

HINCKLEY AND BOSWORTH AREA COMMUNITY TRANSPORT SCHEME

England & Wales · Charity number 1054668

Details

Other names	DIAL A RIDE, DIAL-A-RIDE
Status	Registered
Legal form	Other
Registered	1996-04-18
Register	View on the Charity Commission register

Contact

Address	Hinckley Health Centre 29 Hill Street Hinckley LE10 1DS
Phone	01455250462
Email	dialaride21@hotmail.com
Website	http://handbct.org.uk/

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY AND IN PARTICULAR THE ADVANCEMENT OF EDUCATION, THE RELIEF OF THE POOR, SICK, AGED OR DISABLED THROUGH THE PROVISION OF TRANSPORT, INFORMATION AND ADVICE.

Activities: Provision of Community transport for older and disabled people in the Hinckley & Bosworth Area using our Dial a Ride Scheme and our 16 and seater minibus

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, Disability, Other Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** SOUTH WEST LEICESTERSHIRE, COMPRISING THE BOROUGH OF HINCKLEY AND BOSWORTH AND SUCH PARTS OF BLABY DISTRICT AS FALL WITHIN THE REMIT OF THE LOCAL AREA HEALTH AUTHORITY
- Leicestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£133,661	£133,569	-	-
2024-03-31	£118,460	£119,581	-	-
2023-03-31	£102,218	£110,466	-	-
2022-03-31	£106,392	£158,893	-	-
2021-03-31	£94,656	£84,908	-	-

Trustees

Name	Role	Appointed
STEVEN APPLIN	Chair	2013-08-20
Barry Orton		2018-08-10
Brian Perkins		2015-08-10
COLIN PHILIP HIGGINS		
Julie Smith		2017-09-11
Leslie Pratt		2021-01-18
PETER HOUGHTON		
Sandra Braden		
William Kelly		2021-01-18

HINCKLEY AND BOSWORTH AREA COMMUNITY TRANSPORT SCHEME

England & Wales - Charity number 1054668

Accounts

Hinckley & Bosworth Community Transport

(Registered Charity Number 1054668)



2023 to 2024

Contents:

1. Chairman's Report
2. Treasurer's Report
3. Project Report
4. Financial Statements

Chairman's Report

It has been a year that has enabled us to resume a level of normal operating that we have not enjoyed since the covid pandemic with one significant exception, the lack of volunteer drivers. This is the one issue that continues to challenge our ability to provide the service to the community for which we are widely recognised and appreciated and which is the sole aim of the organisation. Although we still had 36 volunteer drivers who covered 34,000 journey miles we are still unable to meet the demand placed on us by those who need us and reluctantly we are having to decline requests for journeys simply because we do not have a driver available. We have made many attempts at recruitment as outlined in the Managers' report and will continue to do so and it will once again be the main focus of our efforts in the coming year.

Operationally we are still in a good position with all plans and strategies being supported positively by various grants and funding with strategic changes implemented to the way the reserves are managed as outlined in the Treasurers report. I am confident that the plans we have in place will carry us forward in a positive way in the coming year with regular reviews to ensure applicability.

The administration team of Lindsey, Elaine and Carol continue to do a magnificent job of managing the operation in the face of a growing demand and a diminished resource assisted by Dave the minibus driver and Jenny who volunteers in the office. Payment has been made easier for the passengers and staff with the introduction of a virtual payment system and the use of emails to send invoices which yield a cost benefit.

I would like to pass on our good wishes to Dave our minibus driver who has decided to move on to pastures new and thank him for his significant contribution during the 6 years he was with us.

There has also been a significant loss to the project with the death of Sandra Braden who was a long serving trustee and volunteer driver and her contribution will be greatly missed.

I would like to thank my Management Committee who have supported me through the year and helped make the policy decisions needed for us to keep moving forward all of whom have agreed to continue in the role for another year. I would also like thank Peter Houghton who has decided to stand down after many years as Trustee and my predecessor as Chairman of the Management Committee.

A big thank you to everyone that is involved in the Charity in whatever way for helping to provide this vital service to our community and I look forward to doing the same in the coming year.

Steve Applin

Treasurer's Report

The accounts in this financial year to March 2024 show a deficit of income over expenditure of £1,121. Whilst this is disappointing it is a considerable improvement over the deficit of the previous year.

