>
CREDITORS		
Amounts falling due within one year	<u>(188,287)</u>	<u>(291,318)</u>
NET CURRENT ASSETS	315,944	274,574
TOTAL ASSETS LESS CURRENT LIABILITIES	1,677,197	1,235,196
Amounts falling due after more than one year	<u>(516,719)</u>	<u>(538,196)</u>
NET ASSETS	<u>1,160,478</u>	<u>697,000</u>
CAPITAL & RESERVES		
Called up share capital	242	242
Other reserves	25,083	25,083
Income & expenditure account	1,135,153	671,675
TOTAL CAPITAL & RESERVES	<u>1,160,478</u>	<u>697,000</u>

The financial statements were approved on behalf of the Board of Directors on 02 September 2021 by:

A Sales – 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
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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