

Dawlish Town Council Larger Grants Scheme

(For applications over £250, and
not normally exceeding £2000)

Larger Grants

Criteria:

- Larger Grant Applications will be considered for amounts over £250 and not normally exceeding £2000 in accordance with the guidance notes.

Tell us about your group, what does it do?

Through the provision of transportation, we are able to offer fully adapted accessible vehicles of both cars and minibuses (equipped to travel wheelchairs, mobility scooters and equipment) to enable individuals, groups and care homes within our community, of any age, to attend medical/wellbeing appointments, social activities and to get out and about to independently shop, bank, visit the post office and purchase essential items. Eligibility is assessed on an individual basis and open to not only the elderly, frail and disabled or independent people only, but also for those cared for and their carers.

Services under our umbrella cover a wide area from Kenton out to Dawlish Warren, Teignmouth, Shaldon and as far as Bishopteignton:

- a) The popular door-to-door service known Ring and Ride
- b) Our high in demand Community Car Scheme with trained volunteer drivers assisting a high volume of passengers between
- c) Driver assisted Minibus Hire for Community Groups
- d) Shopmobility service available within our remit of provision - equipment available for a small daily hire of mobility scooters, wheelchairs and walking frames. We operate a delivery/collection service to assist tourism; people coming on holiday to nearby accommodation (much in Dawlish Warren) moreso during the summer season, but available year-round and available to our residents and day visitors. A very popular service that consumes much time in the busy period
- e) We operate two small community bus routes for Devon County Council, each running twice per week (between Dawlish and Dawlish Warren and the other from Teignmouth, through Shaldon and out to Combeinteignhead and rural villages into Newton Abbot.

Does your project/organisation have a social media/website presence?

(Please provide details).

We have a Dawlish Community Transport Facebook page and a Website www.dawlish-mobility.co.uk

How will you publicise the Dawlish Town Council grant?

(Please note it is mandatory to supply all press releases about the grant to Dawlish Town Council).

All grants/funds received are acknowledged and shared within our reporting to Trustees, detailed in Quarterly Reports to other funders and reiterated at our Annual General Meeting and Annual Report. Also through press releases and social media – sharing and publicising using appropriate channels. We actively encourage contributors to share detail and welcome all publicity/supportive opportunities as requested/of benefit.

What will you spend the money on? How will it benefit the people of Dawlish?

(Please see the useful questions page for suggestions about information to include).

Our passengers remain at the forefront of what we do, as do our staff and volunteers. As you are already aware our vehicles are our assets that we cannot be without, and since the devastating fire we have struggled with fewer vehicles and are now left with a large financial shortfall to rebuild the fleet. Yet, in order to give us the greatest opportunity to continue our operations from within, it is essential we continue to support the infrastructure of the Charity, enabling the team to maintain effective, efficient and secure working practices, with access and use of sound IT and telephony systems. Hence our grant request is to appeal for your support with a much-needed financial outlay to update current equipment.

Dawlish Town Council assisted with the initial expenditure in 2017-2018 and we have progressively improved and upgraded equipment since, yet now on advice we are encouraged to replace.

Every year we report to the Council of our fantastic team of staff and volunteers and this year is no exception. We have a strong community philosophy; we are in the community, for the community and are stronger together. These last few months have shown us how valued we are and how much the service is needed; had we not continued operating in this period of disaster I don't believe we would have re-opened. We stand strong but cannot operate without financial support from the community for services essential within.

Day to day costs continue to be excruciating, fuel costs of all types have not lessened.

We have been successful with a grant again to support reduced travel costs for passengers experiencing difficulties in this cost of living crisis which is of great benefit and very reassuring. If we can keep our operations up to date and safe it aids our efforts in being more cost effective and efficient.

Sustainability remains the most challenging element and one that is so difficult to fund. If successful with support from the Council it lessens the burden on core funds to sustain our operations.

Please see our Annual Report (for the last financial year 2022-2023) attached which outlines our struggles and evidences not only our annual costs/overheads operations but also our good work in the community. To support our cause, we also attach two quarterly reports for this financial year, sharing what we have been doing and achieved since April 2023.

Sustainability Plan

Tell us how the project will continue once the grant has been spent.

Endeavouring to adapt to the changing needs and times, we grasp fundraising opportunities we can to the best of our ability/capacity yet aware the Charity and community as a whole has only so many resources, therefore we are re-evaluating how we raise funds and explore reaching out to wider opportunities.

Supporting the community through the provision of transport is at the heart of what we do, closely followed by awareness for those who may need this as some stage, closely followed by sustainability; the demand and need is clear and we must keep our wheels turning.

Safeguarding

Where appropriate please provide us with a copy of the project/organisation's safeguarding policy with reference to children and vulnerable adults.

We have a full complement of Policies and Procedures. Trustees are currently reviewing these again yet they are available for inspection should you wish to see them. Staff and volunteers are DBS checked and trained; going above and beyond as good practice, to ensure they are well experienced and able to meet the needs of their roles, valued and enjoy what they do.

Please give estimated dates for

Project start?

Start - as soon as funds allow

Project end?

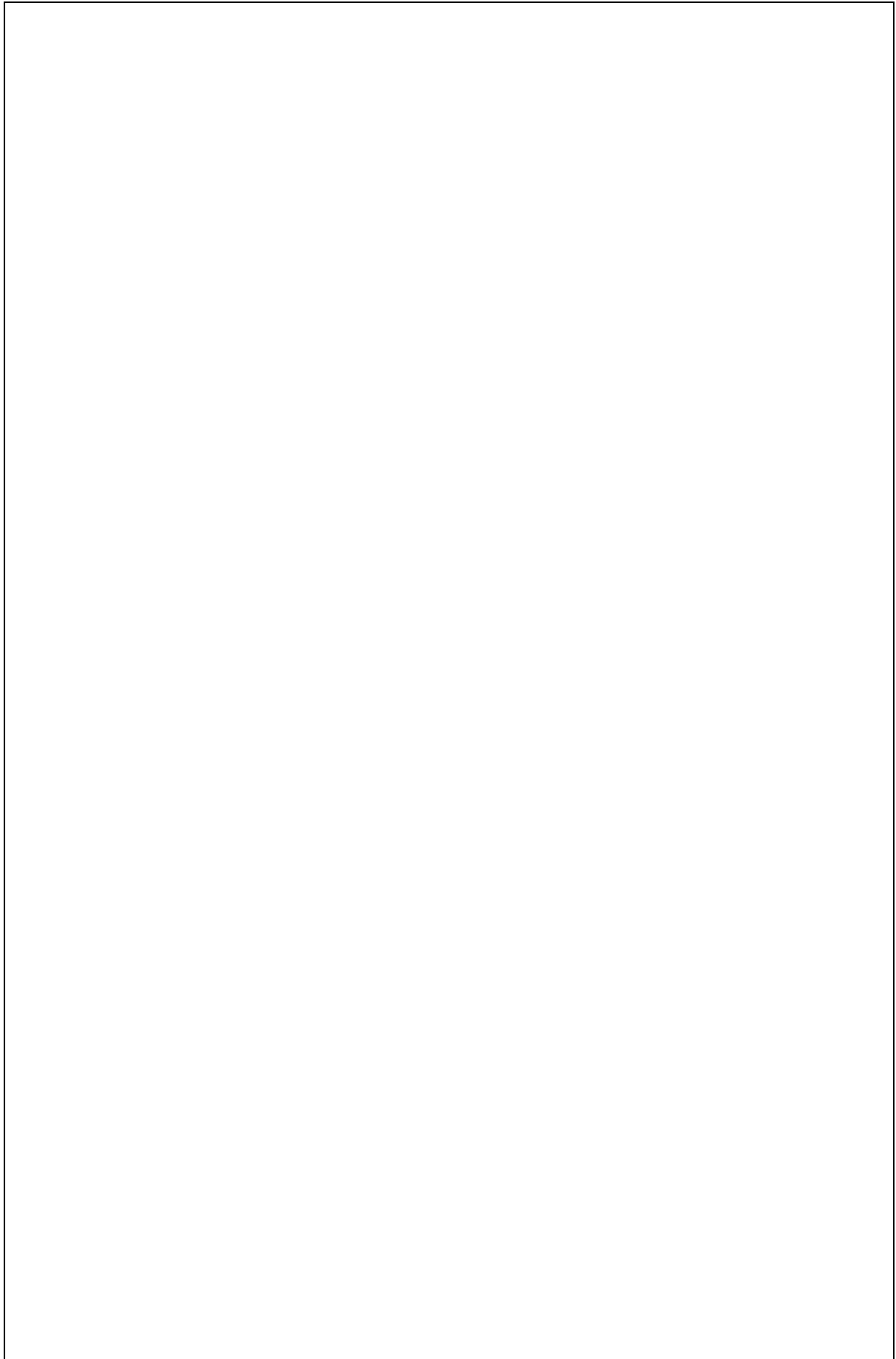
End - n/a

<p>How much will the project cost?</p>	<p>£ Annual report and additional finance details attached.</p>
<p>How much is your grant request?</p>	<p>£5,000</p>
<p>How will you raise the rest?</p>	<p>Local community fundraising/further grant applications where required</p>
<p>Will the project receive match funding – please provide details</p>	<p>Transport own funds as required</p>
<p>What other grants have been given or refused for the same project?</p>	<p>n/a</p>

Please provide projected income and expenditure with a breakdown of the costs involved in your project.