An already implemented modest increase in the fares for Dial a Ride together with the improved utilisation of the minibus contributed to extra earned income of circa £14,000. The minibus charges were also increased later in the year. This was offset by increased expenses especially in staff costs and communications (postage and telephone).

A significant proportion of the income comes in the form of the annual grant from Leicestershire County Council (LCC). Despite the continual financial pressures on LCC we have been fortunate, and grateful, to have the grant stable for the last 3 years at £50,685. This also continues into the current year at this level. We shall have to wait to see if changes come in future years.

During the year changes were made to the banking of the reserves of £149,000. Previously this was kept in 2 accounts with NatWest Bank. We have now split these 3 ways with NatWest Bank and 2 local building societies. (Earl Shilton and Hinckley and Rugby). This was done to improve the interest received plus bringing all the money within the Financial Compensation Scheme limit of £85,000 per Institution.

The full accounts are included at the end of this Annual Report.

Colin Higgins

Project Report



Dial a Ride

This financial year saw an increase in demand for transport with a definite need to recruit further volunteer drivers to provide the required journeys.

Dial a Ride has continued to offer community transport in the Hinckley & Bosworth area for the elderly and or disabled, providing mainly the following services:

- Health and hospital appointments
- Covid and Flu vaccines
- Essential Shopping – either doing or taking passengers shopping
- Delivery of medication for patients of Castle Mead Medical Centre, Stoke Golding was provided until December 2023.
- Social groups and lunch group transportation to venues such as Age Uk, The Pathways Centre, St Francis Community Centre, St John's Church etc.
- Hairdressers, volunteering and personal business.

At the end of March 2024 we had 2919 residents of Hinckley and Bosworth registered to use our Dial a Ride services.

Training

Staff and a number of volunteers attended an online course in Safeguarding Training in April 2024.

Staffing

Our staff team Elaine Hickey, Carol Carter and Dave Spencer remained in post during this period and have been instrumental in ensuring continuity of service. What an amazing team. A '[Big Thanks](#)' to you all.

Thanks Team

A '[big thanks](#)' to our volunteer [Jenny Applin](#) for all her valuable help working both from home and in the office to assist us with clerical work and moral support as always.

Detailed below are the types and amounts of journeys we have provided for passengers during this period.

Journey Type	No of Passenger Journeys
 Hospital Appointments, Hospital visiting,  Doctors, Dentists and Opticians	3000
 Visiting Nursing Homes	549
 Shopping	1223
 Social and lunch groups & Respite	3060
 Hairdressers	179
Misc Journeys such as vets, Education & personal business	329
Total Journeys	8340

Developments

Invoicing and Payments –

Due to the increasing cost of sending customer invoices by post it was decided at the end of 2023 to encourage all customers with email addresses receive their invoice this way.

We now have over 70 customers who are able to received emailed invoices.

Management Committee Members decided in January 2024 to authorise a virtual payment system in order that passengers were able to pay for their journeys over the phone. After deliberation by the committee it was decided we would use Square as our provider.

Promotional Campaign & Events – This year we have carried out some promotional work to advertise for volunteer drivers and promote our minibus services as seen below:

- Promotional material to Borough and Parish Councillors.
- Distribute Volunteer driver leaflets to libraries in the Borough (thanks to Elaine)
- Advertising through the Hinckley & Bosworth Borough Councils, The Borough Bulletin and through the Roundabout Hinckley and, Voluntary Action Website and also HBBC VCS Website.
- Hinckley's Motor Show on the 17th Sept



Volunteers



During this period we had 36 volunteer drivers providing transport for residents of Hinckley & Bosworth ensuring they had access to services and provisions, covering 34,000 miles.



We held a Volunteers 'Thank You' lunch in June 2023 at Barwell Bowling Club as a way of thanking them for all their work they have done to support their community.



Thanks to our amazing Volunteers

Minibus



Dave Spencer has continued to provide an excellent service both looking after the minibus passengers and helping in the office between his journeys. Dave has also continued to deliver medication for patients of Castle Mead Stoke Golding from April to December 2023. Below are detailed the journey types, number of passenger carried and the mileage covered:

Journey Type	Number of Passenger Journeys	Number of Miles Covered
Shopping Trips	1020	2757
Hire of Vehicle	310	537
Lunch	408	1733
Day Trips	60	262
Dial a Ride Trips	238	409
Totals	3516	8671

We held a meeting on the 12th Feb 2024 to decide the future of the minibus in the light of the high costs of running the minibus and due to the fact that Dave Spencer was leaving the post and moving to Manchester. It was decided at this meeting to keep the bus and raise prices from the 1st April 2024 and advertise for a new minibus driver on a 20 hour minimum contract.

