

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)

England & Wales · Charity number 1131707

Details

Other names	THE FRIENDLY BUS
Status	Registered
Legal form	Charitable company
Company number	04770291
Registered	2009-09-18
Register	View on the Charity Commission register

Contact

Address	Friendly Bus 57 High Street Broseley TF12 5EY
Phone	01952881145
Email	friendlybus@hotmail.com
Website	www.friendlybus.co.uk

Activities

Objects: THE OBJECT OF THE COMPANY IS TO PROVIDE AND OPERATE A COMMUNITY TRANSPORT SERVICE FOR THE PUBLIC BENEFIT, PARTICULARLY FOR SUCH OF THE INHABITANTS OF BRIDGNORTH DISTRICT AND SURROUNDING AREA WHO ARE IN NEED OF SUCH A SERVICE BECAUSE OF AGE, SICKNESS OR DISABILITY (MENTAL OR PHYSICAL), OR POVERTY, OR BECAUSE OF A LACK OF ADEQUATE AND SAFE PUBLIC PASSENGER SERVICES.

Activities: We operate a community based transport service run mostly by volunteer drivers for those people who live in and around Broseley, Barrow and Much Wenlock and Shifnal who are unable to access or use other forms of transport.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups

Geography

- **Area of benefit:** BRIDGNORTH
- Shropshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-01	£358,872	£293,779	-	-
2024-03-01	£206,749	£251,391	-	-
2023-03-01	£216,502	£205,248	-	-
2022-03-01	£202,086	£185,001	-	-
2021-03-01	£187,254	£160,526	-	-

Trustees

Name	Role	Appointed
Allison Mary Richards		2019-07-14
Barry Hansford		2024-03-01
David Marriott		2019-07-14
ELIZABETH ANN MARS		2011-10-20
Margaret Joan DUTTON		2015-06-17
Susan Cotton		2024-03-01

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)

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Accounts



Impact REPORT



2024 - 2025

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- Our 'Help us buy a bus' fundraising campaign
- Key points from 2024-2025 and looking ahead
- We've had a blast!
- Acknowledgements

NOTE FROM OUR CHAIR

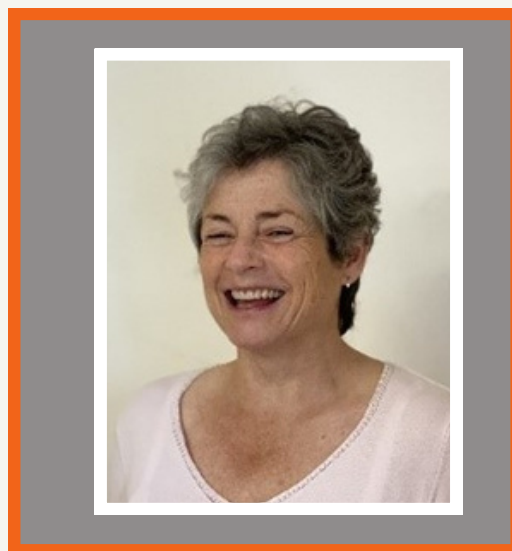
Alison Richards

When I wrote the 'Note from our Chair' for last year's Impact Report, I was very concerned about whether we could raise enough money to replace our ageing fleet of minibuses. Whilst the Friendly Bus generates enough money to deliver the transport needed by our community day to day and week to week, finding the tens of thousands of pounds needed for new vehicles was an enormous challenge.

We made a heartfelt request. We asked for donations from everyone we could think of - our members, occasional passengers, the relatives of our clients, local residents and community organisations. The question remained however - would it be enough?

In a world where all the headlines seem to be gloomy and downbeat, the Friendly Bus in 2024/25 offers a good news story. The response to our plea was tremendous and support came from many sources. Today we are the proud owners of two new (to us) buses, with a third in the pipeline.

I am fond of a quotation but this year, it is the words of a song that seem to sum up what has happened and what the Friendly Bus is all about. The lyrics that I am thinking of are from the 1967 number by the Four Tops, 'Reach Out and I'll Be There'.



We reached out and you were there so, in addition to the gratitude I usually offer here to our staff and volunteers, a very, very big 'Thank You' to everyone who contributed.

We received countless donations from individuals; from tips on trips to sponsored abseiling to funds raised at birthday parties, funerals and carol singing. We are also incredibly grateful to those organisations whose significant gifts have been a massive boost, particularly The Wenlock Forester Trust, The Lady Forester Trust and the VINCI Foundation.

Your generosity means that the Friendly Bus can continue to reach out to the residents of Broseley and Much Wenlock and be there for those who need community transport, reducing loneliness and isolation and raising thousands of smiles.

What a difference a year makes!

Alison

INTRODUCTION

"The 2011 census showed that Shropshire has a higher percentage of over 65 year olds than the national average. Conversely the rate of under 25 year olds is lower than average."
(Shropshire Council)

Our aims

We're a registered charity 'The Friendly Transport Service' (1131707), supporting our communities in Broseley, Much Wenlock, Shifnal and surrounding areas.

Our aims are to help:

- reduce loneliness and isolation in our communities for those that are elderly, vulnerable, isolated or have disabilities by providing community transport; and
- support our communities by providing 'Good Neighbour help' such as the collection of prescriptions, shopping and library books, a befriending service and help staying safe in the home.

This enables people to retain their independence, autonomy and provides social opportunities and enrichment.

Our services

- Regular minibus trips to local retail parks, supermarkets, home stores and markets.
- Community car journeys that prioritise getting people to their medical appointments.
- Social trips to tourist attractions, garden centres, seaside towns and places of interest.
- Transport to local social groups and fitness classes.
- Shopping, prescription and library book collections.
- Light bulb and smoke detector battery changes.
- Light gardening help such as mowing and pruning.
- Internal window cleaning.
- Regular phone calls or face-to-face visits from a matched volunteer to chat as part of our befriending service.

COMMUNITY TRANSPORT...

...IT'S SO MUCH MORE THAN TAKING PEOPLE FROM A TO B.



OUR COMMITTEE

CHAIR



Alison Richards

TREASURER



Margaret Dutton

CEO



Marie Monk-Hawksworth

SECRETARY



Liz Mars



Barry Hansford



Dave Marriot



TRUSTEES



Heather Armstrong

OUR OFFICE TEAM



**Marie
CEO**



**Caroline
Transport &
Ops Manager**



**Julie
Ops manager**



**Laura
Communications
& Admin officer**



**Ian
Admin Officer**

School contracts

Providing school transport helps to support our other operations.

For the academic year September 2024 to July 2025 we are operating four contracts from Shropshire Council's Passenger Transport Group.



We transport mainstream rurally isolated children to and from Bridgnorth Endowed School, and also a Special Education Needs contract for Severndale Specialist Academy.



We have a wonderful team of drivers and passenger assistants who go above and beyond to support their passengers.

A huge thank you too for their volunteer driving for our core services.