Attached:

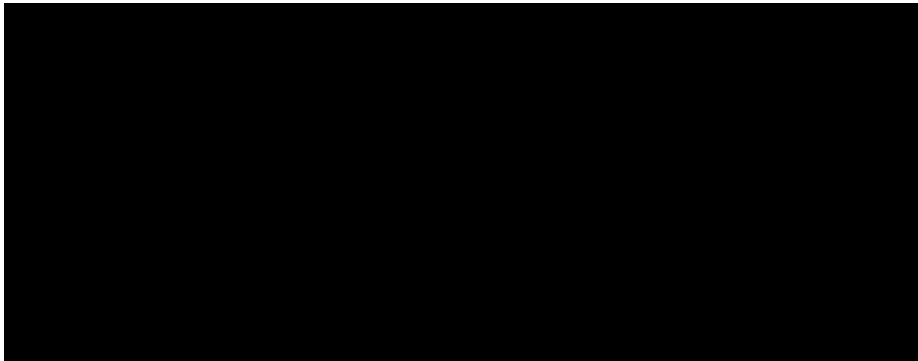
- Outlay Quotation for essential costs
- Annual Report 2022-202
- Additional documentation (Q1 & Q2 2023/2024 Reports)

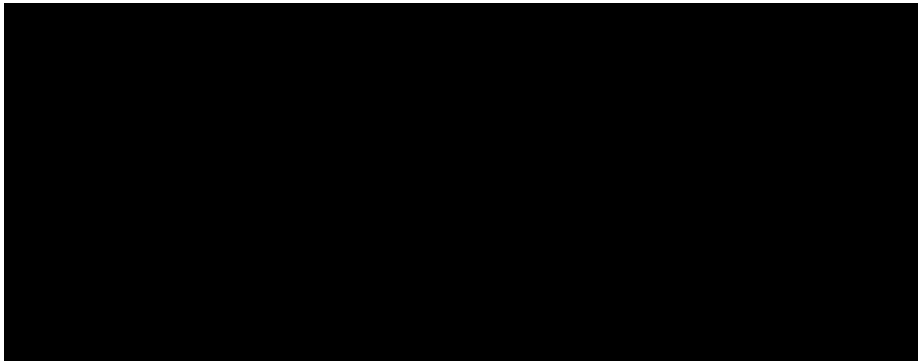


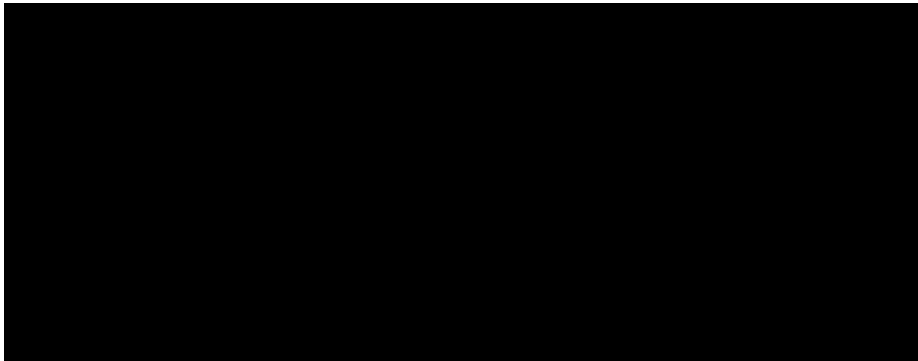
Please provide the following information from your latest accounts	
To 31/03/2023	
Total income	£175,758
Total expenditure	£197,892
Annual profit or loss	£22,134 (Loss)
Total unrestricted funds in your bank	£30,059
<i>(This is money that is not there for a special purpose, and which you are free to spend as you choose).</i>	<i>(we also hold a Reserve Policy fund and Restricted Funds for designated purposes)</i>

YOU MUST SEND US A COPY OF YOUR LAST ACCOUNTS AND YOUR CONSTITUTION

Bank Account Details

Account Name 

Bank Name 

Bank Address 

How Many People Must Sign Cheques? 1 / 2 / 3/ MORE? **2**

IF YOU DO NOT HAVE A CONSTITUTION OR A BANK ACCOUNT YOU CAN APPLY FOR UP TO £250 UNDER OUR SMALLER GRANTS SCHEME

<p>Does your group meet all legal requirements for this project (e.g. Public Liability, Insurance, Protection of Children and Vulnerable Adults etc)</p>	<p><i>Answer YES or NO</i></p> <p>YES</p> <p><i>It is YOUR responsibility to check</i></p>
<p>Second Contact for this Application</p> <p>Name</p> <p>Position in the Group</p> <p>Contact Address (Including Post Code)</p> <p>Telephone</p> <p>Email</p>	<p><i>This is someone in your organisation who we can contact if we want to check the information given</i></p> <p>Sally Preston</p> <p>Office Manager</p> <p>East Teignbridge (Dawlish) Community</p> <div style="background-color: black; width: 100%; height: 100%; min-height: 150px;"></div>
<p>Declaration.</p> <p>I confirm that to the best of my knowledge and belief, the information in this application form is true and correct. I understand that a request may be made for additional information at any stage of the application process. By completing this form, the signatories hereto agree to this information being retained in accordance with the provisions of the Data Protection Act and for that information to be printed in official council publications and forwarded to other agencies as necessary to facilitate this application for grant aid but for no other purpose.</p> <p>Signed Date 15/11/23</p>	

REGISTERED COMPANY NUMBER: 10250030 (England and Wales)
REGISTERED CHARITY NUMBER: 1168994

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2023
for
East Teignbridge Community Transport
Association

Clare Lillington BSc (Hons) FMAAT
Raddon
Station Hill
Chudleigh
Newton Abbot
Devon
TQ13 0EE

East Teignbridge Community Transport
Association

Contents of the Financial Statements
for the Year Ended 31 March 2023

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East Teignbridge Community Transport
Association

Reference and Administrative Details
for the Year Ended 31 March 2023

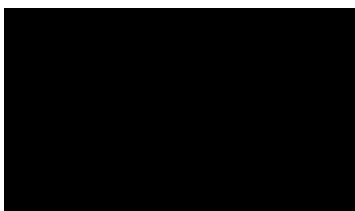
TRUSTEES

Mrs V Jeffery Chairman
D R Rudall
Mrs M K Lowther
Mrs L E Mayne (resigned 2.5.23)
Ms J A Robins
N Nickless (resigned 12.11.22)
R W Lake

COMPANY SECRETARY

Mrs M K Lowther

REGISTERED OFFICE



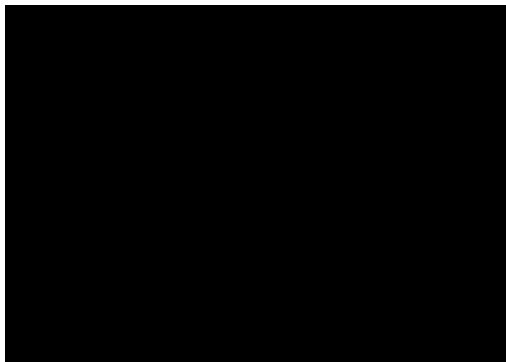
**REGISTERED COMPANY
NUMBER**

10250030 (England and Wales)

**REGISTERED CHARITY
NUMBER**

1168994

INDEPENDENT EXAMINER



East Teignbridge Community Transport
Association

Trustee Report for the Year
for the Year Ended 31 March 2023

Looking back on the financial year to 31st March 2023 it has again been very challenging. We have made huge positive steps forward and our staff and volunteers have continued throughout this year to offer a first-class service to our passengers, going the extra mile to ensure they feel confident to travel.

It has been notable that our admin staff have had to cope with very last-minute bookings and cancellations, not only does this cause additional work but is also very frustrating for our passengers as usually this is through no fault of their own. In turn this has a 'knock on' effect on our amazing Volunteer drivers. Without them there would be no drivers for hospital, surgery and dental appointments. They are all totally committed and always cheerful. We get many messages of thanks from grateful passengers showing their appreciation and telling us of their caring approach.