Thanks to Dave for his help and support over the last 6 years, he will missed greatly by the trustees, staff and passengers.

‘Thank you’



Partnership Work

We have worked in partnership this year with the following organisations: Leicestershire County Council; Hinckley & Bosworth Borough Council; Rural Community Council; The VCS (Voluntary & Community Sector); Leicestershire Community Transport Federation; Leicestershire Primary Care Trust, (NHS); Voluntary Action Leicestershire; CTA (Community Transport Association); St Francis Community Centre; Salvation Army, Pathways Centre; Age Uk Earl Shilton; Barwell Disability Group; Hinckley; Canalside WI; Let's Walk Hinckley; Ashby Court; Churchmead Court; HBBC Sheltered accommodation; St John's Church; Hinckley Past & Present; U3A; St Peters Church, Hinckley; Barwell & Hollycroft Befrienders; Local Area Co-ordinators; local GP surgeries and Social Prescribers.

Fundraising Events

Steve Applin and Elaine Hickey attended the Alternativity fundraising event at Mary Forryan on the 11th November 2023 and raised £480.00. Thanks to Steve and Elaine.

Steve Applin attended Hinckley & District Past & Present's awards night on the 22nd February 2024 where we were presented with £200. Thanks to Steve.

Hinckley Ladies Circle held fundraisers in October 2023 and February 2024 and we will receive the funds in the next financial year.

Funders

We would like to say a big 'THANK YOU' to all those who over the last 12 months have contributed to our Charity and to Leicester County Council for our continued funding.

We have received funds from the following places:

£25 from Burbage & District Over 50's Club,
£480 Alternativity
£200 from Hinckley Past & Present
£5,000 from an anonymous benefactor

Trustees

It was with great sadness in 2023 we received the news that Sandra Braden one of our longest serving trustees and volunteer drivers had died. We appreciate all her contributions and she will be greatly missed.

Peter Houghton a reliable and supportive trustee for many years stood down from the Committee in this financial year. Thanks Peter to your contributions to this Charity.

Future Plans

The next financial year we will see the focus being on recruiting volunteers which will not be easy with people working longer before they can claim their pensions. Also we will need to recruit a Vice-Chairman and Secretary to sit on our Management Committee.

A 'BIG THANK YOU'

to all the Management Committee for their support during the last 12 months.

Lindsey Short
Manager

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

REGISTERED CHARITY NUMBER: 1054668

HILL STREET

HINCKLEY

ACCOUNTS FOR THE YEAR ENDED

31 MARCH 2024

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

ACCOUNTS FOR THE YEAR ENDED

31 MARCH 2024

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HINCKLEY & BOSWORTH COMMUNITY TRANSPORT
TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2024

Full name: Hinckley & Bosworth Community Transport

Registered charity number: 1054668

Principal address: Hinckley Health Centre, Hill Street, Hinckley
Leicestershire, LE10 1DS

Management Committee: Mr Steve Applin, Chairman
Volunteer Driver Representatives: Vacant, Vice-Chairman
Mr Colin Higgins, Treasurer
Vacant, Secretary
Mrs Sandra Braden (Died Oct 23)
Mr Steven Crooks
Mr Peter Houghton (Resigned Feb 24)
Mr Bill Kelly
Mr Barry Orton
Mr Brian Perkins
Mr Les Pratt
Mr William Roberts
Mrs Julie Smith

Minibus Representative: Vacant

Dial a Ride Representative: Vacant

LCC Funding Representative: Vacant

**Hinckley & Bosworth Borough
Council Representative:** Cllr Martin Cartwright

Staff: Lindsey Short, Project Manager
Elaine Hickey, Clerical Assistant
Carol Carter, Clerical Assistant
David Spøencer, Minibus Driver

Bankers Natwest Bank plc,
The Borough, Hinckley, Leicestershire.

Independent Examiner Paula Wilson MAAT, 2 Hickman House, Hickman
Road, Galley Common, Nuneaton, CV10 9NQ

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

TRUSTEES' ANNUAL REPORT CONTINUED

YEAR ENDED 31 MARCH 2024

Responsibilities of the Trustees

The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities of England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, of the charity for that period. In preparing those financial statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.


The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy, at any time, the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the Charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements.

