



Driven by our community

Community Transport Waltham Forest

Annual Report 2008/09

Chairs report

I am pleased to report that since the last Annual General Meeting, the recruitment of Helen Tredoux as our new Director has proven most fortunate. Helen immediately took up the challenge of revitalising Community Transport Waltham Forest, working with the staff team and drivers and familiarizing herself with our user groups.

Helen has worked closely with the Management Committee on the business plan, which had already been formulated for 2007/2008, and also updated and developed policies and procedures strengthening procedures to enable us to strengthen our service offer to the community.

Mid -March, we welcomed Julie Cooke as the new part-time development worker and she has been networking with many of our member organisations, researching and collating views and ideas for their transport needs. We also welcomed Nicola Clarke back in the office after being away on maternity leave after birth of her baby daughter.

Excitement is brewing in anticipation of the launch of the Waltham Forest Community Driving School; made possible by a legacy share of £10 000 from North East London Dial –a –Ride Association. This will allow training to be available for a new generation of community drivers who require a D1 entitlement to their licences, MiDAS certificates and other modules, improving the

quality and standard of minibus driving and passenger support.

A rebranding project was introduced to our staff and member organisations with the opportunity to participate in creating new logo and brand values. Community Transport Waltham Forest is now poised to unveil its new design.

As usual, recruitment for Management Committee members is always on the agenda, but we have made a concerted effort this year to attract and inform potential candidates on sharing their skills to benefit the community. Please contact Helen Tredoux for more information.

Finally I would like to thank all the staff and drivers for another year of hard work and loyalty and to the Management Committee for their time and support, especially Richard Mundy, as treasurer, helping to formulate and scrutinise our budgets, his overall input has been invaluable.

It's good to be a cog in the wheel of
COMMUNITY TRANSPORT WALTHAM FOREST
Driven by our Community!

Dot Gray

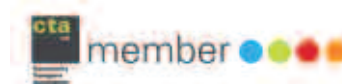


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Waltham Forest Community Transport
Low Hall Business Park, Leyton, E10 7AS
020 8521 0665

Registered Charity Ltd Guarantee
Charity No: 1048701
Company no: 3073284



Brief history of the organisation

In 1989 a London- wide study identified the need for alternative services in the transport sector to better meet the needs of the voluntary sector, as well as individuals with specialist transport needs not readily met by public and private transport services. A working group of key organisations in Waltham Forest got together and the idea of a local community transport scheme for Waltham Forest was formed.

After considerable planning and partnership working, Community Transport Waltham Forest Association was officially launched in 1991 with the main purpose of providing a group travel transport service to local community organisations in the Borough. The service received start- up funds from London Borough Waltham Forest, the City Parochial Foundation and some funding from CTA uk from the telethon funds which enabled the organisation to purchase two vehicles. Further partnership work with organisations such as Waltham Forest Housing Action Trust enabled the organisation to develop its vehicle brokerage service, managing vehicles on behalf of other organisations, increasing the number of vehicles and times available for use by the wider community and in 1994 the organisation received charitable status.

During the last 18 years, the organisation has had a number of challenges to deal with including the loss of grant funding from the Local Authority, the move in commissioning and contracted services,

the changes to transport regulations and licensing requirements as well as the changing community landscape and needs in Waltham Forest.

The organisation has met the challenges with a determination to strengthen its service offer, increasing its fleet to 22 vehicles to offer a better choice of vehicles to members; training packages to underpin the service were introduced, ensuring that all drivers have relevant MiDAS training to operate vehicles safely. A driver pool was created to support organisations unable to provide drivers and we developed new initiatives through partnerships with agencies such as LBWF Social Services, Shopmobility, and Disability Resource Centre including our Door to Store Service



Waltham Forest Disability Resource Centre Older Peoples Group



Our mission and values

Our Mission

We are a not for profit organisation who actively connect with people to provide transport solutions to community groups. We do this with willingness and commitment, by encouraging independence by efficiently supporting the transport needs of our community and by ensuring the service is accessible to all.