Trustee Meetings have been held on a regular basis. I stood down as Chairman on 8th December 2022 but continue to be a Trustee and Volunteer. I had been Chairman for 6 years and recognise we need 'new blood'. We have upcoming new trustees joining after the AGM. Mary Lowther will be resigning at the AGM and we acknowledge with grateful thanks her years of service to the charity.

Throughout the financial year Sally has continued to keep Trustees up to date with the Charity workload, writing comprehensive reports for every Trustee meeting. Our admin staff, Sally, Sally-Anne, Fritha and Ian work tirelessly to ensure everything runs smoothly. I appreciate this is not a normal office environment as everyone who steps over our threshold is welcomed and given undivided attention. The Team remains the same as last year and we acknowledge and thank Sally for all the work she does over and above Office Manager.

Sally-Anne continues meticulously providing the figures required for the Car Scheme, BSOG and Teignbridge Council as well as coping with Shopmobility bookings which are still very challenging especially in the Summer season. Fritha predominantly operates the Car Scheme pairing the requests with a volunteer driver. Increasingly difficult due to last-minute cancellations to hospital appointments. Ian organises all our vehicle health checks, servicing and MOT's, drives for Ring and Ride and delivers training.

We acknowledge the commitment and dedication of our drivers and thank each of you - Nigel, Paul, Kerry, Catharine and Bob. Between them they cover Ring and Ride, TN187 and TN886 bus services and our popular Tuesday Trips. Paul drives TN187 twice a week but is also our anchor man, maintaining and cleaning our fleet of vehicles, also shopmobility scooter deliveries, and minor repairs alongside our volunteer Jerry.

My thanks and appreciation to Kathy and Pauline for volunteering in the Office.

Again our thanks to David Ruddall for all his hard work and support over the past year. As our Accountant, Treasurer and Trustee David does so much for us, often unseen, but we appreciate his personal input into our Charity as well as the work undertaken by his staff at Greenwood Accountancy.

Thank you to Cllr Linda Petherick who has been our representative on behalf of Dawlish Town Council at our Trustee meetings for the last two years. Linda is standing down in the coming year and we have appreciated her advice and wise counsel.

It is always difficult to attract funding for day-to-day running expenses and we are very grateful to Devon County and Dawlish Town Council for maintaining their Grants in this difficult economic climate. Our Service Level Agreement from Teignbridge Council is under review and is by no means guaranteed.

We still have vacancies for Trustees, and we are actively going out to the local community to attract new members who can bring their life skills to assist us.

Ladies and Gentlemen, we are a successful Charity who are privileged to serve our Community.

Valerie Jeffery
1st July 2023

East Teignbridge Community Transport
Association

Report of the Trustees
for the Year Ended 31 March 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015).

Governing document

The charity is a charitable company limited by guarantee and has no share capital. In the event of a winding up the liability of the members is limited to £10 each and is governed by a memorandum and articles of association. The charity is also a registered charity (RCN 1168994)

OBJECTIVES AND ACTIVITIES

Objectives and aims

To relieve frail, elderly or disabled persons and community groups principally within East Teignbridge and South East Devon, by the provision of transport services.

Public benefit

The trustees are aware of and have taken note of the Charity Commission's guidance relating to public benefit.

Reserves policy

The trustees are aware of the need to maintain reasonable reserves and monitor the finances closely. The year end balance is sufficient to maintain at least three months expenses.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Office Manager Report 2023

For the registered Charity of East Teignbridge Community Transport Association; trading, and better known as 'Dawlish Community Transport' based in the Barton Hill Car Park off Barton Terrace in Dawlish; a not-for-profit charity covering the wider area of East Teignbridge.*

Our primary objective has always been and continues to be supportive of people in the community, principally within the area of benefit, through the provision of transport services. Providing accessible, affordable and supported transportation to individuals who are not able to use public transport, or where no suitable public transport is available, for all age groups and abilities within our remit - in a supportive, caring, calm and safe manner.

Services offered by Community Transport are tailored to the communities' needs and include our Community Car Scheme, our Ring and Ride essential shopping trips, the popular social and wellbeing Tuesday trips, minibus hire (with driver) available to affiliated and community groups for outings and activities, the well-used Shopmobility community hire service of mobility scooters, wheelchairs and supportive walking aids and the more recently introduced 'Bingo Bus.'

***Areas of coverage by locality:** EX6, EX7, TQ12, TQ13, TQ14 predominately - Ashcombe, Mamhead, Powderham, Kenton, Kenn, Starcross, Dawlish, Teignmouth, Shaldon, Bishopsteignton, Ideford and Exminster if required, with our Ring and Ride service. Our Community Car Scheme can cover any of these localities if other services aren't able to and we have capacity.

Current age range of those using the overall service : 6 to 98 years for vehicle services

Summary and Updates:

The **Community Car Scheme** is entirely driven by volunteers, without them it couldn't exist. Travelling passengers far and wide taking people to their essential medical/health and wellbeing appointments including hospital, GP, dentist, opticians etc. We support wellbeing visits and regularly carry passengers to visit family members and loved ones residing in Nursing Homes, and the heartfelt trips to the seaside or wherever it may be to spend time for those nearing end of life. Individual journey complexities as well as continual changes to appointments is reflected in the time consumed by this element of provision; insurmountable time spent organising appointments for our community folk.

We are fortunate to receive contributory local grants from Devon County, Teignbridge and Dawlish Town Councils as well as Devon Access to Services for the purposes of meeting the aims set out in our constitution; supportive of operations and costings to passengers that would otherwise increase.

The **Ring and Ride service** (our door-to-door transport provision) enabling people to do essential shopping/daily tasks such as banking and post office business. Promoting independence and inclusion with community at the forefront of all that we offer, in this last year we have provided transport for children as young as 6 years to the more mature of 98 years young.

We do not operate within a strict eligibility criteria, without means testing or judgement yet follow a protocol of informal questioning to understand the need of every individual person and to ascertain how we can best assist. Each call taken by the admin team is undertaken with sensitivity, and experience, to gather as much information as possible to understand the passenger need; yet our drivers are those who ascertain the full extent of need being our eyes and ears in the community.

We will never turn any person away if they have a genuine financial restriction and we will seek to find alternative options if their needs are greater than is appropriate for the voluntary sector - be it financially or wellbeing. Not carers yet caring we can be the steadying arm, the person to chat with in the car or the member of staff or volunteer who is the voice at the end of the telephone when somebody calls for the first time having not needed to call on services for support before. Often the driver, or driver assistant on the minibus trips is the link to introduce one person to another on their first trip out.

The social aspect of **Ring and Ride is the Tuesday Trips** - people join us for various reasons; just to get out of the house, always staring at the same four walls, no longer driving or not keen or able to drive distances. To make purchases for gifts or for themselves, to take a cared-for person out for the day with the knowledge they are in safe hands. It could be mobility doesn't allow them to walk the distance to their nearest bus stop, they aren't able to manage large environment or not confident to go by themselves. To meet new people, to meet up with others they've met on similar trips, and for many it will be for reasons only known to them. But, for all, it offers the opportunity to be out in company with others and enjoy all that we have around us here in Devon.

Utilising the **Minibuses** when not in use for the trips, we take bookings for local groups and organisations for their activities. These have increased over time as people choose to go out and about together again. Taking Primary School children to events as an example; special trips out that always entertain the drivers. Driving the community buses isn't for everyone, and requires training, dedication and much patience; we are blessed with gifted and compassionate drivers who make all the difference between a drive from one destination to another, to a lovely day out. Driven by volunteers; people in our community giving their time for the benefit of others while enjoying the journey themselves.

Many **Community and Rural Bus Routes** were at risk for some time, and we were uncertain for many months whether the routes we operate would continue. Two routes servicing outreach areas and essential to those who need them. The benefit to the community was our capacity to utilise the vehicles when not contracted to the bus routes, offering them to the wider community for hire, on a not for profit basis; keeping costs as low as possible. Overjoyed recently to learn that those we operate, TN187 and TN886 community bus routes will continue.

Mobility Scooters and Wheelchairs are resources some cannot manage without; we hold a small fleet of good equipment for hire. High in demand during the holiday period many people book them to enable independence and mobility mostly, with a high turnover to holiday parks; offered with delivery and collection service.

Shoymobility Service supports our nearby Newton Abbot Community Transport to provide equipment for visitors, including Devon County, Mid Devon, Melplash Agricultural and Honiton Shows and Powderham Crash Box Club.