Governing Document

The Charity is operated under the rules of its constitution. Overall management of the charity is the responsibility of the trustees who are elected and co-opted under the terms of the constitution. Day to day project activity is managed and carried out by volunteers and/or paid staff.

Signed on behalf of the Charity's trustees

Signed: 
Mr C Higgins, Treasurer

Date: 25/9/24

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

Independent Examiner's Report to the Trustees of Hinckley & Bosworth Community Transport

Year ended 31 March 2024

I report on the financial statements for the year ending 31 March 2023, which comprise the statement of financial activities, statement of financial position, statement of cash flows and the related notes.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement


In connection with my examination, no matter has come to my attention

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act

have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed


Paula Wilson, MAAT

Date:

25/9/24

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2024

	2024 Total Funds	2023 Total Funds
Incoming Resources		
Donations and Legacies	7,344	6,592
Charitable Activities Grants	50,685	50,685
Investment Income	1,856	631
Fundraising	580	621
Other	57,996	43,689
Total Incoming Resources	<u>118,460</u>	<u>102,218</u>
Resources Expended		
Fundraising	-	-
Charitable Activities	119,581	110,466
Total charitable resources expended	<u>119,581</u>	<u>110,466</u>
Net movement in funds for the year	-1,121	-8248
Funds bought forward at 1 April 2023	150,645	158,893
Fund balances carried forward at 31 March 2024	<u>149,524</u>	<u>150,645</u>

HINCKLEY AND BOSWORTH COMMUNITY TRANSPORT

INCOME AND EXPENDITURE

FOR THE YEAR ENDING 31 MARCH 2024

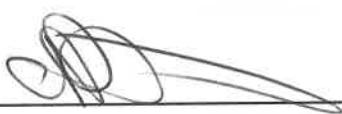
	Note	2024	2023
	2	Total Funds	Total Funds
Income			
Donations	5	7,344	6,592
Grants	3	50,685	50,685
Other Income	4	57,996	43,689
Interest Received		1,856	631
Fund Raising	5	580	621
Total Incoming Resources		<u>118,460</u>	<u>102,218</u>
Expenditure			
Staff Salary Costs	6	69,347	64,930
Training		0	0
Volunteer Driving Costs		31,641	25,756
Flexiroute		1,200	1,200
Travel		63	564
Vehicle Running Costs	7	7,568	8,528
Office Expenses	8	5,378	4,578
Advertising	9	1,149	1,834
Insurance	9	1,909	1,223
Bank Charges		42	49
Independent Examination	13	150	150
Professional Fees	9	1,080	1,098
Drivers Fund Expenses		-37	555
Fundraising Expenses		90	0
Total Charitable Resources Expended		<u>119,581</u>	<u>110,466</u>
Surplus/Deficit		-1,121	-8,248
Cash Funds Bought Forward		150,645	158,893
Cash Funds at 31 March 2024		<u>149,524</u>	<u>150,645</u>

HINCKLEY AND BOSWORTH COMMUNITY TRANSPORT
BALANCE SHEET
FOR THE YEAR ENDING 31 MARCH 2024

		2024	2023
Current Assets	Note		
Debtors	10	4,226	3,456
Deposits and Cash	12	140,999	142,134
Bank Account	12	7,161	8,503
		152,386	154,093
Current Liabilities			
Creditors	11	-2,863	-3448
Taxation		-	-
Wages		-	-
		149,524	150,645
Net Assets			
		150,645	158,893
Fund Balances			
Balance b\f		150,645	158,893
I&E Account		-1,121	-8,248
		149,524	150,645

The trustees declare that they have approved the accounts above.

Signed on behalf of the charity's trustees:

Signed:  _____

Mr C Higgins, Treasurer

Date: 25/9/24

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

NOTES TO THE ACCOUNTS

YEAR ENDED 31 MARCH 2024

1. Basis of Accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act.

These accounts have been prepared on an accrual basis.

2. Funds

All funds in the year are unrestricted.

3. Grants

Leicestershire County Council provided grants totalling £50,685 towards the running of the overall scheme.

4. Other Income

	2024	2023
	£	£
Passenger Income (Dial a Ride)	38,459	29,480
Hire Income (minibus)	3,680	2,112
Shopping Income (Minibus)	5,495	3,730
Lunch tours including Day trips (Minibus)	3,166	1,771
Fuel duty rebate (Minibus)	823	309
Employer NI Gov saving	4,563	4,138
Misc Income	1,146	
Covid (Shopping)	-	810
Covid (Dial a Ride)	664	1,339
	57,996	43,689

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

NOTES TO THE ACCOUNTS

YEAR ENDED 31 MARCH 2024

5. Funding

Donations to the scheme amounted to £7,344 of which £5,130 was gift aided, £1,048 was allocated to the driver's fund. Fundraising events raised a further £580.