Our Values

- CTWF believes that its services should be accessible to all sections of the community.
- CTWF believes in the core principle of “customer first”, assisting their group members, customers and passengers by increasing it’s transport choices while making and maintaining commercially viable relationships in the community.
- CTWF believes its services must meet the needs of its groups and their members and should adapt its service offerings in response to changing needs.
- CTWF believes that its work is based on an ongoing process of review and a willingness and commitment to monitor, reflect and learn.
- CTWF believes in actively sharing, training and using its knowledge for the benefit of others – with the aim of improving social change.
- CTWF believes that the staff and members have the right to participate in the decision-making processes that shape the organisation and its effectiveness.
- CTWF believes that professionalism and integrity should be at the core of all its activities.



Leyton Orient 'Playing For Success' Study Support



Directors report

I joined Community Transport, Waltham Forest, on the 1st September 2008, after spending 16 years working for Waltham Forest Council. A fresh start and new challenge added a spring to my step and I relished the idea of working with the Management Committee and staff team at Community Transport Waltham Forest. Considerable work had already been done by the organisation to research new opportunities to grow and develop the service, including the commissioned “way forward” study, the successful growth bid to City Bridge and an ambitious business plan for 2007/08 aimed at setting new direction and strengthening the organisation.

We have spent a lot of time during this financial year reviewing internal structures and operations within Community Transport Waltham Forest, and recruiting to newly created posts and reviewing the work of the organisation. In addition to the challenges set out in the business plan, the changing economic climate experienced here and further afield also played a role including the soaring fuel prices in the third quarter of the year and the deepening economic forecasts towards the end of the year.

The rebranding of the organisation remains a key priority and I would like to take this opportunity to thank all our members who participated in the written survey, telephone interviews and branding workshop for their time and views which have all contributed to the development of our brand values and new logo design.

Our volunteer drivers have continued to be a valuable asset to the organisation, providing driving services for our member organisations often travelling far and wide to enable our members to deliver their services. The drivers received a high satisfaction level in our survey, however it is important to note that we are very short on drivers at the moment which is causing some strain in meeting the demand.

Our organisation and services are shaped by our membership and this annual report seeks to inform members of the business of the organisation over the last financial year. The statistics have been gathered from the relevant data available to us as well as the responses received from our first annual satisfaction survey. This work puts in place the opportunity to measure any future activity of the organisation against our achievements this year.

The staff team, at Community Transport , have worked extremely hard to make sure the service ran successfully , I particularly thank Mariama Jalloh for her hard work covering for Nicola Clarke during her maternity leave.

I look forward to working with our member organisations during the next year to build on the strengths of this year's achievements.

Helen Tredoux
Director



Management, administration and staff

Reference and administrative details

Directors (Trustees)

Dorothy Gray
(Chair)

Dennis Cooke
(Vice Chair)

Richard Mundy
(Treasurer)

Alan Robert Carlton

Company secretary

Helen Tredoux

Registered office

Low Hall Manor Business Park
30 South Access Road
Walthamstow
London E17 8BS

Company number

3073284

Charity number

1048701

Accountant

Barry Powles
Community Accountant
47 Rancliffe Road
London E6 3HW

Auditors

Jackson & Jackson Accountants Ltd
Chartered Accountants & Registered Auditors
33 Chingford Mount Road
Chingford
London E4 8LU

Bank

Co-operative Bank
151/155 Hoe Street
Walthamstow
London E17 3AN

Management committee 2008/09

Chair

Dorothy Gray

Treasurer

Richard Mundy

Committee Members

Elizabeth Blewett

Alan Carlton

Dennis Cooke

John Savill

David F Williams

Staff

Helen Tredoux

Director

Peter Ford

Operations Manager

Julie Cooke

Development Worker

Charles Rycroft

Operations Assistant

Nicola Clarke

Administrator

Alison Louis

Door to Store Driver

Hayden Williams

Maintenance support

Drivers

Wesley Coward

Sharon Sango

Fay Walker

David Neblett

Said Makadam

Michael Sandiford

John Pinckney

Ann Tingling

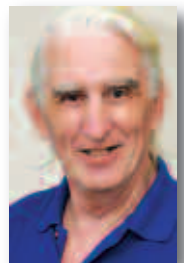
Les Edmundson

Ken Houghton

Vince Lowther

Sheree Gower

Syed Matloob Hussain



*Pictured above
are a few of
our community
drivers*

Service details

Group Hire Facility

Our fleet of minibuses are made available to our members for hire either on a self- drive basis or with a driver supplied. Our hire charges range from 4 -hour bookings to more than 24 hrs.