Roger
Rural Route



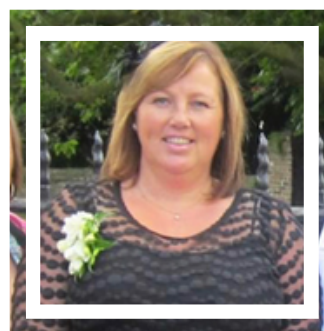
Graham
Rural Route



Joan
Rural Route



Rob
SEN Route



Helen
SEN Route

COMMUNITY CAR JOURNEYS

TOTAL

4,638
(up 928
from last
year)

At a Glance



Medical

3,630



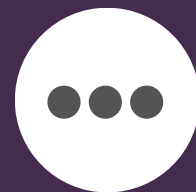
Exercise
& Welfare

654



Good
Neighbour

222



Other

132

Top three journey types in each category



1,546

Hospital

822

Doctors

228

Dentist



366

Visit friends &
family (care home,
hospital etc)

200

Exercise

88

Mental
wellbeing



122

Food
delivery

30

Prescription
collection

52

Personal care



34

Personal business
(banking,
solicitors etc)

78

Hairdressers

14

Funeral

Data collected
from 1 March
2024 to 29
February
2025

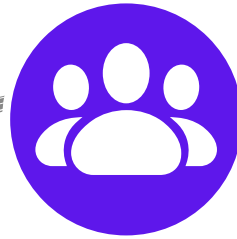
MINIBUS JOURNEYS

1,488

Members that provided us with their feedback, all confirmed they felt **safe** on our trips and **supported** getting on/off the minibus.

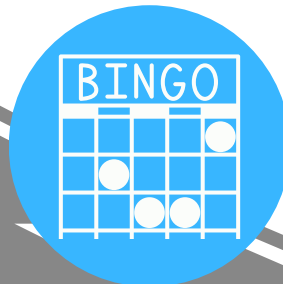


401
Shopping trips



468
Groups & school
trip bookings

Feedback consistently showed the trips most favoured are to outdoor venues, in particular markets, the seaside and garden centres.

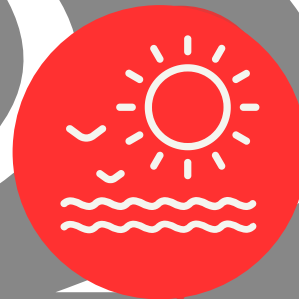


290
Clubs & exercises
classes

Most found the destinations accessible but seating at the venue for a rest remains a priority, which we'll continue to consider when planning future trips.

The feedback suggested some different choices of venues

We have put on different destinations such as stately homes and gardens and castles.



113
Social trips

148

Less trips were completed this year due to the vehicles being off the road with breakdowns

Some of the places we visited last year....

SHOPPING

We take people to all the main supermarkets as well as Telford Town Centre, Meole Brace Retail Park, Wrekin Retail Park, Forge Retail Park, Broseley and Much Wenlock High Streets and various local markets.



SOCIAL TRIPS

Garden Centres, RAF Cosford Museum, Ludlow, Cuan Wildlife Rescue, Barmouth seaside, Llandudno seaside, Broseley Scarecrow Festival Tour, Attingham Park - Christmas decorated mansion, Broseley Lights Tour, Carboot sales at Priory Hall in Much Wenlock (in aid of Friendly Bus), Attingham Park grounds.



About our members

81%

of service users said Friendly Bus enhances their wellbeing.

1,213

Passengers on our system (minibus & community car users). This is up **46** from last year

84

New members (have never been a Friendly Bus member before). This is down 5 from last year



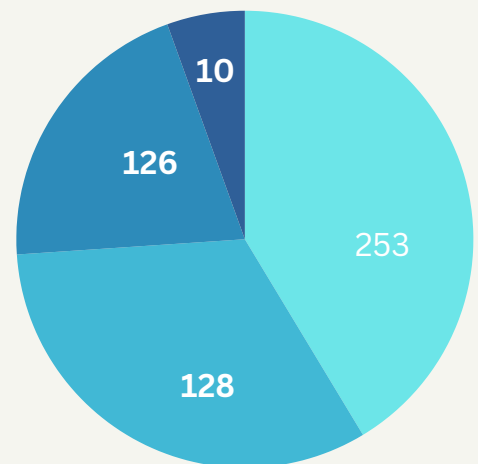
95% told us they wouldn't be able to receive the same level of support without us, or that they would struggle.



Nobody rated our services negatively. **98.5%** rated our services as **Good** or **Very Good**. **1.5%** rated them as **OK**.

MOBILITY AIDS

- Walking stick
- Walker/rollator
- Wheelchair/scooter
- Other (eg blind, needs assistance)



Members that don't use our services told us...

"We don't currently use you but want to support you because you're a vital service to older people who don't drive."

"We don't need to use your services just yet...we just like to know you're there in case we do."

Keeping in touch...



10,400*
phone calls &
office visitors

*does not include emails



3,590
newsletters sent
to members



801
Facebook
followers

Some of the Groups we supported last year....



Lady Forester Day Centre for outings, lunch clubs and weekly entertainment



Befrienders at Victoria Hall



Military Wives Voice Choir



Befrienders - companionship, support and coffee mornings





SHIFNAL
SHROPSHIRE

In September 2022 we began managing the Shifnal Shuttle, in partnership with Shifnal Town Council.



Shifnal Shuttle

In the two and a half years we have been actively running the Shifnal Shuttle, it has been growing steadily. We now have 70 Members, the majority of whom live in Shifnal and only a handful live in remote areas such as Sheriffhales.

We have listened to what our passengers want and have varied destinations for shopping and socially active trips and due to a surge in demand for our Tuesday shopping trip we have introduced a fair booking policy and added more shopping trips.

We had the minibus adapted to include a new fold down side step to make it easier for our passengers to get on an off. The shuttle is available to anyone without access to transport in Shifnal and surrounding areas. The service is still relatively new but continues to grow by number of members and volunteers.



Every Tuesday the service goes to Telford (retail parks, shopping centre, supermarkets etc). Every other Friday the service goes to Shifnal High Street and on alternating weeks we vary the destination to places such as Newport, Wellington Market, Madeley, garden centres and to the seaside in the summer.



75
Members



9
Groups



11
Volunteers



269
(1,638
passenger trips)



218
followers

OUR VOLUNTEERS

"WITHOUT THEM, WE WOULDN'T BE ABLE TO DO WHAT WE DO"



17,684 hours given by our volunteers over the year - that's **340 hours each week!**



Volunteer activity	Hours
Community car drivers	9660
Social trips	5952
Group bookings	2072
Newsletter team	198
Befrienders	1,116

Our volunteers

Without them, we wouldn't be able to do what we do.

93 Volunteers in total

- 14 BROSELEY COMMUNITY CAR DRIVERS
- 12 MUCH WENLOCK COMMUNITY CAR DRIVERS
- 11 BROSELEY MINIBUS DRIVERS
- 05 MUCH WENLOCK MINIBUS DRIVERS
- 07 PASSENGER ASSISTANTS
- 05 GOOD NEIGHBOUR
- 09 NEWSLETTER TEAM
- 16 MUCH WENLOCK COCO & BEFRIENDERS
- 09 BROSELEY BEFRIENDERS

Some of our volunteers also help at events to raise awareness of us and fundraise.



Some of our volunteers last year....