I feel it appropriate to reflect on the previous year as there is some overlap into this current year, one being the 'Stronger Together Project' we were immersed in, noted last year. And to reiterate how unnerving it has been navigating our way through so many months of hesitancy and indecision, to understand what the needs are within the community and how we can facilitate whilst keeping afloat and riding the storm of uncertainty.

The 'Stronger Together Project', being in its earliest stage at that point, we were unsure how it might progress. In normal circumstances we are known more so for helping those requiring transport, including the older, less able, and disabled communities, yet this project encompassed a new set of beneficiaries, open to the whole community; stemmed from a Devon County Council bid to the UK Government's Community Renewal Fund. It consumed months of dedicated work and involvement in activities and training, usually out of our remit. It proved incredibly successful and benefitted not just our local town but the wider community.

Able to initiate training and group sessions offering opportunities for people to re-engage with others and learn new skills, including our existing team of staff and volunteers. It also allowed us to train two of our team to become qualified trainers, who have since trained our newer volunteers and will deliver sessions to any new team members coming on board. An attribute to Dawlish Community Transport with expert provision to aid the delivery of a high-quality service of transportation

An outline of other training delivered across Teignbridge, many certified courses, include:

- Safe Awareness for Drivers
- Dementia Awareness
- CPR and Defibrillator Sessions
- First Aid and Basic Life Support
- Passenger Assistance Training
- Minibus Driver Training
- Chapter 8 Marshal Training
- Train the Trainer
- Online Training Courses
- Bespoke Training specifically for DCT

East Teignbridge Community Transport Association

Report of the Trustees
for the Year Ended 31 March 2023

Circumstances led to our resignation of the **School Contract** we had delivered for several years; no longer able to honour the commitment for many reasons and it sadly led to a redundancy, a loss to the Charity, yet unavoidable.

Climbing back, we reinstated the Ring and Ride travelling days; a service that once operated five days per week, ceased during lockdown, and now back to four days per week. Monitoring demand and finance we aim to reinstate a fifth day again in the future. Successful Grant applications awarded funding from Dawlish Water Rotary Club and a Cost of Living Crisis Fund to offer passengers discounted shopping and social trips; and financed the costs for provision. Another overlap, this has just come to an end and the outcomes were so very positive.

A door-to-door marketing effort also, fliers hand delivered by volunteers, also gifted us new passengers and volunteers. Information distributed to people who were not aware of our existence beforehand. Our thanks go to David Force for co-ordinating this.

With smaller grants less available and the knowledge of knowing that Council grants will reduce, and the more substantial grants harder to access, we must focus on how the Charity continues to exist and finance.

Able once again to attend community events we involved ourselves in those we could. Spirits were lifting, interest soaring and confidence in passengers improving slowly over time we neared the end of the financial year more positive and hopeful for the future, but not without risk.

Long overdue was our annual gathering to meet socially with our full team and an opportunity to thank everyone involved.

Adding something a little different we introduced our **Bingo Bus**. Ashcombe Village Hall hold a monthly bingo, led by the Cuddly Toy Gang raising funds for local charities. We have been a main beneficiary and jumped at an opportunity to share this fun and friendly night out with passengers of Dawlish Community Transport. Word got round and it has become a very regular and popular occasion. A fun, friendly, safe and enjoyable evening out with others; with the chance of returning home with prizes and maybe having had a glass of fizzy.

Activities/Events and Fundraising:

Returning to community activities we have represented the Charity at several opportunities in our community:

- Paella Evening
- A Refreshers Fair for local charities
- Platinum Jubilee event - serving refreshments and fundraising
- A day at our local Co-op store
- Luscombe Summer Fete - a fantastic partnership developed before lockdown (with the Dawlish Garden Trust and Friends of Dawlish Hospital); we held a Summer Fete at the nearby private dwelling Luscombe Castle, rekindling our relationship we were able to return to the venue. A fantastic and positive opportunity to support the community to reconnect
- Carnival procession - our PR scooter chaperoned by walking volunteers
- Christmas Market stall
- Mayor's Spring Ball

With the support of Dawlish Town Council and the learning of the Stronger Together Project (through defibrillator training) we installed a South West Ambulance Service supported Defibrillator, sited on our building. This faces out into the Teignbridge District Council owned car park and is accessible to all and has proved its worth already.

Proud to have been Awarded the **Owl Award** (Outstanding With Loneliness) by Dawlish Town Council's Mental Wellbeing and Suicide Prevention Working Group - a Certificate of Excellence for being outstanding in our contribution of tackling loneliness.

Presentations Delivered:

Barton Surgery Patients Participation Group, and Barton Surgery Admin team, Dawlish Hospital, Dawlish Trade and Commerce, CVS Community Matters, Dawlish Ladies Guild, Torbay & South Devon NHS Foundation Trust, Sunflower Bunch, Dawlish Water Rotary Club, Dawlish Town Council and Dawlish Chamber of Trade and Commerce.

East Teignbridge Community Transport Association

Report of the Trustees
for the Year Ended 31 March 2023

Group Bookings/Outings:

Resumed during the year we supported multiple community groups including a Children's Happy Holidays Club, Devon Young Carers (groups for children who live in deprived/difficult situations and those who care for others), Brownies, Guides, a local Dance for Health group, our local CVS who support the Ukraine groups (taking them on holiday breaks), U3A, Walking Groups, local Nursing Home, Alice Cross Centre in Teignmouth, Residents Associations, a Ladies Lunch Club as well as an Over 60's Group - visiting centres of interest, benefit, enjoyment and health. Theatre visits, Finlake, Zoo, Clip & Climb, Garden Centres, Plant World, iBounce, Dartington Hall, Sidmouth, Tavistock and more

Our team, Team Transport, is nothing less than fantastic. Every member of the team, whether staff or volunteer, demonstrates a loyalty and commitment that cannot be recognised by data; but reflected by all that we achieve - our admin team and co-ordinators, drivers, maintenance and fundraising supporters, our driver assistant, Trustees, Dawlish Town Council Rep and all those in the community who are informally involved yet active on our behalf and generously give their time i.e. cake bakers, poster distribution, knitters, card makers and not forgetting our Elves and Bunnies. We don't just drive vehicles.

An overview of Dawlish Community Transport and a time to commend and wish farewell to volunteers who have stepped down and a time to thank everyone who has supported us through another year.

Not conclusive yet acknowledging and demonstrating how fortunate we are to have the backing of our community:

Our local Dawlish and Teignmouth Town Councils, Teignbridge District, Devon County Council and Devon Access to Services - financially assisting delivery and sustainability of transport to retain community services.

For the charitable funds sought and successful for new/sustainability of initiatives: Cosens Institute, Sir Hoare of the Green Bottle Trust, John Murray Charitable Trust, Barnard Kenneth Trust, 29th May 1961 Charitable Trust, Heydown Trust, Co-Op, Dawlish Water & District Rotary, NHS South West/One Devon and Teignbridge CVS.

To each and every group/organisation and individual for your generosity including: Ted Hockin and his Paella Night team at the Ship Inn in Cockwood, WI, Dawlish Garden Trust, Dawlish Ladies Guild, Salem Lodge, Yeo Valley, Cuddly Toy Gang and Ashcombe Village Hall, Langstone Cliff, the late Jennie Ashton, Dawlish Crafters, Mayor & Cllr last year Lisa Mayne, Cllr Linda Petherick, Cllr Gary Taylor, Cllr Martin Wrigley and Home Instead for gifting training sessions.

Associated members: Karen Rose at Devon County Council (Community Transport Adviser) and Tim Lamerton from Devon Access to Services - always at the end of the telephone/email; the wealth of all knowledge.

Thank you to our now retired volunteers Brian Adams, Peter Rouse, Dave Compton, Mary Lowther and Cllr Linda Petherick for your commitment, knowledge and experience.

And a very warm welcome to Catharine Jessiman who came on board as a volunteer, and still is, and since joined us as a member of staff and hopefully a Trustee. Also Howard Almond who has also joined us as a prospective Trustee.

To all our new volunteers who have come on board; without you we cannot function, thank you.

And of course, there's also 'Travelling Ted' who came on board having had a journey of his own. Find him on our Facebook page or read his life journey to find out how he came to us. His Journal is very entertaining. Welcomed and loved by passengers he has become an icon and is a great ambassador for us and a good connector for those on board of vehicles.