WF Community Driving School

We offer a range of minibus related training to its members, local schools, and other community organisations. Courses include MiDAS (minibus awareness training) accredited by CTA uk, Passenger Assistance Training, Fire Evacuation, Emergency Aid and Manual Handling and D1 entitlement training new for 2009.

Vehicle brokerage

In addition to providing our own vehicles, we also manage vehicles on behalf of member organisations, developing better use of vehicles, new income sources from hires and increased access to transport for groups.

Community Outreach and development

We recognise the need for increased consultation and partnership working with our members and wider public agencies and the role of the

development worker is to make contact with, consult and develop new initiatives with members and other agencies.

Contracts:

Contracts form an important part of our work and at present we deliver a variety of contracts ranging from Home to Schools routes to providing buses and drivers to local agencies weekly.

Door to Store Service

We provide a daily shopping service Door- to-Store for the Elderly and disabled people five days a week. The service is operated in partnership with LBWF Adult and Communities service and Shopmobility.

Fleet Details

Total Fleet:	21 vehicles
Standard:	5 vehicles
Accessible:	16 vehicles



Leyton Sixth Form College Duke of Edinburgh Orienteering weekend.

Key achievements 2008/9

We said:

We would review staff and management committee skills and recruit staff with the appropriate skills to underpin the work of the organisation

We would review skills on the management committee and strengthen skills base needed to support the work of the management committee

We would investigate the rebranding of the organisation and develop a new marketing strategy

We would develop a new business development model

We would investigate new business opportunities

We did:

We appointed a director to strengthen the strategic direction of the organisation

We appointed a part time development worker to support the engagement and outreach activities of the organisation

We revised our Human Resources and staff management systems, and put in place a revised Health and Safety management system.

We undertook a skills audit and devised a high profile recruitment campaign aimed at increasing participation in the management committee and attracting new skills sets to management committee.

The rebranding project is in phase two of development, we have undertake extensive consultation with our members, partner agencies to determine our brand values now in final stages of artwork creation.

We undertook a service-mapping exercise reviewing systems and operations within the organisation, to determine structure and skills-base required for effective operation and growth of the service in future years.

We undertook a detailed budgetary review, establishing the core budgetary principles required to continue to develop, and grow, the service in a weakened economic state.

Undertook a zero-based budgeting exercise to test and strengthen our competitiveness with competitors.

We have developed the Waltham Forest Community Driving School initiative which offers complimentary training across the minibus travel sector offering new training and skills development opportunities for the community.

Group Hire and Door to Store service

Group Hire

Total vehicle Hires - community	1496
Total Driver Hours - Contracts	7074.30
Total Driver hours - Non contract	3271
Total passengers	48603E
Total Drivers trained (MiDAS)	89
Total contracts	8

Door to store service

Frequency	4 days per week @ three trips per day. 1 day per week Community day for sheltered accommodations
Stores	ASDA E10, Morrison's E4, Tesco's E11, Selbourne Walk E17 Morrison's Stratford E15 last Thursday every month
Total trips	616
Total passengers	3,123
Total Social Services	743

Delivering public benefit

The main area of WFCT's charitable activity is the provision of minibus transport services to registered member groups. These are eligible groups who wish to use WFCT's services on an occasional basis or regularly to meet their group travel needs.

Who used and benefited from our services:

Our objects limit the services we provide to local organisations in Waltham Forest, and in 2008/9 we had 120 member organisations spanning a wide range of voluntary, community and statutory organisations, the breakdown of membership at end March 2009 showed 13.7% of our membership is drawn from youth organisations, 7.35 services for the Elderly, 10% Registered Care Homes, 10% Arts and Cultural Organisations, 15.45% Social and Health Care organisations, 10% Churches, 7.3% Schools and Colleges, 0.9% Hobbies, 2.48% Housing Associations, 4.5% organisations for People with Disabilities, 6.42% sports, 11% Local Authority, and 0.9% Environmental Action Groups.