**Thank you for
all that you do!**



Keeping our fleet on the road



KDZ 16 Seater Peugeot



BCE 15 Seater Mercedes



OBC 11 Seater Peugeot



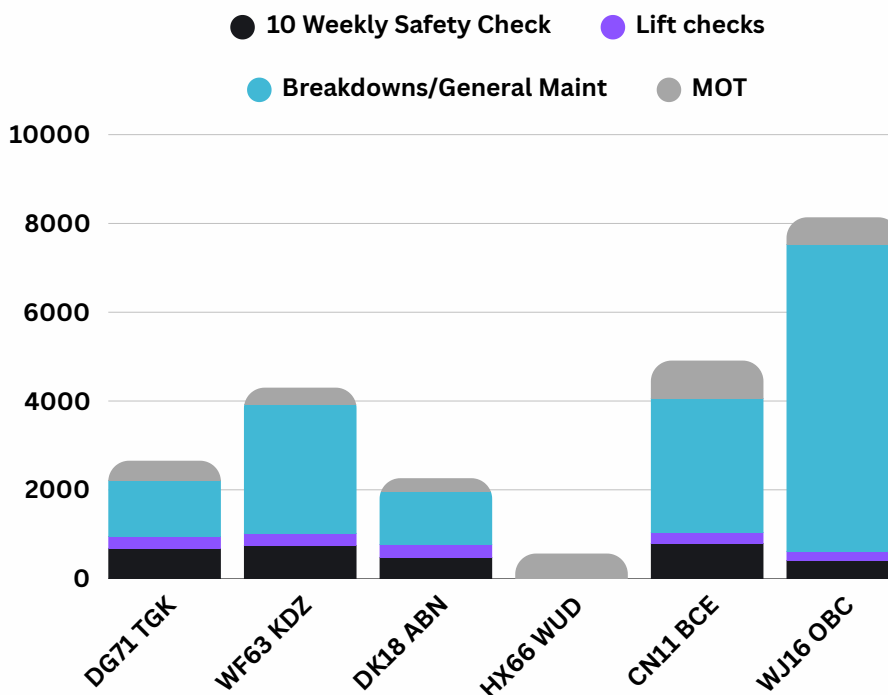
TGK 8 Seater Peugeot



WUD 7 Seater Ford Galaxy



ABN 16 Seater Peugeot (Shifnal Shuttle)



VEHICLE MAINTENANCE COSTS

Totals spent

- £3094: safety checks
- £1275: Lift checks
- £15312: Breakdowns & general maintenance
- £3150: MOTs

Total cost to keep all vehicles on the road: £22,462* This is **DOUBLE** the average yearly cost

*Excluding road tax and insurance

MINIBUS DRIVER AWARENESS TRAINING



STANDARD

8 Trainees



ACCESSIBLE

8 Trainees

As a registered training agent for the Community Transport Association's (CTA) MiDAS Scheme, we're able to train our volunteers in-house.

This saves us money and also enables us to generate a small amount of income by providing training for other community transport organisations and local taxi companies.



Income & savings

£675

Savings - driver training

£405

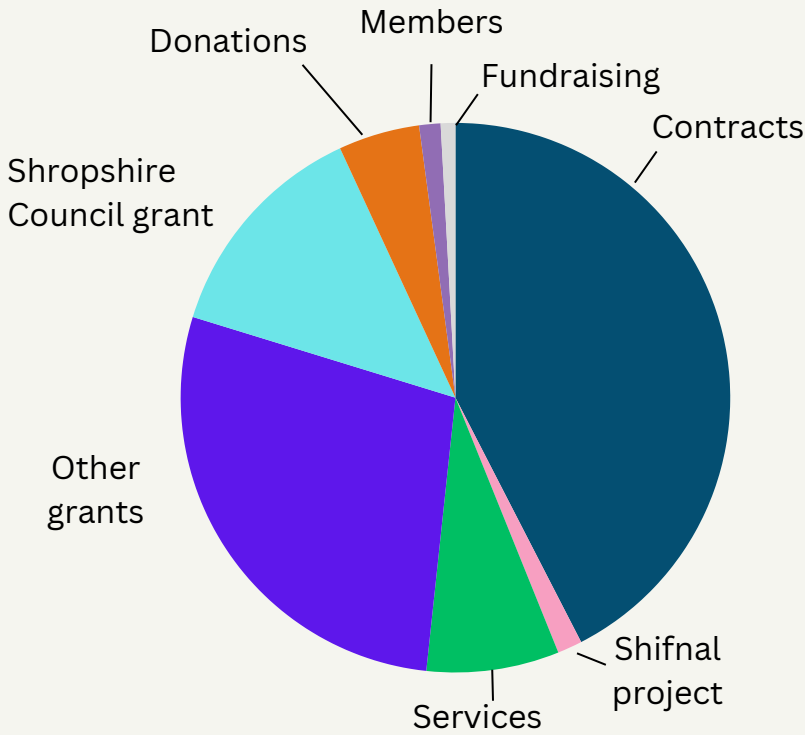
Wheelchair training income

£470

MiDAS standard/refresher

INCOME & EXPENDITURE

The new trend which emerged in 2023 has continued, with members requesting donations in lieu of birthday gifts or holding a birthday raffle at their party. This continues to boost our donations pot - thank you to everyone who has chosen to do this for us!



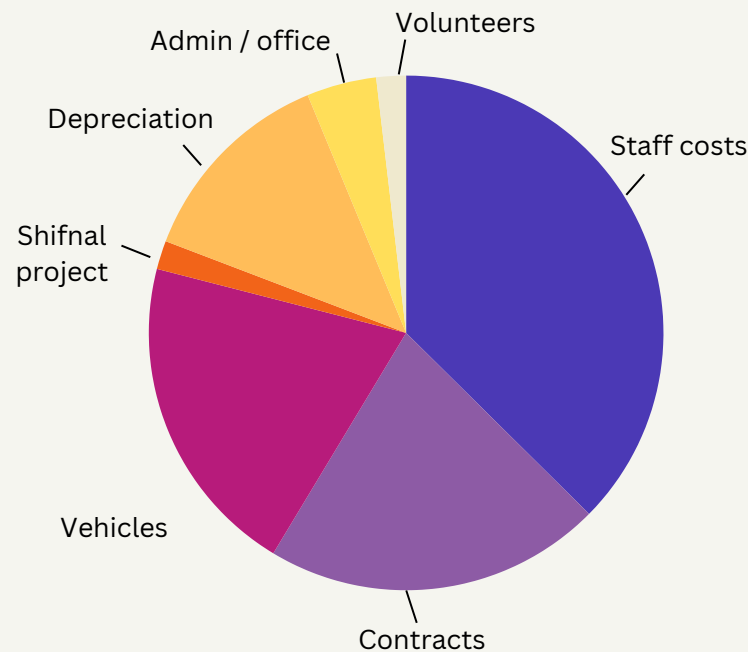
INCOME

The majority of our income comes from the home to school contracts we're awarded from Shropshire Council. However, it's becoming increasingly harder to manage these and the social value of our services is not being taken into consideration by Shropshire Council when assessing the bids.

EXPENDITURE

As with most organisations, our biggest cost is for

staff. However without our dedicated and fully trained team we could not support our users as we do.



