



Bustler[®]



Excellence in Community Transport

2021 – 2022 ANNUAL REVIEW



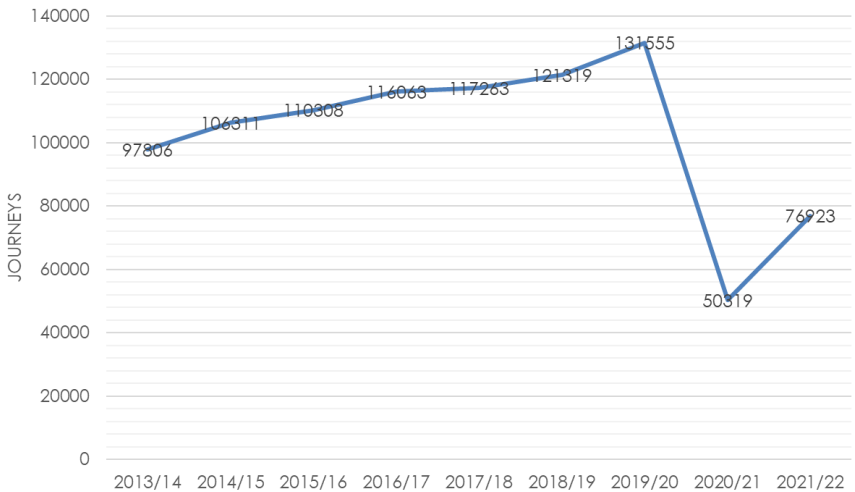
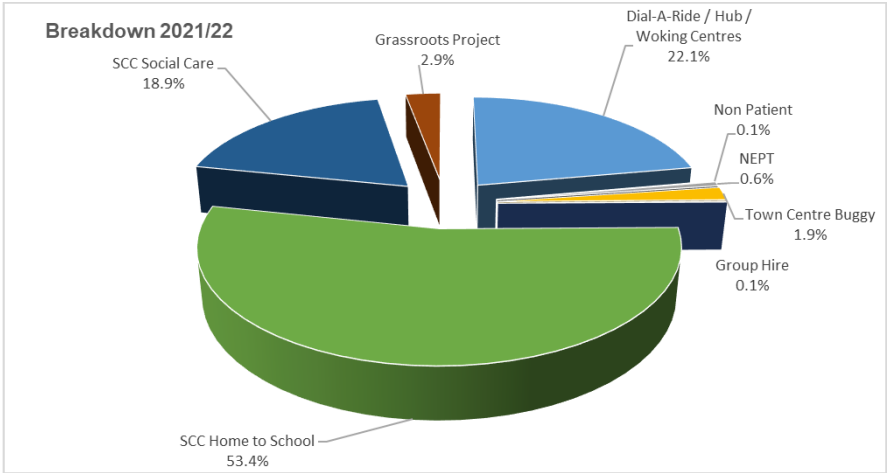
WOKING COMMUNITY TRANSPORT LTD
Working in partnership with Woking Borough Council and
Surrey County Council

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



'Bouncing Back'

This has been a year of rebuilding and trying to move services forward.

Throughout the worst of the pandemic, our core services were greatly reduced, and although we provided much-needed additional services, it has been great to get back to more traditional work. However, not all services have returned to pre-pandemic numbers. Whilst, Dial-a-ride membership is growing at its fastest rate ever, with the service rapidly returning to normal levels, the Woking Centres for the Community have changed what they offer. Our customers who would have typically attended the Moorcroft Centre (Westfield) are now being offered places at either the Vyne (Knaphill) or St Mary's (West Byfleet).

We have also seen a reduction in the number of centres providing services for adults with disability needs. Therefore, to ensure our vehicles and staff continue to operate the maximum number of services, we have continued to provide home-to-school transport for children with SEND (special educational needs and disabilities). Over the last year, we have operated several routes into Woking schools and schools as far afield as Alton and Hersham.