6. Staff costs

	2024	2023
	£	£
Wages	62,801	58,642
Employer NI	4,563	4,138
Pension Costs	1,783	1,672
Casual Drivers	200	478
	69,347	64,930

Breakdown by Staff Type

Office Staff	50,596	46,823
Minibus	18,751	18,107

7. Vehicle Expenses

	2024	2023
	£	£
Fuels	4,039	3,989
Taxes, Insurances	1,715	1,680
Servicing, Repairs	1,439	2,690
Miscellaneous	375	167
	7,568	8,526

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

NOTES TO THE ACCOUNTS

YEAR ENDED 31 MARCH 2024

8. Office Expenses

	2024	2023
	£	£
Postage	1,669	868
Telephone	1,602	1,296
Stationery	302	391
Photocopier	1,290	1,263
Software/Computing	12	337
Subscriptions	155	187
Refreshments	140	101
Miscellaneous	208	135
	5,378	4,578

9. Other expenditure

	2024	2023
	£	£
Insurance	1,909	1,223
Advertising	1,149	1,834
Professional Fees	1,080	1,248
	4,138	4,305

10. Debtors

	2024	2023
	£	£
Dial a Ride Passengers	3,445	3,166
Minibus Hire	259	155
Build Soc. Interest	522	-
	4,226	3,321

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

NOTES TO THE ACCOUNTS

YEAR ENDED 31 MARCH 2024

11. Creditors

	2024	2023
	£	£
Office Costs	147	245
Driver Costs	2,715	3,202
	<u>2,862</u>	<u>3,447</u>

12. Deposits and Cash

	2024	2023
	£	£
Corporate Diamond Reserve Account	-	12,268
Business Reserve Account	30,467	129,866
Hinckley & Rugby Building Society	55,143	-
Earl Shilton Building Society	55,389	-
Current Account	7,161	8,503
	<u>148,160</u>	<u>150,637</u>

13. Independent Examination

The cost of the Independent Examination for the 2023/2024 accounts was £150.

14. Trustees Remuneration

Trustees are not remunerated. During the year no fees were reimbursed to trustees for mtravel expenses incurred.

15. Glossary of Terms

Restricted Funds

These are funds given to the charity subject to specific restrictions set by the donor but still within the general objectives of the charity. There were no restricted funds in the period 2023/2024.

Creditors

These are amounts owed by the charity, but not paid during the accounting period.

Debtors

These are amounts owed to the charity, but not received in the accounting period.

HINCKLEY AND BOSWORTH AREA COMMUNITY TRANSPORT SCHEME

England & Wales - Charity number 1054668

Accounts

Hinckley & Bosworth Community Transport

(Registered Charity Number 1054668)



2022 to 2023

Contents:

1. Chairman's Report
2. Treasurer's Report
3. Project Report

4. Financial Statements

Chairman's Report

The year saw a return to some semblance of “normality” with the effects of the pandemic largely behind us however; our ability to return to “normal service” was being hampered by a number of factors. Although we had increased the number of volunteer drivers to 34 the demand for our services had also increased through more people registering with us and hospitals trying to catch up by offering appointments outside of what may be described as normal hours. All of these factors have resulted in the unsatisfactory situation of having to decline journey's which in turn has had a negative impact on our finances as described in the treasurer's report. We understand the causes and have strategies in place to address these issues.

From an organisational position I am happy that we are still in a solid position and in line with our planned forecast and strategy which is supported by various grants and funding, the detail of which can be seen in the treasurer's report. It is disappointing that we are currently unable to meet the demand being placed on us by the elderly and disabled due to the lack of volunteer drivers, so our focus in the future will once again be on volunteer recruitment.

The administration team of Lindsey, Elaine, and Carol ably assisted by Dave our minibus driver who in turn has been assisted by office volunteers Jenny and Janet have once again done an amazing job to manage and maintain the service that has been provided to meet a growing demand with reduced resources. They are an amazing team of truly dedicated people who are the core of this wonderful organisation.

It was a great loss when Janet sadly passed away in December; she was a long serving volunteer and great friend to the organisation and will be sadly missed.