Community hires:

Our service offers a choice of vehicles from standard (5) to accessible (16) enabling our membership to select a vehicle best suited to the mobility needs of their members.

During 2008/9 we achieved 1496 community hires. WFCT does not hold details of individual passengers within each of the group hires. However, the annual satisfaction survey undertaken in January 2009 indicated an average of 13 passengers per hire. Over the course of the year this would imply more than 19448 passengers used the service.

Community Drivers

Our service offers those organisations, unable to provide their own drivers, with additional driver services. During the year 3271 driver hours were committed to enabling member groups to deliver their service objectives.

We use our annual customer -satisfaction survey to measure the quality of our service and use opportunities such as quarterly newsletters and special consultations to ensure that we continue to review our service to best meet the needs of our member organisations.

Door to Store Service

WFCT operates a Door to Store shopping service for the elderly and disabled in Waltham Forest. The service is part funded by LBWF Social Services and outreach

support is undertaken by Shopmobility Waltham Forest who refer members to the service along with Social Services. The service forms an important part of enabling the elderly to retain their independence longer by providing a transport service to local supermarkets for shopping. The service runs five days a week with one day dedicated to sheltered accommodation or organised groups and a further four days offering 3 trips a day to various supermarkets with specific days allocated to specific areas in Waltham Forest. During 2008/09 a total of 616 trips took place with 3123 passengers using the service for outward and return journeys. .

Vehicle brokerage

WFCT provides vehicle management services to three member organisations, using the skills and technical vehicle management expertise to benefit our member organisations ensuring their vehicles are maintained and inspected within regulations, enabling them to focus on the provision of their services, with additional support of transport to meet the needs of their clients.

Waltham Forest Community Driving School

WWFCT has been a local provider of MiDAS (minibus awareness training) for more than 3 years. The training register is managed nationally through CTA UK and is aimed at anyone driving a minibus. WFCT has offered this service locally and has a register of more than 320 local people with MiDAS certification, with 89 people achieving certification during 08/09.

The change to licensing entitlements in 1997 has created a shortage of drivers with D1 entitlement which enable people to drive minibuses. This has had a detrimental effect on our member organisations in being able to supply their own drivers and increased dependence on WFCT to provide drivers. In order to address this need WFCT set up a D1 Training course and by developing the course, during the next year, seek to increase pool of D1 Drivers to support the work of our membership. In addition we have also strengthened our training offer under the Waltham Forest Community Driving School, increasing the variety of training related to the field of minibus travel and operation. Courses now include Standard and accessible MiDAS, D1 Entitlement, Passenger Assistance Training, Manual Handling, Fire Evacuation and Emergency Aid.

The training schemes will be closely monitored to ensure that WFCT continues to provide necessary training reflected in the needs demonstrated by our membership.

Treasurers report and financial summary

Year to 31st March 2009

Overall, this was a poorer financial outcome than we had hoped a year ago.

While we had planned for a deficit (to fund our development work), it was larger than anticipated. This was due to the loss of 37% of our home-school contract routes and to a 23% growth in community hires.

Despite this setback, the Management Committee decided to continue investing for the future. It is said that organisations that can invest through recessions are more successful when they end!

We have continued to modernise the vehicle fleet, to meet demand and to reduce harmful emissions. We are investing in development, including re-branding, so that we can grow our Community and Contract work.

We expect a further deficit in 2009/10, but one which will still leave us with sizeable reserves. The size of the deficit will depend on our success in winning new contracts (we will be competitive and are hopeful). We will monitor progress carefully each month and adjust our expenditure plans downwards if more profitable work does not materialise.