April 2022-March 2023:

COMMUNITY CAR SCHEME:

Passengers carried	1204
Journeys to/from medical appointments/activities	1814
- Health appointments	980
- Social/wellbeing	20
Wheelchair bound passenger journeys	260
Total appointments cancelled	418

East Teignbridge Community Transport Association

Report of the Trustees
for the Year Ended 31 March 2023

Volunteer Car driving hours (exclusive of minibus drives)	2319 hours
Total Mileage	21,250
RING AND RIDE: (Tuesday, Wednesday, Thursday & Friday)	
Passengers carried	897
Journeys	170
- Essential shopping/daily tasks	121 (3691 miles)
- Social/wellbeing trips - 10 trips requiring x2 buses as popular	49 (3932 miles)
Wheelchair passengers	63
Total mileage	7623
COMMUNITY BUS ROUTE 187 (Tuesday & Thursday)	
Dawlish Warren to Dawlish via Cockwood, Cofton & Sainsbury's	
Journeys	102
Passengers	765
COMMUNITY BUS ROUTE 886 (Wednesday & Friday):	
Teignmouth to Newton Abbot via Combeinteignhead & Stokeinteignhead	
Journeys	103
Passengers	1106
Total Mileage of both services	7381
Minibus Hires for Affiliated Groups/Services/Activities:	47
SHOPMOBILITY Equipment Hire	234
Excluding the multiple hires to various community events	
Total passenger miles driven this financial year	43,772 miles
Collective Volunteer Car & Minibus Basic Driver Hours	3548
Non-driving Volunteer Hours - admin assistance, fundraisers etc*	740
*Exclusive of Trustee time, DTC Rep & all those in the community informally involved	
New volunteers within reporting period*	19
New Passengers within reporting period* (averaging 21 new passengers per month)	258

Electric Vehicles :

At the end of another year, we are still not in a position to comfortably share there are suitable electric vehicles suitable to meet the needs of the services we provide; continually reviewed and monitored.

Sustainability of the overall service is the hardest to fund. Data alone gives little worth in reflecting the value of provision to beneficiaries but supports to validate the work carried out to meet the charities objectives. Our volunteers are predominantly the people out in the community, our 'eyes and ears.' Feedback from passengers shares the value in all that we do and below offers just an insight:

"You don't know how much you've put my mind at rest. To know you can take me to my appointment; I have been so anxious. Thank you so much."

What was most useful with the training? "Meeting other volunteers and overall presentation, thank you."

"Hearing peoples' experiences and dealing with all categories of passengers." "I am more aware of people and their needs now."

East Teignbridge Community Transport
Association

Report of the Trustees
for the Year Ended 31 March 2023

"I phoned specifically to say thank you to the service for travelling me; particularly to the really kind and helpful driver, who was very reassuring and made my journey very comfortable. The team are lovely and do a great job." KS

"I had such a lovely day yesterday, it was magical. I haven't been anywhere like that in years. I knew 90% of the people on the bus and it was great to have a good giggle." PH

"Once more I'm indebted to your excellent service. Thank you for providing hospital transport yesterday and especially thanks to Pauline for her patience and kindness. Best wishes to you all." SB

"This is to say a very big thank you for providing such a brilliant service. All of your staff and volunteers are so amazing and helpful. I want to say a special thank you to Debbie who took me to Torbay eye clinic. Unfortunately, my appointment was extended and Debbie really went out of her way to help me. Please accept the enclosed donation of £5 to help continue the marvellous service you provide." GC

"Thank you drivers and staff for your help in getting me to hospital so many times after they were cancelled." PS

Blessed with kindness and generosity we received numerous Christmas cards and gifts for the team, endorsing and celebrating the good work we do and passengers gratitude, with comments including:

"You do an amazing job, have a fabulous Christmas with your loved ones and see you in the New Year."
DP

"Many thanks for your consideration throughout the year." S&LE

"Thanking you so very much for helping us with the transport for hospital visits." D&CN

"Please buy some treats for all to enjoy with elevenses." ME - £20 donated

"Wishing you all a very Happy Christmas and a New Year filled to the brim with good fortune. Thanking you for your help and kindness." GW - a 92 year old gent who travels on our bingo bus and wellbeing trips

"You all do such a fantastic job. My husband died 15 months ago and it has been really difficult for me. There are so many people on their own like me and you are a life saver. You do cars for hospital and now I've discovered your trips out - I saw the list pinned up in the town by chance, and me and my friend tried one; we loved it. Your driver was so lovely as are all of you, I just wanted to phone to tell you how amazing you all are. I would like to book some more please." FW

"Thank you so much. 'M' took us to RD&E today. We can't drive anymore and have no relatives near. We also knew him from years ago, so it was wonderful to catch up again." Mr & Mrs N

Personally, in a role that soon became more than a job, I have seen the Charity move through some very problematic challenges and situations. We have overcome so much and reached out beyond our usual parameters to broaden our remit, experience and to develop in these changing times.

It feels all very positive yet finance, sustainability and proactiveness are paramount. Realistically looking ahead at the future of the Charity is essential. We have a remarkable team and a great infrastructure that depends on supportive people to lead the Charity forward.

Change is around us and we must adapt accordingly, reviewing and re-evaluating the overall Charity, objectives and operations with new vision.

Once again, we thank all those present at the AGM and those reading our Annual Report.

To deliver our community car scheme and to take groups out in the community we depend on volunteer drivers. To continue and to maintain services we always need more; we are so desperate now for minibus drivers in particular, no easy task but one that can be so rewarding. Please encourage anyone who might want to help and get out and about themselves, to get in touch and come and join our team.

East Teignbridge Community Transport
Association

Report of the Trustees
for the Year Ended 31 March 2023

Thank you and please keep supporting us.

Sally Preston
03-07-23

STRUCTURE, GOVERNANCE AND MANAGEMENT

Approved by order of the board of trustees on 5 July 2023 and signed on its behalf by:

Mrs V Jeffery - Trustee

Independent examiner's report to the trustees of East Teignbridge Community Transport Association ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

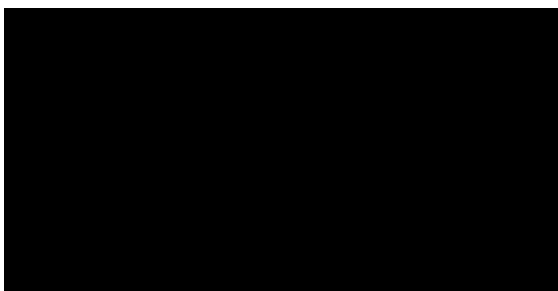
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



5 July 2023

East Teignbridge Community Transport
Association

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2023

	Notes	31.3.23 Unrestricted funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies		71,217	118,461
Charitable activities			
General		84,563	77,699
Other trading activities	2	19,916	22,344
Investment income	3	62	3
Total		<u>175,758</u>	<u>218,507</u>
EXPENDITURE ON			
Raising funds		198	126
Charitable activities			
General		<u>197,694</u>	<u>181,043</u>
Total		<u>197,892</u>	<u>181,169</u>
NET INCOME/(EXPENDITURE)		(22,134)	37,338
RECONCILIATION OF FUNDS			
Total funds brought forward		<u>427,377</u>	<u>390,039</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>405,243</u></u>	<u><u>427,377</u></u>

The notes form part of these financial statements

East Teignbridge Community Transport Association

Balance Sheet
31 March 2023

	Notes	31.3.23 Unrestricted funds £	31.3.22 Total funds £
FIXED ASSETS			
Tangible assets	8	294,488	300,597
CURRENT ASSETS			
Debtors	9	5,581	1,949
Cash at bank and in hand		106,078	125,431
		<u>111,659</u>	<u>127,380</u>
CREDITORS			
Amounts falling due within one year	10	(904)	(600)
		<u>110,755</u>	<u>126,780</u>
NET CURRENT ASSETS			
		<u>405,243</u>	<u>427,377</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>405,243</u>	<u>427,377</u>
NET ASSETS		<u>405,243</u>	<u>427,377</u>
FUNDS	11		
Unrestricted funds		<u>405,243</u>	<u>427,377</u>
TOTAL FUNDS		<u>405,243</u>	<u>427,377</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 5 July 2023 and were signed on its behalf by:

V Jeffery - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Scooters	- 20% on reducing balance
Vehicles	- 20% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. OTHER TRADING ACTIVITIES

	31.3.23	31.3.22
	£	£
Fundraising & donations	19,916	22,344
	<u> </u>	<u> </u>

3. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Deposit account interest	62	3
	<u> </u>	<u> </u>

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.23	31.3.22
	£	£
Independent Examiner's fee	150	150
Depreciation - owned assets	38,699	40,225
Surplus on disposal of fixed assets	-	(3,000)
	<u> </u>	<u> </u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

6. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.23	31.3.22
Management	1	1
Office staff	3	2
Drivers	5	7
Escort	1	1
	<u> </u>	<u> </u>
	10	11
	<u> </u>	<u> </u>

No employees received emoluments in excess of £60,000.