GRANTS

A HUGE total of £148,609 this year!

Made up of £27,000 for the Shifnal Project, the standard Shropshire Council Grant and other key grants shown below...

£50,000

Wenlock Forester Trust

£23,475

Inclusive Communities Fund

£2,000

Millichope - to support the delivery of our service

£700

Vinci UK Foundation (Freyssinet)

£15000

Bus Services Improvement Plan via Shropshire Council

Income & Expenditure Accounts

1 March 2024 to 29 February 2025

Income		2025 (£)	2024 (£)
Grants	Shropshire Council	47,932	11,931
	Other Grants	97,725	4,074
	Other income	8,551	9,059
Services	Shropshire Community Cars	9,222	5,613
	Friendly Bus Fares	169,333	160,556
	Subscriptions	4,505	4,055
	Donations to Service	17,151	8,282
Other	Fundraising	3,092	2,035
	Bank Interest	1,361	1,144
Total Incoming Resources		358,872	206,749

Expenditure		2025 (£)	2024 (£)
Staff costs	Employment Wages, Tax, NI, payroll	168,228	139,091
Expenses	Shropshire Community Cars	4,914	4,944
	Volunteer costs	309	1,408
Vehicles	Running costs	55,748	59,077
	Vehicle Hire for new contract	7,122	11,024
Shifnal	Car hire	4,039	361
Office	Rent, Rates, utilities, Insurance	4,667	4,786
	Repairs and Maintenance	799	1,663
	Fixtures and fittings		242 250
	Printing Postage and stationery	4,421	4,121
Admin	Telephone and internet	1,978	4,365
	Catering and room hire	1,052	986 120
	Fees and subscriptions	720	1,035
	Accountancy fees	1,208	768
	Fundraising expenses	225	130
	General expenses		
	Other	2,902	112
	Depreciation	35,447	16,810
Total Outgoing Resources		293,779	251,391
Difference between income and expenditure		65,093	(44,643)
Total funds brought forward		103,681	148,324
Total funds carried forward		168,774	103,681
Current assets		113,041	86,300

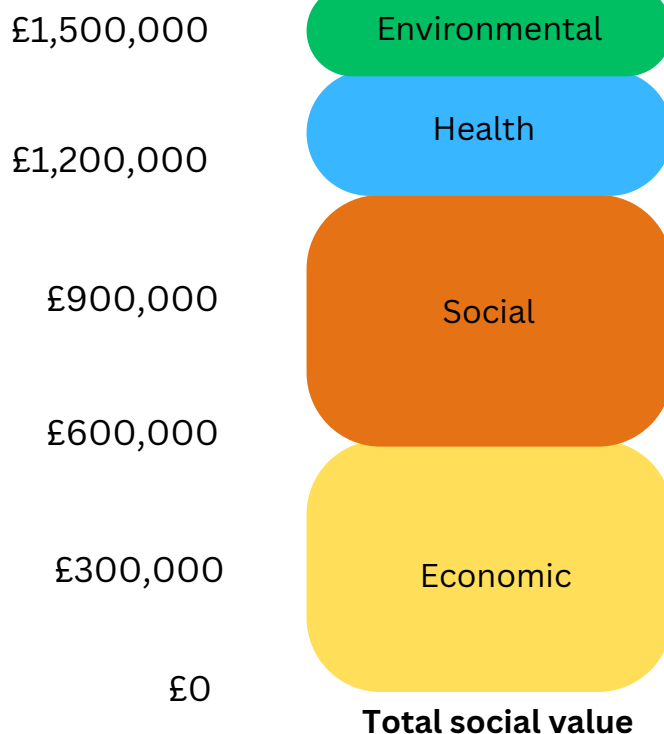
A copy of the financial statements for the year ended 1st March 2025, as prepared by our accountants for Companies House is available upon request. The accounts presented above are a simplified version of these accounts which highlight information likely to be of interest to members.

OUR SOCIAL IMPACT

"Social Value refers to the wider financial and nonfinancial value created by an organisation through its day to day activities in terms of the wellbeing of individuals and communities, social capital created and the environment."

Local Government Association

£1,633,370 is our total social value



Some of our key impacts	Value £
Avoided social care cost from a reduction in loneliness	£29,636
Value of impact on life satisfaction from a reduction in loneliness	£215,593
Increased social interaction	£25,022
Value of the change in cost to passengers of using CT services instead of alternative transport mode	£525,373
Value of reduction in cost for group travel due to access to lower cost minibus hire services	£39,015
Economic value of volunteering for your CT organisation	£248,568
Value of wellbeing impact from volunteering for your CT organisation	£79,894

HELP US BUY A BUS!

www.justgiving.com/campaign/thefriendlybus

Our fundraising campaign to buy a bus or two, launched in May 2024.

Our current fleet of vehicles have driven over 40,000 journeys! Due to their age they often needed repairs. This meant we let our members down when our vehicles broke down and were off the road.

UPDATE

SO FAR, you have helped us replace our two oldest buses!

A HUGE thank you to all donations, large and small. Every single penny has counted and means we can now focus on reliably delivering our services.



Cheque presentation from Much Wenlock Foresters Trust to buy our new to us Treka bus



Our new to us 16 seater minibus with a ramp. Paid for by your generous donations and help from the Vinci Foundation (pictured presenting the cheque to us)



Thank you to everyone who has donated and supported us - together we'll get there!

HELP US BUY A BUS!

www.justgiving.com/campaign/thefriendlybus

So many of you have been incredibly generous ✨



Shirley braved a sponsored Abseil for us!



Many of you have donated from personal occasions and also in memory of loved ones



Some of you have organised fundraising events



Thank you to everyone who has donated and supported us - together we'll get there!

HELP US BUY A BUS!

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WELLINGTON (TELFORD) BRASS BAND

CONCERT

MUSIC FROM THE MOVIES

Friday 27 June (7:30pm), £10 ticket

All Saints' Church, Broseley TF12 5DA

You can still help with donations, sponsored or fundraising events and come along to our Concert!



Tickets can be purchased from The Friendly Bus office, Evermore, Broseley Social Club, Wenlock Smoothie or online Eventbrite - see our website for more details

www.friendlybus.co.uk

THANK
YOU

...to everyone who has donated and supported us - together we'll get there!

Key points from 2024-2025 and looking ahead to 2026...

Writing this report has made me so proud of what we do. The huge support we have received for our fundraising campaign has been humbling.

This year has seen demand for our services continue to grow. In order to help meet this growing demand of lonely and isolated people we have been able to increase our number of community car journeys.

Friendly Bus has continued our track record of addressing both the causes and consequences of loneliness and isolation playing a leading role in tackling the social and economic costs.

Our Social Value has been calculated using the new toolkit produced by ECT charity in partnership with the Community Transport Association (CTA). **This year it is calculated at £1.6million.**

We have continued to work closely with the CTA, assisting in data collections and workshops to develop the above mentioned social value toolkit.



Marie Monk-
Hawksworth, CEO

In addition to this, I have been asked on a number of occasions to present at online events and also meet with other organisations to provide insight and advice on Consortium working.