Richard Mundy

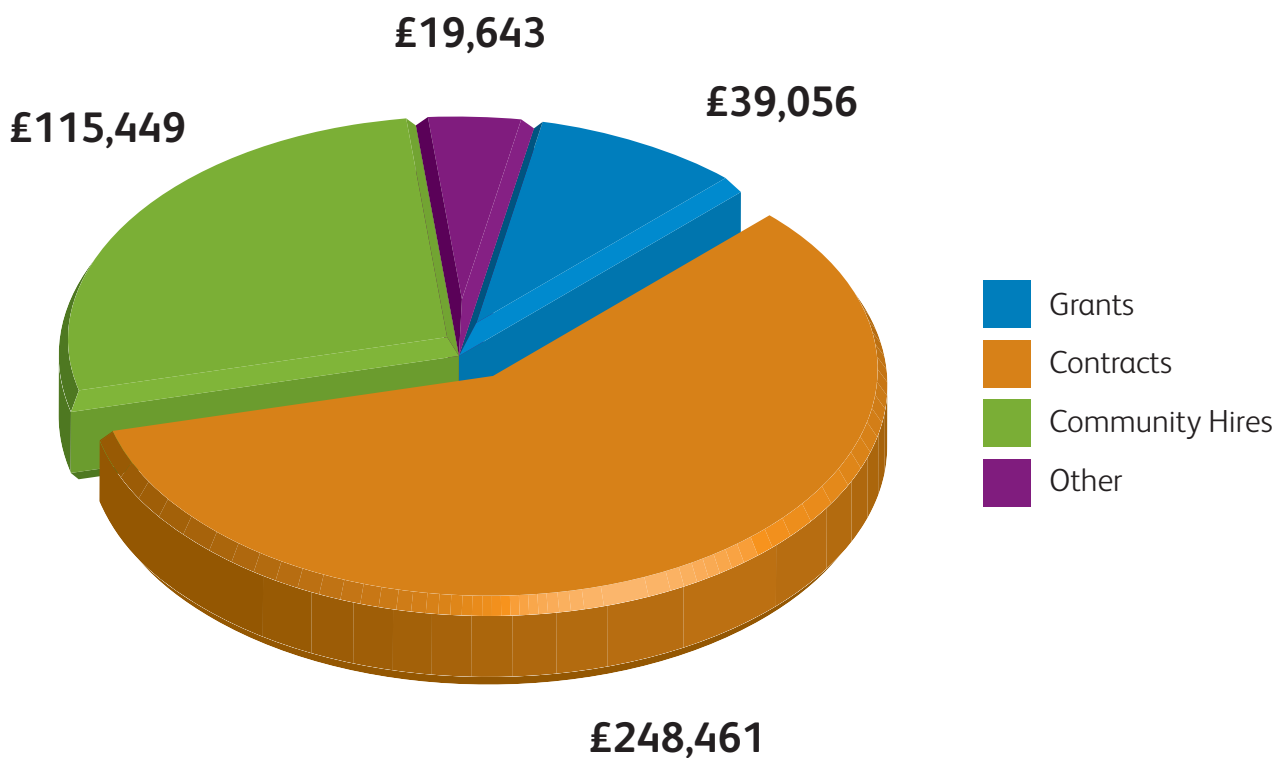


	2008	2007
Reserves:	£387,676	£437,688
Unrestricted	34,457	7,346
Restricted	1,500	21,991
Designated	351,719	408,351
Designated Reserves		
Redundancy	65,986	54,737
Vehicle replacement	154,009	187,000
Premises	2,232	11,000
Door to Store	65,045	73,508
Unfunded depreciation	64,447	73,508
Income	£422,609	
Contracts	£248,461	£279,231
Community	115,449	93,059
Other	19,643	22,694
Total Grants	£39,056	£16,995
Almshouses	6,000	
BSOG	13,306	
City Bridge Trust	18,750	
London Skills Council	1,000	
Deficit	£50,012	£14,076