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £
INCOME AND ENDOWMENTS FROM	
Donations and legacies	118,461
Charitable activities	
General	77,699
Other trading activities	22,344
Investment income	3
Total	<u>218,507</u>
EXPENDITURE ON	
Raising funds	126
Charitable activities	
General	181,043
Total	<u>181,169</u>
NET INCOME	37,338
RECONCILIATION OF FUNDS	
Total funds brought forward	390,039
TOTAL FUNDS CARRIED FORWARD	<u><u>427,377</u></u>

8. TANGIBLE FIXED ASSETS

	Freehold property £	Scooters £	Vehicles £	Totals £
COST				
At 1 April 2022	139,696	14,284	371,301	525,281
Additions	-	2,125	30,465	32,590
At 31 March 2023	<u>139,696</u>	<u>16,409</u>	<u>401,766</u>	<u>557,871</u>
DEPRECIATION				
At 1 April 2022	-	9,246	215,438	224,684
Charge for year	-	1,433	37,266	38,699
At 31 March 2023	<u>-</u>	<u>10,679</u>	<u>252,704</u>	<u>263,383</u>
NET BOOK VALUE				
At 31 March 2023	<u>139,696</u>	<u>5,730</u>	<u>149,062</u>	<u>294,488</u>
At 31 March 2022	<u>139,696</u>	<u>5,038</u>	<u>155,863</u>	<u>300,597</u>

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade debtors	5,581	1,949
	<u> </u>	<u> </u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Other creditors	904	600
	<u> </u>	<u> </u>

11. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
Unrestricted funds			
General fund	427,377	(22,134)	405,243
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>427,377</u>	<u>(22,134)</u>	<u>405,243</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	175,758	(197,892)	(22,134)
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>175,758</u>	<u>(197,892)</u>	<u>(22,134)</u>

Comparatives for movement in funds

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	390,039	37,338	427,377
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>390,039</u>	<u>37,338</u>	<u>427,377</u>

11. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	218,507	(181,169)	37,338
TOTAL FUNDS	<u>218,507</u>	<u>(181,169)</u>	<u>37,338</u>

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

East Teignbridge Community Transport
Association

Detailed Statement of Financial Activities
for the Year Ended 31 March 2023

	31.3.23 £	31.3.22 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gift aid	14	26,805
Grants	71,203	90,883
Furlough grant	-	723
Other income	-	50
	<hr/>	<hr/>
	71,217	118,461
Other trading activities		
Fundraising & donations	19,916	22,344
Investment income		
Deposit account interest	62	3
Charitable activities		
Fares & hire charges	28,231	33,769
Shopmobility income	10,517	5,557
School contract income	22,735	25,172
Concessionary fare reimburse	2,896	1,758
Car forum	20,184	11,443
	<hr/>	<hr/>
	84,563	77,699
	<hr/>	<hr/>
Total incoming resources	175,758	218,507
EXPENDITURE		
Raising donations and legacies		
Fundraising expenses	198	126
Charitable activities		
Wages	84,616	82,761
Pensions	724	586
Rent & Rates	2,893	2,320
Insurance	2,923	4,670
Light and heat	2,278	1,683
Telephone	1,301	1,852
Postage and stationery	1,540	762
Advertising	2,237	1,299
Fuel	13,117	10,683
Vehicle insurance	10,848	10,001
Vehicle maintenance	15,799	12,094
Staff travel expenses	218	18
Office cleaning	1,194	1,163
DBS checks	184	165
Hospitality	629	297
Carried forward	140,501	130,354

This page does not form part of the statutory financial statements

East Teignbridge Community Transport
Association

Detailed Statement of Financial Activities
for the Year Ended 31 March 2023

	31.3.23	31.3.22
	£	£
Charitable activities		
Brought forward	140,501	130,354
Licences, subscriptions & plan	5,514	3,746
Other office costs incl repair	9,928	2,863
Bank charges	718	534
Depn of scooters	1,433	1,259
Depn of vehicles	37,266	38,966
Loss on sale of tangible fixed assets	-	(3,000)
	<hr/>	<hr/>
	195,360	174,722
Support costs		
Governance costs		
Independent Examiner's fee	150	150
Accountancy and legal fees	2,184	6,171
	<hr/>	<hr/>
	2,334	6,321
	<hr/>	<hr/>
Total resources expended	197,892	181,169
	<hr/>	<hr/>
Net (expenditure)/income	<u>(22,134)</u>	<u>37,338</u>



Service Level Agreement

Teignbridge District Council and East Teignbridge (Dawlish) Community Transport Association

Monitoring Information

Quarter One - April 2023 to June 2023

Summary/Updates:

Starting the new year positively, we are averaging an increase of 21 new passengers per month - new to us as passengers for the Community Car Scheme and/or the Ring and Ride trips.

The new contracts for the community bus routes TN886 and TN187 covering Dawlish Warren and the further afield Shaldon-Combeinteignhead-Stokeinteignhead to/from Newton Abbot have commenced, a positive for the community rural localities.

The discounted travel fares we introduced for our Ring and Ride essential and wellbeing trips proved successful and of benefit to passengers; funds gratefully received from successful Grant applications within the Cost of Living Crisis remit.

Reiterating the good work undertaken by the small team of staff and volunteers we continue to develop with limited capacity for growth with restricted funds, yet continue to achieve all that we can. Without our volunteers it would not be possible to operate. We remain desperate for more volunteer minibus drivers.

Thriving are the outings in this period, with the better weather and communities reuniting we see such reward and value, evidenced by the many positive comments and thank you cards we receive, more detail below.

The community car scheme is inundated by calls for medical and wellbeing bookings and continue to see a high ratio of cancellations and rebooked appointments; this takes its toll on our resources.

Proud to share that we were nominated and awarded a 'Dawlish Community Award' by The Mayor of Dawlish Town Council – in recognition for the good work within the community.

Minibus Transportation for Group Trips/Activities:

- Sefton Court Residents trip to Brixham and also Tavistock
- Shaldon Hub to Topsham
- Eden's Court – Buckfast Abbey and South Devon Railway, and Bovey Tracey
- Garden Society transporting plants and equipment in support of their local events
- Crash Box Club to Wiltshire
- Scooter Hires to Newton Abbot CTA and hire of a minibus to them
- Bishopsteignton Memory Group to Teignmouth Pavilions
- Dawlish Brownies to Dartmoor Zoo
- Dawlish Twinning to Plymouth Ferries
- Devon Communities Together transportation for the Dutch Residential, in partnership with Exmouth & Ivybridge CTA's
- Gatehouse Primary School – assisting to sporting activities

Activities/Events and Fundraising:

- Bingo once a month is now oversubscribed and indicates its popularity

Community fundraising events and activities have been successful and it's great to be back out in the community to share awareness of the services available.

This quarter we've been involved in:

- Town Easter Egg Trail
- Luscombe Castle Charity Day - organised by three charities, one being Dawlish Community Transport
- Coronation Event – a PR stall on The Lawn was visited by many, albeit a wet day
- Shopmobility - mobility scooter hires to Devon County Show
- Defibrillator Workshops (x2) – very successful and well attended, in partnership with Dawlish Town Council and South Western Ambulance Service

Grants and Support:

- We have replaced x2 mobility scooters so far thanks to funding received from wider Charities/Trusts
- £1,000 has been gifted in support of the Charity's sustainability
- DCC Grant
- £1,784.07 awarded, with thanks to being nominated one of the Mayor's Charities last year

Presentations delivered:

Hazelwood Residents Association (Dawlish Warren) and Dawlish Ladies Guild

Meetings attended to represent DCT:

ShopmobilityUK, Helping Dawlish, CTN meeting, CTA UK online event, met with Cllr's Anne Heywood and Anthony James as our new Reps for the year ahead

Community Car Scheme in this quarter:

Passengers carried	364 (<i>60 of these required wheelchair assistance</i>)
Return Journeys to/from medical appointments/activities	562
<i>Passenger Journeys booked</i>	709
Journeys planned but cancelled by client/hospital	147 <i>in addition to actual journeys undertaken</i>
Mileage	6815
Volunteer Driver hours <i>time given by individuals in our community to achieve the above</i>	770

Ring and Ride: a combination of both ladies and gents, of varying mobility/health – Tues, Wed, Thurs & Friday

Journeys	56
Passengers travelled	420 (<i>x14 were wheelchair/mobility scooter users' equipment carried on board</i>)
Mileage	2197

DCC Community Bus Services/under S22 permits x2 374 TN187 passengers travelled
259 TN886 passengers travelled

Minibus Hire/Trips for affiliated groups/services/activities 12 (790 miles)

Volunteers:

Volunteer Hours *minibus drivers giving of their own time* 67 hours

New Volunteers this Quarter 1

Collective Volunteer Car & Minibus Basic Hours 837 hrs minimum

Other Volunteer Hours – admin assistance, fundraisers etc 230 hrs minimum*

**excluding the time not recorded of our x7 Trustees and Dawlish Town Council Reps and others in the community who generously give their time here and there*

Passengers:

New passengers 67
(averaging x1 new passenger every working day)

Shopmobility:

Number of Hires: 62
Wheelchair, mobility scooter and trolley hire £3156 for the Charity
(less servicing & maintenance costs)

Additional Information:

Vehicle Mileage 12496 passenger transport miles

Age Range of those using the overall service 6 to 98 years for vehicle services

Location:

Our area of coverage includes EX6, EX7, TQ12, TQ13, TQ14 predominately – Ashcombe, Mamhead, Powderham, Kenton, Kenn, Starcross, Dawlish, Teignmouth, Shaldon, Bishopsteignton, Ideford and Exminster if required, with our Ring and Ride service. Our Car Scheme can cover any of these localities if other services aren't able to, and we have capacity.