We need to continuously maintain and develop good working relationships with other voluntary and community sector organisations, both locally and nationally. This helps us share best practice. It is also vital to connect with Shropshire Council as our main funder through a small grant and the home to school contracts we provide to support our core services.

As the Chief Executive Officer, I sit on the Board of Shropshire's Voluntary and Community Sector Assembly and I'm the current Chair of the Shropshire Community Transport Consortium.

Friendly Bus will also continue to work with other voluntary and community sector organisations in the county to develop strong relationships and joined up working with each other and statutory services.

Looking ahead to 2024-2025.....

Our 'HELP US BUY A BUS' campaign!

In order to safely and effectively deliver our services we highlighted in last year's report, the need to replace at least 2 of our ageing minibuses.

This report highlights the increasing demand for our services but also the increasing costs needed to keep the vehicles on the road. The maintenance remained at double the annual average this year too. Even more worrying is that this report shows a reduction in the number of minibus journeys due to the time some of them were off the road with breakdowns and other maintenance issues.

BUT through the generosity of our Members and supporters, we have been able to replace 2 minibuses and are well on the way to replace our third ageing vehicle.

We have already seen an increase in journeys, reduction in staff time to manage the maintenance issues, increased morale in our volunteer drivers and some very happy passengers!

Our main focus for 2025-26 will remain on helping as many people as possible access the essential services they need, as well as helping them live happy, healthy independent lives filled with fun and laughter.

An important element to achieve this is recruiting new volunteers to meet the increased demand for our services.

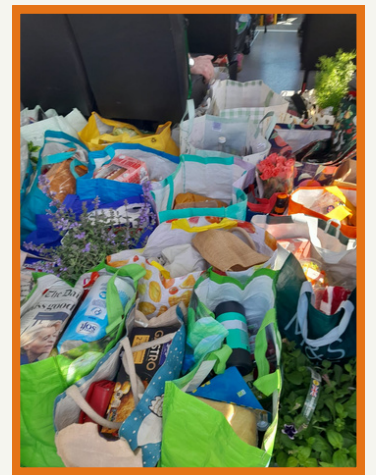
We are in need of more mini-bus drivers and will be launching a recruitment campaign soon.

Marie





We've had a blast!





The Friendly Transport Service (Shropshire) is a Company limited by guarantee, registered in England & Wales No. 4770291.

Reg. Charity No. 1131707

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info@friendlybus.co.uk · www.friendlybus.co.uk ·

facebook.com/thefriendlybus

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Impact **REPORT**



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NOTE FROM OUR CHAIR

Alison Richards

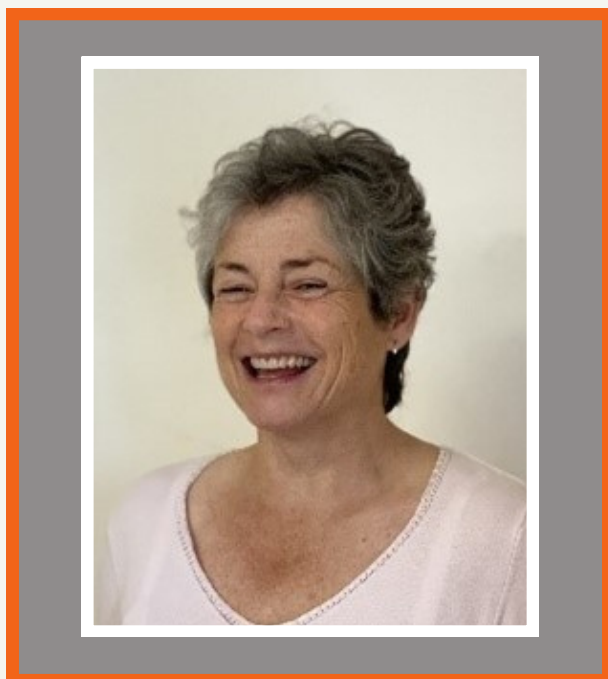
The Friendly Bus provides community transport. We offer travel by minibus and cars in and around Much Wenlock and Broseley for our community and by our community.

The service was originally inspired by a need that was not being met. There was a recognition that many older and vulnerable residents of both towns were without transport and consequently might be feeling more isolated and lonely than if they could get out and about. The community stepped up. The community being local people who saw the problem and committed to doing something about it themselves, to help their neighbours.

That was how the Friendly Bus organisation was born and the first bus was secured with a generous donation. It has since grown phenomenally over the last twenty years.

In our third decade, our ageing fleet of minibuses is becoming a problem. The cost of repairs and maintenance are escalating to the point where it would be more sensible to invest in one or two new vehicles. Once again, we are asking the local community to help... because the need has not gone away - in fact it increases year on year.

We still want to be there for those who don't have access to transport. There are essential journeys such as medical appointments, but we also provide journeys for more sociable reasons.



These include trips to friends and relatives, a swimming pool or an exercise class as well as days out to retail outlets, markets and tourist attractions. They provide independence, enrichment, fun and socialisation.

We would like to take this opportunity to thank everyone who works hard for our cause, be it as an employee or volunteer. You are extraordinary people, prepared to go the extra mile to enrich the lives of others.

This year, we also have another message - a heartfelt request. Whether you're a member, a volunteer, an occasional passenger, or perhaps the relative of one of our members, this message is for you. Or you might be a local resident who has their own transport today, but may not have this in years to come. This request is for you too.

Please donate to help us buy a bus or two, and you'll raise thousands of smiles by keeping The Friendly Bus on the road.

Alison

INTRODUCTION

*"The 2011 census showed that Shropshire has a higher percentage of over 65 year olds than the national average. Conversely the rate of under 25 year olds is lower than average."
(Shropshire Council)*

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- Community car journeys that prioritise getting people to their medical appointments.
- Social trips to tourist attractions, garden centres, seaside towns and places of interest.
- Transport to local social groups and fitness classes.
- Shopping, prescription and library book collections.
- Light bulb and smoke detector battery changes.
- Light gardening help such as mowing and pruning.
- Internal window cleaning.
- Regular phone calls or face-to-face visits from a matched volunteer to chat as part of our befriending service.

COMMUNITY TRANSPORT...

...IT'S SO MUCH MORE THAN TAKING PEOPLE FROM A TO B.



OUR COMMITTEE

CHAIR



Alison Richards

TREASURER



Margaret Dutton

CEO



Marie Monk-Hawksworth

SECRETARY



Liz Mars



Barry Hansford



Dave Marriot



Sue Cotton



Heather Armstrong

TRUSTEES

OUR OFFICE TEAM



Marie



Julie



Caroline



Laura



Ian

School contracts

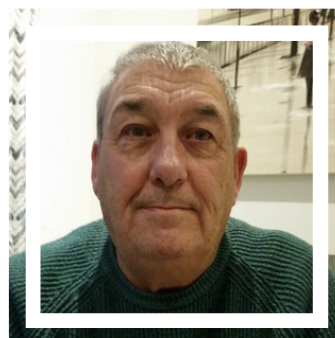
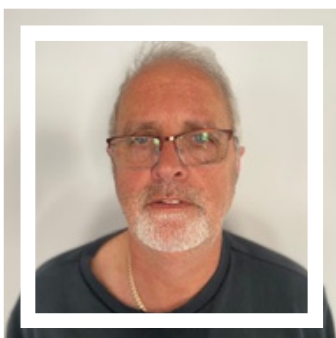
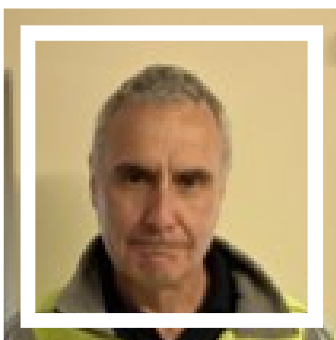
Providing school transport helps to support our other operations.