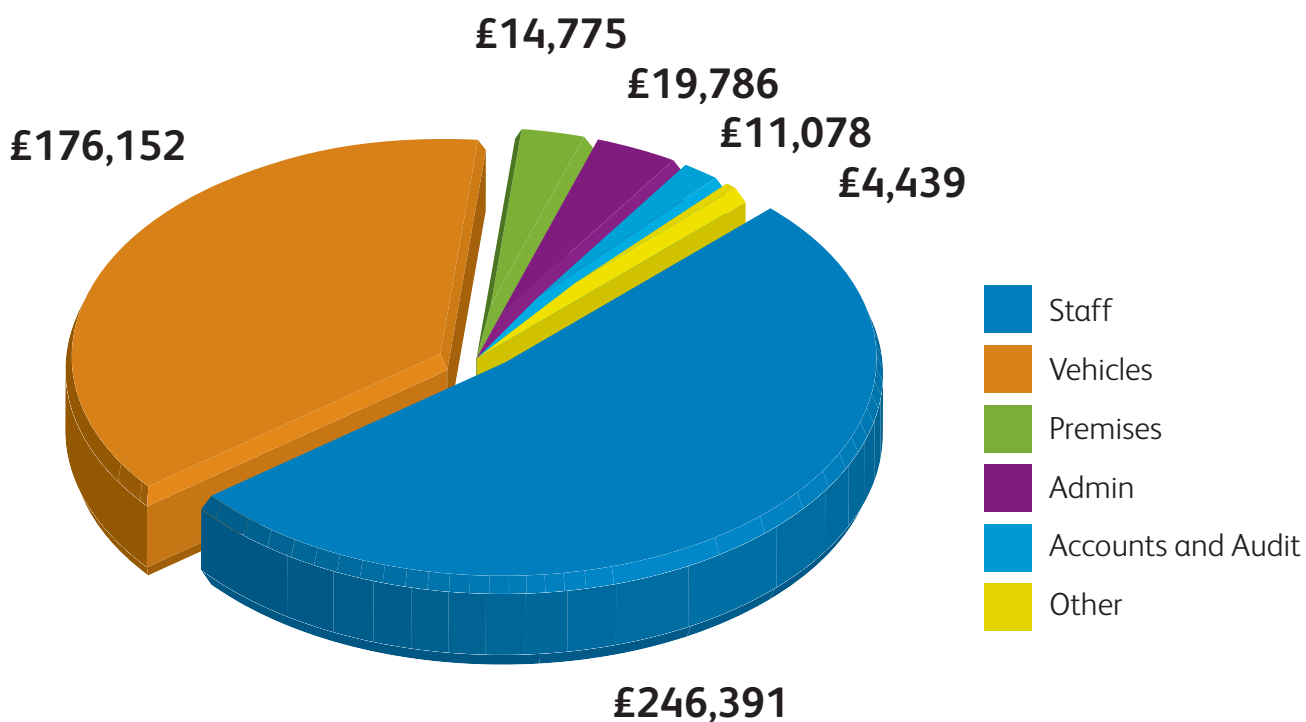
Figures based on 2008/09 unaudited accounts

We would like to acknowledge and thank Ron Poulter, Tracey Rogers Leyton 6th Form College and Margaret Elias Disability Resource Centre for the photographs used within this Report

Income £422,609 (2007 £411,979)



Expenditure £472,621 (2007 £426,055)