Trends:

- Wheelchair assisted transportation is a prominent element of all that we do, and the increase has become more of the norm and consistent
- A general community feel is there are no longer the quota of volunteers able to support

Record of Plaudits and Complaints:

“Just a little something to say thank you for your support in arranging transport for us and for the amazing drivers. We are so so grateful to you.” AE

“Thank you all (management and volunteers) for the transport and mobility help you are giving to, not only our members, but to many, many residents in and around Dawlish. We hope this small donation will help you continue for many years to come.” The Sunflower Bunch

“Thank you so much for giving me the means to have the freedom to truly enjoy my holiday”. JS

A postcard was received recently from two of our passengers, just to say Hi and share how much fun they are having.

A lady called the office to say what a comfortable journey she had. The driver was very helpful when needed. It's nice to know we are here and with her on her appointments she shared and a splendid service.

Electric Vehicles:

Forever monitoring the situation as to the progress of electric fully adapted Wheelchair Accessible Vehicles we are not yet at a stage to commit to a timeline in purchasing electric.

Review and Evaluation of Services:

With the uncertainty of future funding, we seek grants and support for sustainability; constantly monitored and time consuming yet crucial is this current climate and need to deliver the safe and best quality services that meet the need of our client groups.

Volunteer recruitment is paramount and focus remains on our search for volunteer minibuss drivers; offering training, support and encouragement.

Fleet parking/TDC lease review remains unresolved at this time, yet the demand of services continues to demonstrate the value and necessity to have these community vehicles located within a central location, in the vicinity of the building from which the Charity operates. In addition is the concern still of a pending lease cost increase.

With a Trustee retiring it has opened opportunities for new; pleased to announce a new Trustee will be joining the team.

Sally Preston
Office Manager

*East Teignbridge Community Transport Association
trading as Dawlish Community Transport*

Dated: 12th July 2023 (for the period April 2023 - June 2023 inc)



Service Level Agreement

Teignbridge District Council and East Teignbridge (Dawlish) Community Transport Association

Monitoring Information

Quarter Two – July 2023 to September 2023

Summary/Updates:

A very positive and well attended Annual General Meeting took place just days before Dawlish Community Transport was turned on its head. During the early hours of Friday 14th July 2023 we were very struck by what has been identified by forensics and CID as an arson attack, we lost x5 of our community vehicles (x2 wheelchair adapted/accessible mini-buses and x3 vehicles) from a fleet of x9. It goes without saying that all the trustees, staff and volunteers linked to our charity were shocked and devastated by what happened and are still coming to terms with the impact of this on the services we provide to our community, and indeed all of those in the community, who use and/or are aware and supportive of the community's operations and value.

We quickly assessed the situation and found ourselves inherently finding a way through the disaster; assessed what we could practically do from the next day to the forthcoming weeks and months. With the help of many of the organisations we work with, all our services were operational again after just one day at standstill.

Our heartfelt thanks went out to all the emergency services that dealt with the immediate incident and put their lives at risk to save as much as they could (including our building) and to all those who were part of what is still an ongoing investigation, and to the clean-up teams involved in helping to bring us back to something near normal.

The community around us has been nothing less than amazing; the offers to undertake new fund-raising activities to those who kindly delivered to us cake and tea bags to keep the teams going. We have been utterly overwhelmed by the messages, love and generosity that has been sent our way. Always supportive, but since the fire it has been staggering; whether financially, verbally, physically to heartfelt cards and gifts, to people popping in to see how we are. It demonstrates what a truly special area we serve.

We had no expectations whatsoever, yet monies started flowing in and we cannot believe how much has been raised in just a few weeks. We very soon agreed that we wanted to dedicate every penny contributed by the Community following the fire to a Recovery Fund, to aid the rebuild of our fleet.

We were heartbroken to lose our versatile minibus and historically named 'Bertie' and our much-loved vehicle, named after our driver of over 30 years 'Eric.' Devasted to have also lost the bespoke (built from new) bus 'Lottie' and fully adapted car 'May.'

Although vehicle insurance monies have finally been approved and supported a replacement second-hand minibus 'Bertie2', and community funds raised monies to replace the small car 'Eric2' it leaves a huge deficit in funds to immediately replace the two bespoke vehicles; a deposit only placed on a minibus at this time. An unquestionable significant shortfall and impact on our capacity to serve the community.

It will take several more months to fully recover, yet as a Charity determined we will continue to strive forward and restore the fleet.

We are here in the community, for the community; stronger together.

Figures are decreased in number and some trips/activities fewer following the impact of the fire. Yet on reflection of the potentially catastrophic bearing that could have taken hold, we have exceeded not only our expectations but those of the entire community.

Minibus Transportation for Group Trips/Activities:

- U3A outings to Knighthayes Mount Edgecombe
- The Rise Nursing Home Residents to the Alice Cross Centre in Teignmouth for lunch and social
- Garden Society Plant Show – transportation support
- Dawlish Dancers farewell gathering to Princess Theatre and meal

Activities/Events and Fundraising:

Bingo once a month successfully continues and is very much valued by those who attend.

We have been concentrating on rebuilding our fleet and operations this last quarter for obvious reasons yet have been involved in activities that others have stepped up and held fundraising events on our behalf; Ashcombe Village Fete, Starcross Bingo evening, Alice Cross Centre Cocktail Evening; we attended occasions to share our thanks to our community while keeping a lower profile than usual at this still delicate time.

Training/Refresher Session:

Business as usual, we held our scheduled refresher session for the team; volunteers and staff – valuable to have feedback from our team and offer support and updates while encompassing a time to chat as a group and build relationships.

Grants and Support:

- Teignmouth Town Council has granted us an SLA for another year to aid the work we do in the community, with many residents in and around Teignmouth

Funds Received:

Over £14,000 has been gifted to us from multiple groups and individuals; an overwhelming sum that has replaced an arson destroyed vehicle as noted above.

Presentations Delivered:

None in this quarter

Meetings attended to represent DCT:

Helping Dawlish predominantly (meetings reduce through the summer period) and a CTA online event.

Community Car Scheme in this quarter:

Passengers carried	258 (44 of these required wheelchair assistance)
Return Journeys to/from medical appointments/activities	416
<i>Passenger Journeys booked</i>	560
Journeys planned but cancelled by client/hospital	144 <i>in addition to actual journeys undertaken</i>
Mileage	5288
Volunteer Driver hours	586
<i>time given by individuals in our community to achieve the above</i>	

Ring and Ride: a combination of both ladies and gents, of varying mobility/health – *Tues, Wed, Thurs & Friday*

Journeys	55
Passengers travelled	394 (<i>x19 were wheelchair/mobility scooter users' equipment carried on board</i>)
Mileage	2149

DCC Community Bus Services/under S22 permits x2	245 TN187 passengers travelled 297 TN886 passengers travelled
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Minibus Hire/Trips <i>for affiliated groups/services/activities</i>	03 (102 miles)
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Volunteers:

Volunteer Hours <i>minibus drivers giving of their own time</i>	13 hours
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New Volunteers this Quarter	2
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Collective Volunteer Car & Minibus Basic Hours	599 hrs minimum
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Other Volunteer Hours – <i>admin assistance, fundraisers etc</i>	200 hrs est, absolute minimum*
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**excluding the time not recorded of our x7 Trustees and Dawlish Town Council Reps and others in the community who generously give their time here and there, and those particularly in our period following the fire*

Passengers:

Passengers <i>(averaging x1 new passenger every working day)</i>	1966
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Shopmobility:

Number of Hires:	81
<i>Wheelchair, mobility scooter and trolley hire (less servicing & maintenance costs)</i>	£4372.00 for the Charity

Additional Information:

Vehicle Mileage	10402 passenger transport miles
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Age Range of those using the overall service	6 to 98 years for vehicle services
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Location:

Our area of coverage includes EX6, EX7, TQ12, TQ13, TQ14 predominately – Ashcombe, Mamhead, Powderham, Kenton, Kenn, Starcross, Dawlish, Teignmouth, Shaldon, Bishopsteignton, Ideford and Exminster if required, with our Ring and Ride service. Our Car Scheme can cover any of these localities if other services aren't able to, and we have capacity.