From September 2022 to July 2023 we were contracted to drive several routes to Bridgnorth Endowed School and retained the contract for Wightwick Hall School.

For the academic year September 2023 to July 2024 we were awarded five contracts from Shropshire Council's Passenger Transport Group.

We transport children to and from Bridgnorth Endowed School, Worfield Primary school and William Brookes. However, the contract for Worfield primary was short-term for one academic year to support the council when local a transport firm, went into administration.

In January 2024 we handed back the contract for William Brookes as we'd successfully been awarded the 5-year SEN contract for Severndale Specialist Academy.



COMMUNITY CAR JOURNEYS

TOTAL
3,710

(up 1,388 from
last year)

At a Glance



Medical

2,760



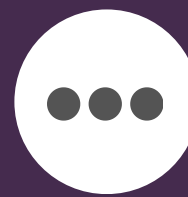
Exercise
& Welfare

666



Good
Neighbour

108



Other

176

Top three journey types in each category



1,562

Hospital

900

Doctors

212

Dentist



132

Visit friends &
family (care home,
hospital etc)

474

Exercise

60

Mental
wellbeing



36

Food
delivery

54

Prescription
collection

18

Shopping



56

Personal business
(banking,
solicitors etc)

62

Hairdressers

38

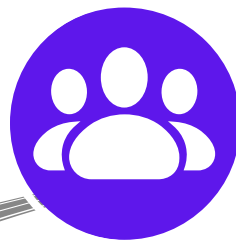
Funeral

Data collected from 1
March 2023 to 29
February 2024

MINIBUS JOURNEYS

1,636

Members that provided us with their feedback, all confirmed they felt **safe** on our trips and **supported** getting on/off the minibus.



468
Groups & school trip
bookings

Feedback consistently showed the trips most favoured are to outdoor venues, in particular markets, the seaside and garden centres.

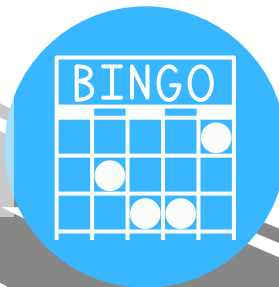
Most found the destinations accessible but seating at the venue for a rest remains a priority, which we'll continue to consider when planning future trips.



582
Shopping trips

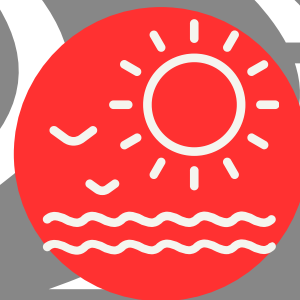
Clubs & exercises classes

280



The feedback suggested some different choices of venues

We have put on different destinations such as stately homes and gardens and castles.



306
Social trips



65 of our Social Trips were free using funding as a Co-op Local Community Cause

Some of the places **we visited last year....**

SHOPPING

Lidl, Aldi, M&S Food Hall, Sainsbury's, Tesco, Asda, Morrisons, Poundstretcher, Ikea, The Range, Telford Town Centre, Meole Brace Retail Park, Wrekin Retail Park, Forge Retail Park, Boundary Outlet, Penkridge Market, Bilston Market, Ludlow & market, Shrewsbury Indoor Market, Much Wenlock High Street, Madeley shops.

SOCIAL TRIPS

Maws Craft Centre, Oakgate Nurseries and Garden Centre, Whittington Castle, The Mere at Ellesmere, RAF Cosford Museum, The Boat Inn at Jackfield to see Ian's jazz band 'The Rhodian Cooper Trio', Ludlow, Leebotwood, Church Stretton, Trentham Shopping Village, Cuan Wildlife Rescue Open Day & Dog Show, Barmouth seaside, Dobbies Garden Centre at Donnington, Cuan Classic Car and Craft Fair, Llandudno seaside, Broseley Scarecrow Festival Tour, Bridgnorth High Street and market, Bridgemere Garden Centre, Attingham Park - Christmas decorated mansion, Broseley Lights Tour, Bridgnorth Garden Centre, Carboot sales at Priory Hall in Much Wenlock (in aid of Friendly Bus), Mere Park Garden Centre, Attingham Park grounds.

About our members

81%

of service users said Friendly Bus enhances their wellbeing.

1,167 **Passengers on our system** (minibus & community car users). This is up **354** from last year

89 **New members** (have never been a Friendly Bus member before). This is up **41** from last year



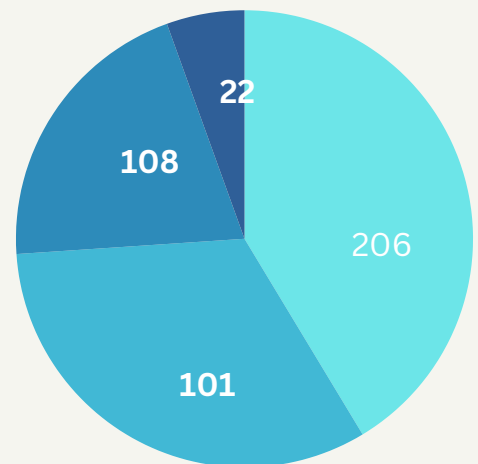
95% told us they wouldn't be able to receive the same level of support without us, or that they would struggle.



Nobody rated our services negatively. **98.5%** rated our services as **Good** or **Very Good**. **1.5%** rated them as **OK**.

MOBILITY AIDS

- Walking stick
- Walker/rollator
- Wheelchair/scooter
- Other (eg blind, needs assistance)



Members that don't use our services told us...

"We don't currently use you but want to support you because you're a vital service to older people who don't drive."

"We don't need to use your services just yet...we just like to know you're there in case we do."

Keeping in touch...