I would also like to thank my Management Committee members who have supported me throughout this challenging period. I would particularly like to thank our treasurer Colin Higgins who has once again done a superb job of presenting the financial detail in a clear and concise format to enable me to ensure our planned strategies are achievable.

In spite of these challenges, we have continued to provide a community transport service to those who need it with our volunteer drivers covering more than 60,000 miles which is an amazing achievement. This has been done by a smaller number of volunteers providing a more diverse and flexible service than ever before.

I would like to thank everyone involved in the project for their support and dedication to providing a vital service to the community during these challenging times and look forward to being able to continue doing so in the coming year with fewer challenges.

Steve Applin

Treasurer's Report

The organisation has continued to be supported by Leicestershire County Council for which we are very grateful. This year our support grant was £50,685. This grant was allocated to covering the Management overhead alongside supporting the Dial a Ride car scheme and a small proportion allocated to the shopping scheme with the minibus.

We continued with the same activities as in previous years but in this particular year a deficit of £8,248 was recorded. The reserves stand at £150,645. The full accounts with accompanying details are included at the end of this Annual Report.

Although the volume of activity undertaken in the year was very similar to previous years and the income for these was maintained, there were some notable variances in some of the expenses which explain the losses as follows:

- Each year we have been fortunate to be gifted a significant level of donations. This year however these were significantly down.
- At the end of the financial year the Minimum Wage regulations changed considerably which affected some of our salary levels, this together with a decision to back-date a salary increase by 3 months increased the staffing costs over the budgeted levels.
- We were concerned that we were turning away too many journeys because of insufficient voluntary drivers. To attempt to correct this we engaged in a large advertising campaign.
- Fuel and servicing costs for the minibus exceeded our budget assumptions.

Our fares and charges have remained unchanged for 6 years. Clearly with our increased costs this cannot continue and we will be increasing these by around 10% from April 2023.

Colin Higgins

Project Report



Dial a Ride

This financial year saw the increase in demand again after the devastation caused by the Covid Pandemic the previous financial year. We continued to be careful in the office with Covid screens around our desks in order to keep everyone safe. Volunteer drivers and passengers continued to wear masks up until February 2023 when it was decided to make mask wearing discretionary for everyone.

Dial a Ride has continued to offer community transport in the Hinckley & Bosworth area for the elderly and or disabled, providing the following services:

- Health and hospital appointments which included transporting passengers to doctor and dentist appointments.
- Covid and Flu vaccines
- Essential Shopping – either doing or taking passengers shopping
- Some collection of medication (in exceptional circumstances)
- Delivery of medication for patients of Castle Mead Medical Centre, Stoke Golding.
- Social groups and lunch group transportation to venues such as Age Uk, The Pathways Centre, St Francis Community Centre, St John's Church etc.

Between April 2022 and March 2023 we had 256 new residents registered to use our Dial a Ride services within this period and 514 regularly using us on our current database.

Training

Staff members attended 'Managing Volunteers' training during this financial year and staff and volunteers attended Safe Guarding training also.

Staffing

Our staff team remain the same, Elaine Hickey, Carol Carter and Dave Spencer. What a wonderful team they are and a very big 'thanks to them all' for all their support.

Thanks Team

A '**big thanks**' to our volunteers, *Jenny Applin and Janet Houghton* for all their valuable help working both from home and the office to assist us with clerical work.

Unfortunately Janet Houghton died on the 22nd December 2022. Janet was an amazing human being who gave so much to her community and supported Dial a Ride for many years both as a volunteer driver and more recently as an office volunteer. She was a dear friend to us all and she will be missed very much.

Detailed below are the types and amounts of journeys we have provided for passengers during this period.

Journey Type	No of Passenger Journeys
 <p data-bbox="268 353 938 430">Hospital Appointments, Hospital visiting, Doctors, Dentists and Opticians</p>	2638
 <p data-bbox="699 504 922 537">Covid Vaccines</p>	71
 <p data-bbox="603 855 938 889">Visiting Nursing Homes</p>	94
 <p data-bbox="555 1124 689 1158">Shopping</p>	1238
 <p data-bbox="566 1422 912 1456">Social and lunch groups</p>	2560
 <p data-bbox="481 1635 678 1668">Hairdressers</p>	205
<p data-bbox="167 1675 938 1742">Misc Journeys such as vets, Education & personal business</p>	222
<p data-bbox="151 1747 418 1780">Total Journeys</p>	7028

Developments

Hinckley & Bosworth (VCS) Voluntary and Community Sector Partnership – this year we have taken part in the process of assessing funding bids from groups within the voluntary sector.