Trends:

- Wheelchair assisted transportation increases; sometimes we carry our wheelchairs in case required but more often it is to travel passengers throughout the journey. This demands more expertise from drivers and the cost impact as a Charity is the training required to allow for this – still a prominent element of all that we do
- While we see an interest and new joining volunteers, despite publicity, we lack minibus driving volunteers

Record of Plaudits and Complaints:

An insurmountable number of cards, gifts and funds have been contributed since the incident in July and this reassures us of our good work and value in the community.

“My brother has Alzheimer’s and is a regular user of the bus. I am making this donation as a part of his birthday present. I am sorry to learn that your fleet has been severely damaged.” RS

“Please accept this donation towards a replacement mini-bus. In memory of my brother who recently passed away. A driver volunteer with you all. We know that he would like to help.” DL

“I enclose a cheque as a donation towards the Dawlish Community Transport. The wonderful hard working team of volunteers give so many of us a very special service.” VH

“I find it difficult to put into words the horror I felt when I heard the terrible news about the destruction. It must be devastating for all who have worked so hard over many years to establish this wonderful asset to our community. It’s going to make life so much more difficult for people with appointments and spoil the simple pleasures for those who enjoy a trip out. My heart goes out to you all and I hope with help and goodwill of the community, you will be able to renew your wonderful work. Take care and stay strong.” Love GA

Electric Vehicles:

While researching for replacement vehicles of late, we again explored the latest development of electric vehicles; these are available but as yet not of a spec that we would require for a community adapted vehicle.

Review and Evaluation of Services:

Our vision for the service, sustainability and progress has been hindered, but not destroyed, and as time moves forward we will recover and seek further opportunities aside from vehicle replacement funds. A fleet of x9 vehicles that overnight dropped to x4, we have in a very short time climbed back to x7 and we are now operating at 80% capacity again.

Within days of the fire, without notice TDC wrote to advise we could no longer park in the area agreed last year (in front of our building) while the Lease (and Rent discrepancy) were agreed. This caused insurmountable anguish and disruption to what was an already very distressing and catastrophic time for Dawlish ‘Community’ Transport. We are currently still parking within this area and await an outcome.

Sally Preston
Office Manager

*East Teignbridge Community Transport Association
trading as Dawlish Community Transport*

Dated: 11th October 2023 (for the period July 2023 - Sept 2023 inc)



Quotation

Quote Number Q2023-21820
 Terms Due on Receipt
 Date 09/10/2023
 Sales Person Toby Grimes
 Valid Until 08/11/2023
 Tax Info. VAT# 873 8446 80

Bill To

East Teignbridge Community
 Transport Association
 Barton Hill Car Park
 Dawlish, Devon EX7 9QH

Ship To

East Teignbridge Community
 Transport Association
 Barton Hill Car Park
 Dawlish, Devon EX7 9QH

Phone Replacements

#	Qty.	Product	Unit Price	Ext. Price
1	1	Yealink Handset	£ 76.57	£ 76.57
2	3	DECT (Cordless Phone)	£ 92.40	£ 277.20
3	1	Installation and Configuration	£ 255.00	£ 255.00

Group Totals

Subtotal: £ 608.77
 Standard 20% (20%): £ 121.75
 Total: £ 730.52

3CX Host Replacement

#	Qty.	Product	Unit Price	Ext. Price
1	1	3CX Hosting	£ 0.00	£ 0.00
2	1	Installation and Configuration	£ 0.00	£ 0.00

Costs for this cannot be confirmed yet due to renewal in February, we can get a price 2 months prior.

Group Totals

Subtotal: £ 0.00
 Standard 20% (20%): £ 0.00
 Total: £ 0.00

Azure AD

#	Qty.	Product	Unit Price	Ext. Price
1	1	Moving PCs to Azure AD	£ 637.50	£ 637.50

5 PCs.

Configured in Azure, this will make multi-user/hotdesking much easier + other benefits.

Group Totals

Subtotal: £ 637.50
 Standard 20% (20%): £ 127.50
 Total: £ 765.00

License for Sally's Laptop

#	Qty.	Product	Unit Price	Ext. Price
1	1	Microsoft Office 365 for Faculty	£ 34.80	£ 34.80
		£2.90 + VAT per user per month £34.80 + VAT per user per year		
		This needs an additional Business Standard licence and Azure AD joining so that others can use it		
2	1	Installation and Configuration	£ 127.50	£ 127.50

Group Totals

Subtotal: £ 162.30
 Standard 20% (20%): £ 32.46
 Total: £ 194.76

Replacement NAS

#	Qty.	Product	Unit Price	Ext. Price
1	1	Synology NAS 2 Bay	£ 316.50	£ 316.50

2	2	4TB NAS Drive	£ 117.98	£ 235.96
3	1	Installation and Configuration	£ 255.00	£ 255.00

Group Totals

Subtotal:	£ 807.46
Standard 20% (20%):	£ 161.49
Total:	£ 968.95

New PC / Laptop Option

#	Qty.	Product	Unit Price	Ext. Price
1	1	Lenovo 15" Laptop Intel Core i5 1235U / 1.3 GHz Win 11 Pro Iris Xe Graphics 8 GB RAM 256 GB SSD NVMe 15.6" TN 1920 x 1080 (Full HD) Wi-Fi 5 business black kbd: UK	£ 570.00	£ 570.00
2	1	3 year Warranty extension	£ 44.50	£ 44.50
3	1	Lenovo Desktop PC Tower Core i5 12400 / 2.5 GHz RAM 8 GB SSD 256 GB TCG Opal Encryption 2, NVMe UHD Graphics 730 GigE Win 11 Pro monitor: none keyboard: UK black (chassis), grey (bezel) TopSeller	£ 642.00	£ 642.00
4	1	3 year Warranty extension	£ 26.55	£ 26.55

Group Totals

Subtotal:	£ 1,283.05
Standard 20% (20%):	£ 256.61
Total:	£ 1,539.66

New Printer

#	Qty.	Product	Unit Price	Ext. Price
1	1	Xerox Multifunton Printer Print/Scan/Copy/Fax Up to 40ppm Mono Print Up to 2400 dpi Print Automatic Double Sided Printing USB, Network, Wireless & Wi-Fi Direct As Fast as 5.8 Seconds First page PostScript 3, PCL 5, PCL 6, Direct Image 250 Sheet Input Tray 100 Sheet Multipurpose Tray 1GHz Dual Core Processor 512MB RAM Windows & Mac Compatible Up to 600 x 600 dpi Copy Up to 33.6Kbps Fax 2.8 Inch Colour Touch Screen	£ 325.91	£ 325.91
2	1	Additional Tray Additional tray to be added, so this can be configured in your desired way, I understand that you print A5, this will stop you having to manually load this paper each time it is required.	£ 163.65	£ 163.65
3	1	Installation and Configuration	£ 127.50	£ 127.50

Group Totals

Subtotal:	£ 617.06
Standard 20% (20%):	£ 123.41
Total:	£ 740.47

Quotation Totals

Currency:	British Pounds
Subtotal:	£ 4,116.14
Tax:	£ 823.22
Total:	£ 4,939.36

Please note:- All warranties on hardware are provided by the manufacturer themselves and not AME. A manufactures warranty may cover parts and labour to fix or replace an item. However this does not include the reconfiguration time by AME or the time taken by AME to arrange the fix under the manufacturer's warranty. Our time would be charged to a fixed fee or rolling support contract or by invoice. If we arranged for a product to be returned to the manufacturer under a "return to base" warranty, the postage cost will be passed on, unless the manufacturer arranges the collection at their cost.

To accept this quote please sign below and return by email or post. Alternatively we will accept confirmation in an email to your account manager stating the quote number.

By accepting this quote you are agreeing to our terms and conditions which can be viewed here:-
<http://www.amesolutions.co.uk/terms-and-conditions/>

E & OE

Quotation Accepted By

Quote Number Q2023-21820

Print Name _____

Title _____

Signature _____

Date _____