8,044

phone calls



3,175

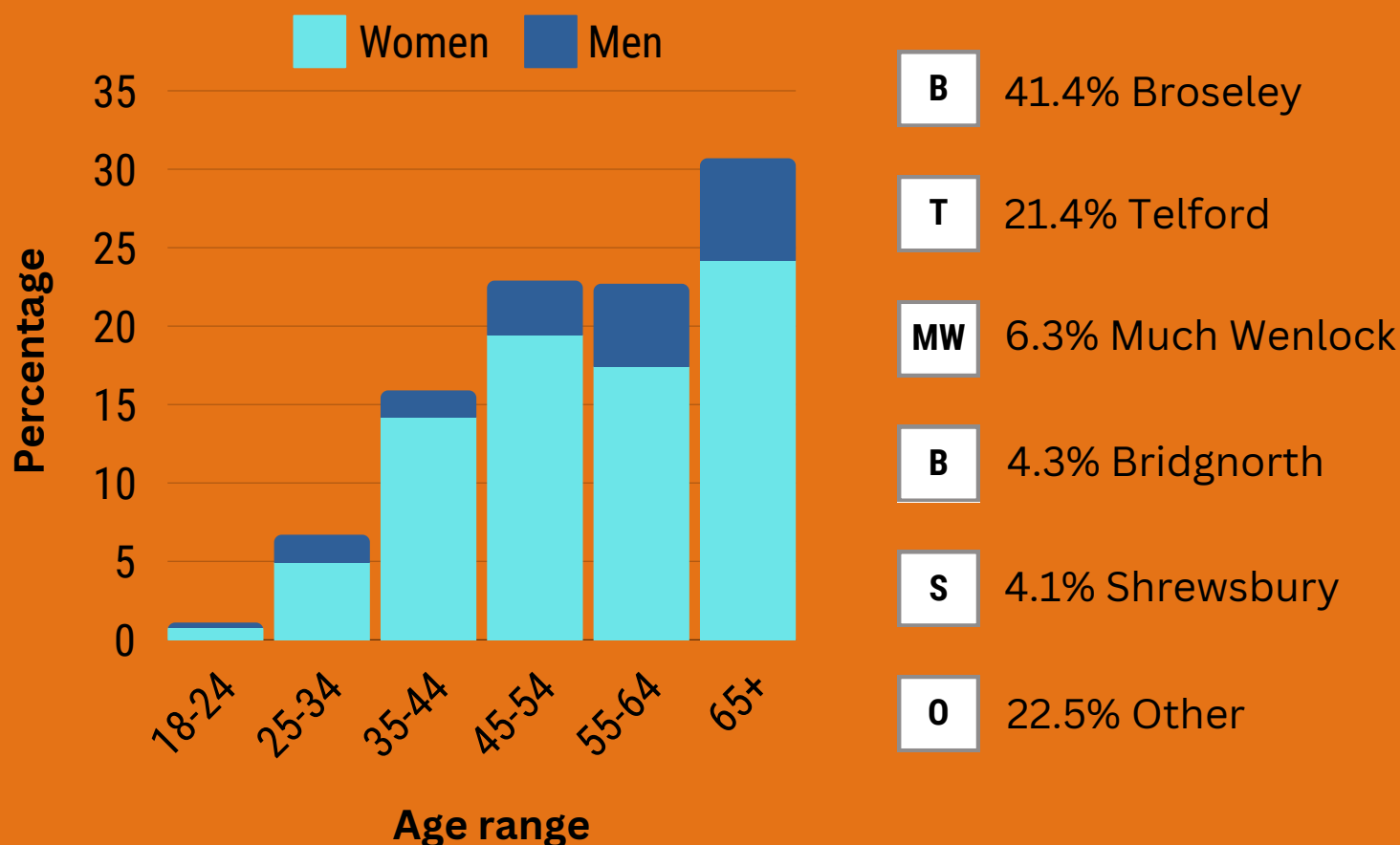
newsletters sent
to members



760

Facebook followers

Followers by age, gender & location



3.9K total interactions (100.4% increase on last year)

16.1K total reach (60% increase on last year)



SHIFNAL
SHROPSHIRE

In September 2022 we began managing the Shifnal Shuttle, in partnership with Shifnal Town Council.



Shifnal Shuttle

The first launch of the Shifnal Shuttle in 2019/2020 was halted by the covid-19 pandemic. In 2022 the Friendly Bus purchased a Peugeot minibus for the project which has a lift at the rear and can accommodate wheelchairs - making it accessible to everyone regardless of their mobility. It has since grown steadily.

The shuttle is available to anyone without access to transport in Shifnal and surrounding areas. The service is still relatively new but continues to grow by number of members and volunteers.

Every Tuesday the service goes to Telford (retail parks, shopping centre, supermarkets etc). Every other Friday the service goes to Shifnal High Street and on alternating weeks we vary the destination to places such as Newport, Wellington Market, Madeley, garden centres and to the seaside in the summer.



62

Members



6

Volunteers



176

**Trips
(for 446
passengers)**



206

**followers
(83% female)**

OUR VOLUNTEERS

"WITHOUT THEM, WE WOULDN'T BE ABLE TO DO WHAT WE DO"



11,713 hours given by our volunteers over the year - over **200** hours each week.



Volunteer activity	Hours
Community car drivers	4,638
Social trips	3,784
Group bookings	1,872
Newsletter team	125
Fundraising team	178
Befrienders	1,116

Our volunteers

Without them, we wouldn't be able to do what we do.

93 Volunteers in total

- 13 BROSELEY COMMUNITY CAR DRIVERS
- 12 MUCH WENLOCK COMMUNITY CAR DRIVERS
- 11 BROSELEY MINIBUS DRIVERS
- 04 MUCH WENLOCK MINIBUS DRIVERS
- 09 PASSENGER ASSISTANTS
- 05 GOOD NEIGHBOUR
- 10 NEWSLETTER TEAM
- 14 MUCH WENLOCK COCO & BEFRIENDERS
- 17 BROSELEY BEFRIENDERS

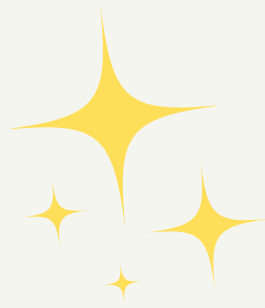
Some of our volunteers also help at events to raise awareness of us and fundraise.





Some of our volunteers

**Thank you for all that
you do!**



Keeping our fleet on the road

KDZ 16 Seater Peugeot

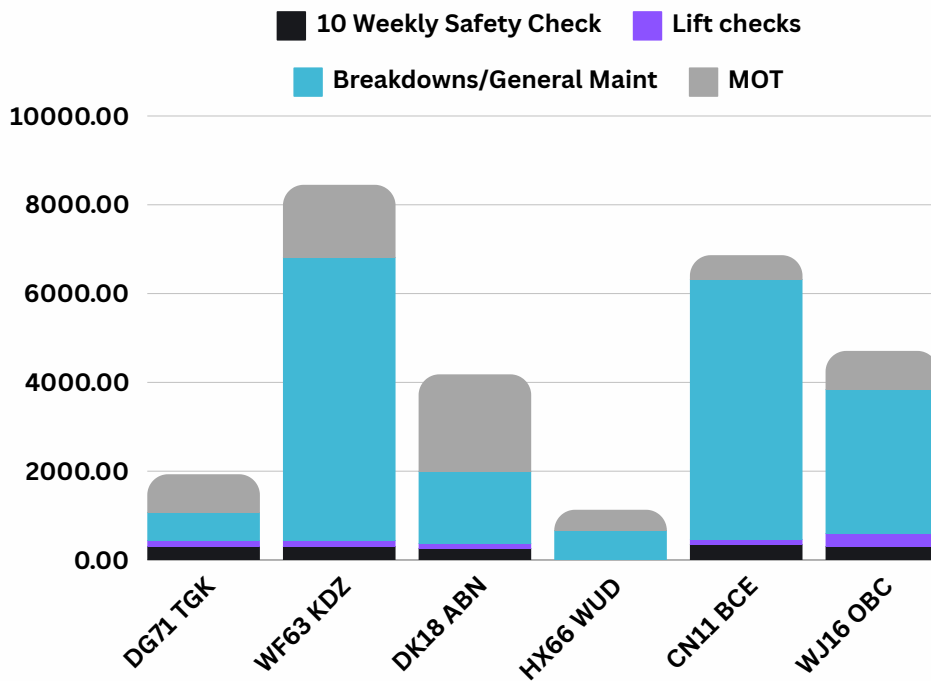
BCE 15 Seater Mercedes

OBC 11 Seater Peugeot

TGK 8 Seater Peugeot

WUD 7 Seater Ford Galaxy

ABN 16 Seater Peugeot
(Shifnal Shuttle)



VEHICLE MAINTENANCE COSTS

Totals spent

- £1,507: 10-week safety checks
- £784: Lift checks
- £18,387: Breakdowns & general maintenance
- £4,579: MOTs

Total cost to keep all vehicles on the road:

£23,024* This is **DOUBLE** the costs for year's costs.