A big step forward this year was the granting of planning permission to build a new depot for Woking Bustler on the old disused gas site off Monument Way West. The new depot will provide office accommodation, training facilities, a maintenance garage and parking for all our vehicles. The depot is key to our plans for delivering a fully electric fleet by 2030.

*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 to benefit 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 2022.



Another extraordinary year has passed. We have emerged from the pandemic facing new challenges and trying to accept and adapt to the 'new normal'. For many older people going out and about again has presented issues that we could never have imagined. Still, the good thing is that most of our members have returned to use Bustler services, some more slowly than others, and new members are joining.

When many other organisations are struggling to survive, we have continued to develop and grow, and this is due to the fantastic staff team that we have. I want to thank everyone for their contribution, and the 'can do' culture that exists in our midst.

I want to thank my Co-Directors for their unstinting support and for their generosity in sharing their expertise and wisdom in helping us steer Bustler through a challenging period. Thank you all; I would be lost without you.

I would also like to thank the Officers and Members at Woking Borough Council for their continued support in securing a new site for us and granting Planning Permission for our new premises. Now we have to secure the funding to enable the project to be executed.

Just before the close of the financial year, we heard that one of our long-time members left us a substantial legacy to show her gratitude for the service we provided to her. This came as a very welcome surprise and will help us significantly with the costs of our new premises, and we are truly grateful. We intend to mark her contribution, in a significant way, in the future.

We now move into our 31st year! Who knows what challenges we shall face! All I can say is that we shall do our best to continue to ensure that Bustler continues to succeed and provide the service that all our members deserve.

Sheila Rapley (Chairman and Company 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)**
- **Home-to-School transport**
- **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

As we began to emerge from the worst of the pandemic, the demand for the dial-a-ride service increased rapidly. On average, from the start of the New Year, we have received a new membership application every day. Our current dial-a-ride membership now stands at 3,531. Popularity in the service has grown as customers return to social activities and due to the high demand for transport to hospital and doctor appointments.

Throughout the last year, we continued to forge ahead with our ambition to replace all our diesel vehicles with fully-electric versions. The introduction of a third fully-electric vehicle to our dial-a-ride service has been well received by customers and our drivers, who enjoy the quiet, smooth ride the vehicle delivers. In addition, to the latest dial-a-ride vehicle, we have another two vehicles on order, and we will continue to seek funding to accelerate our transition to a zero-emission fleet by 2030



Centres for the Community Service

Part of the service delivered on behalf of Woking Borough Council is to the Borough Centres for the Community 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. A changing programme of activities and events provides learning, exercising and socialising opportunities.

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 and electric buses to three of the centres.

Following the completion of refurbishment work at Moorcroft, the centre no longer provides group day services for the elderly. Therefore, customers who used Moorcroft before the pandemic are now being offered St Mary's (West Byfleet) or The Vyne (Knaphill).

Group Hire

With the easing of social distancing, our Group Hire service has seen a huge increase in use over the last year. The service, which provides low-cost minibus hire for community use (with or without a driver), has been used by multiple organisations throughout the year, including:

- Hale End Court Care Home
- Brockhill, Centre for the Community
- Woking Mind
- Knaphill & Knaphill Lower Schools
- Heathside Care Home
- Coxhill Manor Care Home

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.

Support to Surrey County Council

We have continued to pursue new business through Surrey County Council (SCC). This year we were awarded multiple home-to-school contracts, taking children into local schools such as The Park School and Freemantles. Transporting passengers to the Grassroots project in Egham recommences after being suspended during the worst of the pandemic. 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 throughout Woking and Surrey.

Contracts operated over this year on behalf of SCC include; Social Care (transporting customers into SCC Centres) and Home to School transport. We are currently transporting customers to the Cranstock Centre, Lockwood Centre, Fernleigh Centre, Fairways Centre, the Harbour and the Woking Disability Resource Centre. School transport includes; Freemantles, Pond Meadow, The Park, St Dominic's, Treloar's, and Send primary school.