Promotional Campaign & Events – This year we have carried out some promotional work to advertise for volunteer drivers and the minibus services through the following ways:

- Promotional material to Borough and Parish Councillors.
- Advertising through the Hinckley & Bosworth Borough Councils, Borough Bulletin and through the Roundabout Hinckley and Roundabout the villages and Leicestershire Aspect, The Groby Spotlight and the Local Rock, Voluntary Action Website and also HBBC VCS Website.



Volunteers

During this period we had 34 volunteer drivers providing transport for residents of Hinckley & Bosworth ensuring they had access to services and provisions, covering 66,453 miles.

We held a Volunteers 'Thank You' lunch on the 28th January 2023 at Barwell Bowling Club as a way of thanking them for all their work to support their community.

Thanks to our amazing volunteers

Minibus



Dave Spencer has continued to provide an excellent service both looking after the minibus passengers and helping in the office between his journeys. Dave has also continued to deliver medication for passengers of Castle Mead Stoke Golding and has provided the following services with the minibus as detailed below:

Journey Type	Number of Passenger Journeys	Number of Miles Covered
Shopping Trips	1804	5063
Hire of Vehicle	792	1637
Lunch & Day Trips	544	1351
Dial a Ride Trips	376	620
Totals	3516	8671

Thanks to Dave for his help and support.

'Thank you'



Partnership Work

We have worked in partnership this year with the following organisations: Leicestershire County Council; Hinckley & Bosworth Borough Council; Rural Community Council; The VCS (Voluntary & Community Sector); Leicestershire Community Transport Federation; Leicestershire Primary Care Trust, (NHS); Voluntary Action Leicestershire; CTA (Community Transport Association); St Francis Community Centre; Salvation Army, Pathways Centre; Age UK Earl Shilton; The Barn Owls; Barwell Disability Group; Re-Engage, Hinckley; Canalside WI; Let's Walk Hinckley; Churchmead Court; Ashby Court; Churchmead Court; HBBC Sheltered accommodation; St John's Church; Hinckley Past & Present; U3A; St Peter's Church, Hinckley; Barwell & Hollycroft Befrienders; Local Area Co-ordinators; local GP surgeries and Social Prescribers.

Fundraising Events

We attended the Alternativity fundraising event at Mary Forryan on the 12th November 2022 and raised £355. Thanks to Steve Applin for his help on the day.

We also held a skittles event in March 2023 this was in memory of Janet Houghton who normally organised and ran the event each year. £591.88 was made on the night.

Funders

We would like to say a big **'THANK YOU'** to all those who over the last 12 months have contributed to our Charity and to Leicester County Council for our continued funding.

We have received funds from the following places:

£3,300 from a Mr Turton, £300 from 'Hinckley Past & Present' and £968.41 from HMRC from gift aided donations.

Future Plans

The next financial year we will continue to support the needs of our passengers by developing and implementing a volunteer driver recruitment plan to meet the demand required.

Also we will need to recruit a Vice-Chairman and Secretary to sit on our Management Committee.

Updating our systems to ensure they are more efficient and recruiting new member to our current management committee team.

A 'BIG THANK YOU'

to all the Management Committee for their support during the last 12 months.

**Lindsey Short
Manager**

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

NOTES TO THE ACCOUNTS

YEAR ENDED 31 MARCH 2023

12. Deposits and Cash

	2023	2022
	£	£
Corporate Diamond Reserve Account	12,268	12,214
Business Reserve Account	129,866	134,288
Current Account	8,503	10,875
	<u>150,637</u>	<u>157,377</u>

13. Independent Examination

The cost of the Independent Examination for the 2021/2022 accounts was £150.

14. Trustees Remuneration

Trustees are not remunerated. During the year no fees were reimbursed to trustees for mtravel expenses incurred.

15. Glossary of Terms

Restricted Funds

These are funds given to the charity subject to specific restrictions set by the donor but still within the general objectives of the charity. There were no restricted funds in the period 2022/2023.

Creditors

These are amounts owed by the charity, but not paid during the accounting period.

Debtors

These are amounts owed to the charity, but not received in the accounting period.

HINCKLEY & BOSWORTH COMMUNITY TRANSPORT

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