Our members 2008/09

12 F Air Training Corp.
14th Waltham Forest Boys Brigade
14th Walthamstow Scouts Group
17th Waltham Forest Boys Brigade
1st Leyton Scout Group
1st Walthamstow Cubs
1st Walthamstow Scout Group
1st Walthamstow Scouts
23rd Chingford Scout Group
3rd Walthamstow Scout Group
6th 14th Chingford Guides
6th Waltham Forest Boys Brigade
Advent Youth
African & Caribbean Disablement Association
Afro Caribbean Elders Ass.
Afro Caribbean Women's Development Centre
Age Concern
Albany Nursing Home
Alliston House
Almadene Care Home
Almshouse Walthamstow & Chingford
Arthritis Care Waltham Forest (South)
Arts & Events
Ashcroft Residential Home Association
Asian Christian Church
Asianos Football Academy
Asianos Sports Club
Barclay Christian Centre
Barnardos Hamara Family Project
Baytree House Club Account
Belmont Park School
Blac 'n' Blanco Association
Blooming Marvellous Gardening Group
Boothby Court
Care Highams Park
CBHA
Central Baptist Church
Children's Services
Chingford Foundation School
Chingford Hall Community Primary School
Chingford Rugby Club
Circle 33 Housing Trust
Clifton House
Crèche & Crew
Crest Waltham Forest
Crossroads
CT Plus Community Interest Company
Dames House Social Activities Group
Davies Lane Junior School
Day Services Asian Women
Dementia Support Team
DIAL Waltham Forest
Disability Action Waltham Forest
Disability Resource Centre
East 17
East London Karate Club
East London Velo
Eastside Eagles Basketball Club
Eastsiders
Electric House & Kevan Court Tenants
Elim Pentecostal Church
Ellingham Employment Service
Emmanuel Christian Centre
Emmanuel Youth Club
Eton Manor Athletics Club
Family Action
Forest School
Francis House
Friends of Happy Day Nursery
George Mason Lodge
George Mitchell School
Giggles Childcare
Gingerbread Walthamstow
Grace Baptist Church
Hackney Community Transport
Harrow Green Children's Centre
Hollycats CDA Ltd.
Home Treatment Team (NELMHT)
Hornbeam Environmental Centre
Hyland House Independent SDA School
Insight
Inspiration Arts
Jehovah Witnesses Chingford + London Branch
Jenny Hammond Primary School
Kith & Kids
LBWF Community Services
LBWF Sports Development
Le Pec Social Club
Lea Valley Junior Ice Hockey Club
Leyton Orient Community Sports Programme
Leyton Sixth Form College
Little Hare B/A School Club
LiveAbility Waltham Forest
Lloyd Park Children's Centre
London & Quadrant Housing Group
London Borough Of Enfield
London Quadrant Housing Trust
Mapleton Road
Masquerade 2000
Mayville Primary School
Mind In Waltham Forest
MS Society Waltham Forest Branch
Myanmar/Burma Relief & Welfare Assn.
Nabada Youth FC
New Testament Assembly Community Project
Nicholson Court Helping Hands
Noor-UI-Islam
Olympic Delivery Authority
O-Regen College
Orion Harriers
Outlook Care
Outlook Care
Parish Of St Peter & Paul, Chingford
Parkinson Disease Society
Pastures Youth Centre
Petra Global Ministries
Puma 2000
Pyramid Scheme
RAADA
Rainbow Project London & Quadrant HT
Reaching Out Project
Ridgeway Evangelical Church
Riverside Social Club
Service for Deaf Children
Sewardstone Evangelical Church
Social Service Dept
Sorensen Seniors
St Catherines & St Paul Cornerstone Church
St Marys Church Of England Friday Club
St Stephens Friendship Club
St. Andrews Senior Citizens Group
SUNTRAP- Forest Education Centre
Sybourn Children's Centre
Talking Hands
Team Leyton
The Church of Jesus Christ of Latter Day Saints
The Davis School
The Lamp Social Club for the Blind
The Limes Community & Children Centre
The London Playing Fields Foundation
The Lung Club
The Markfield Project
The Qalb Centre
The Spinney Residential Home
Therapeutic Arts Scheme Ltd.(WFAC)
Transport Services
Twinglobe Care Homes
Visions & Aspirations Association
Waltham Forest Blind Association
Waltham Forest Careers Association
Waltham Forest Children's Rights Service
Waltham Forest Churches Night Shelter
Waltham Forest Housing Association Ltd
Waltham Forest Library Services
Waltham Forest Mencap
Waltham Forest Spitfires Basketball Club
Waltham Forest Street Crime Wardens
Waltham Forest Turkish Association
Waltham Forest Volunteer Police Cadets
Waltham Forest Youth For Christ
Walthamstow Community Action Group
Walthamstow Physically Handicapped Club
Walthamstow Social Centre For the Blind
Walthamstow West District Guides
Walton House
Well Spring Wisdom Group
Wellington Walmer & Peel Residents Ass.
WF College Finance Dept
WFS Spartans Basketball Club
Whitefield School & Centre
William Morris Association
William Morris Day Care Centre
Willowfield School
Winchester Rd Scout & Guide Group
Wingrove House/Scheme Managers Office
Winters Court
Worth Unlimited for Waltham Forest
Youth Offending Team
Youth Support Service