The majority of our contracts run for 12 months, 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.

Hospital Hub Service

The Hub service continues to grow, and we are now once again providing up to four vehicles per day for this service. The vehicles are used to transport people to their medical appointments and home again. A vehicle is also used to transport people home from St Peter's Hospital and from home to the Staines Health Clinic.



Non-Emergency Patient Transport (NEPT)

The NEPT partnership with South Central Ambulance Service (SCAS) has operated well over the last year. Under conditions set by North West Surrey Clinical Commissioning Group (NWS, CCG), Community Transport was awarded 10% of all Non-Emergency Patient Transport.



WCT Bustler is working alongside Elmbridge BC, Runnymede BC, East Surrey Rural Transport Partnership (ESRTP) and Waverly Hoppa to provide the 10% set by the commissioners.

Town Centre Buggy

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

The buggy continued to assist those with reduced mobility access the shops, banks, cafes, and library.



New EVs (Electric Vehicles)

We introduced a third EV minibus to our dial-a-ride service this year and placed an order for another two more advanced vehicles which will arrive next year. In addition to the vehicles WCT has on order, we have secured (through SCC Surrey County Council) another 15 vehicles, which will replace older polluting diesel vehicles. It is anticipated that the new vehicles will be delivered throughout 2022/23.



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 46 vehicles. We have been able to extend this excellent service to other community transport organisations, which include:

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



All organisations benefit from reduced rates and 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.

Our service has also been extended to schools, including Pond Meadow, Gordons, St James Primary and Ashford Park Primary Schools.

To enable greater access to our garage, we opened up the rear of the garage and installed a roller door. This new arrangement allows multiple vehicles to enter/exit both ends of the garage.

Financial review

Woking Community Transport

A full audit report is available upon request.

Income & Expenditure Account for the year ended 31st March 2022

	2022		2021	
	£	£	£	£
Turnover	2,046,021		2,065,414	
Cost of sales	<u>(1,403,155)</u>		<u>(1,274,048)</u>	
Gross surplus		642,866		791,366
Administrative expenses	(521,587)		(391,875)	
Other operating income	42,012		38,870	
Exceptional item	<u>-</u>		<u>(136,037)</u>	
Operating surplus		163,291		302,324
Interest receivable and similar income	16,896		10,959	
Amounts written off investments	<u>20,173</u>		<u>45,445</u>	
Surplus before taxation		200,360		358,728
Tax on surplus	-	-	-	-
Surplus for the financial year		200,360		358,728

Woking Community Transport

Balance Sheet - 31 March 2022

	31/03/22	31/03/21
	£	£
FIXED ASSETS		
Tangible assets	538,855	631,226
Investments	<u>943,272</u>	<u>730,028</u>
	<u>1,482,127</u>	<u>1,361,254</u>
CURRENT ASSETS		
Debtors	280,162	263,675
Cash at bank and in hand	<u>233,225</u>	<u>240,555</u>
	<u>513,387</u>	<u>504,230</u>
CREDITORS		
Amounts falling due within one year	<u>(199,818)</u>	<u>(188,287)</u>
NET CURRENT ASSETS	313,569	315,943
TOTAL ASSETS LESS CURRENT LIABILITIES	<u>1,795,696</u>	<u>1,677,197</u>
Amounts falling due after more than one year	<u>(440,404)</u>	<u>(516,719)</u>
NET ASSETS	<u>1,355,292</u>	<u>1,160,478</u>
CAPITAL & RESERVES		
Called up share capital	243	242
Other reserves	25,083	25,083
Income & expenditure account	<u>1,329,966</u>	<u>1,135,153</u>
TOTAL CAPITAL & RESERVES	<u>1,355,292</u>	<u>1,160,478</u>

The financial statements were approved on behalf of the Board of Directors on 15th September 2022 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

Mr Stephen Barklem

Chairman

Vice Chairman

Secretary

Director of Finance

Managing Director

Director for the Community

Director

Registered office and operational address

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