*Excluding road tax and insurance

MINIBUS DRIVER

AWARENESS TRAINING



STANDARD

8 Trainees



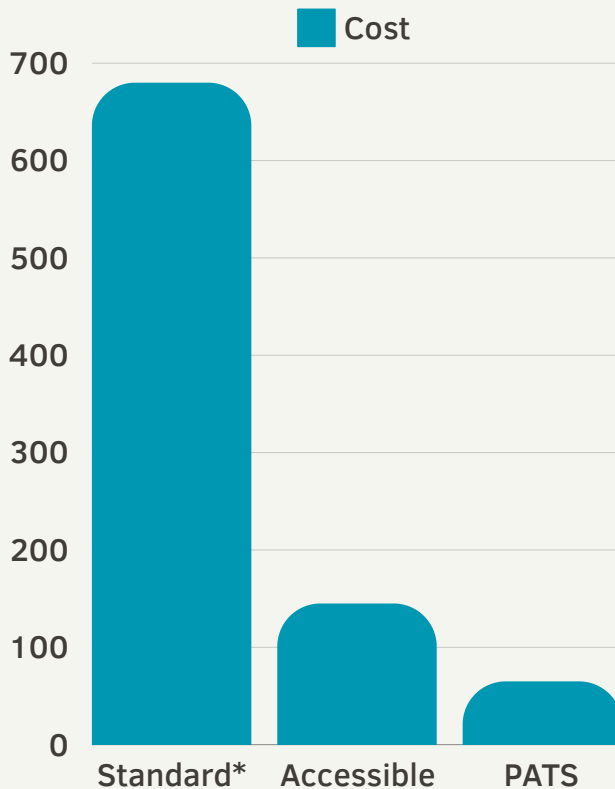
ACCESSIBLE

1 Trainee



PASSENGER ASSISTANCE

1 Trainee



*£865 saved by training internally

As a registered training agent for the Community Transport Association's (CTA) MiDAS Scheme, we're able to train our volunteers in-house.

This saves us money and also enables us to generate a small amount of income by providing training for other community transport organisations and local taxi companies.

Income & savings

£680

Savings - driver training

£135

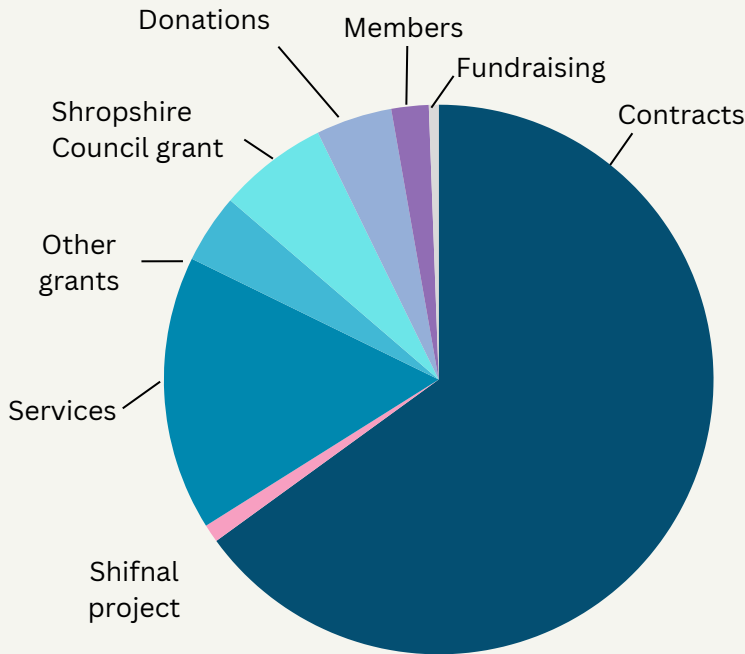
Wheelchair training income

£50

Passenger Assistance income

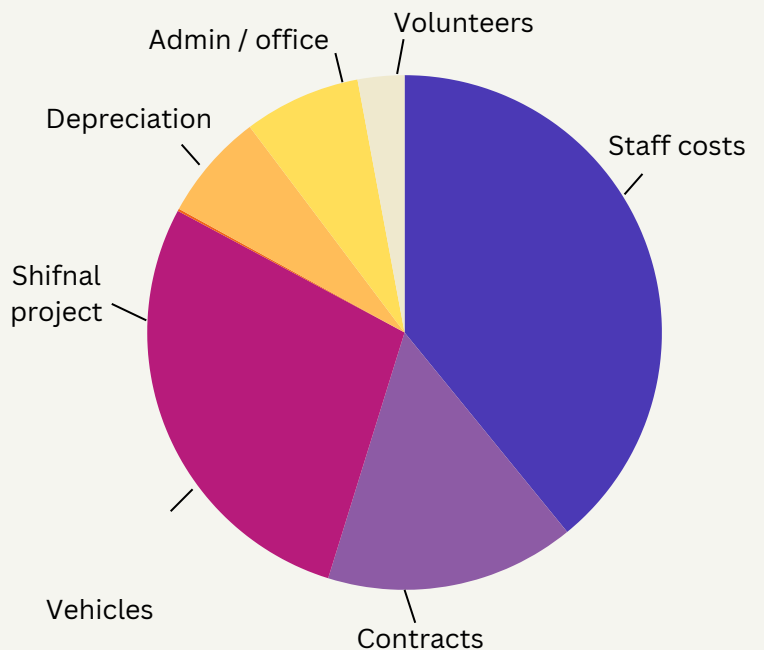
INCOME & EXPENDITURE

The new trend emerging in 2023 has continued, with members requesting donations in lieu of birthday gifts or holding a birthday raffle at their party. This continues to boost our donations pot - thank you to everyone who has chosen to do this for us!



INCOME The majority of our income comes from the home to school contracts we're awarded from Shropshire Council. However, it's becoming increasingly harder to manage these and the social value of our services is not being taken into consideration by Shropshire Council when assessing the bids.

EXPENDITURE As with most organisations, our biggest cost is for staff. However without our dedicated and fully trained team we could not support our users as we do.



GRANTS Total of £4,074 - down again from last year...

£1209

Broseley Town Council - to support our services

£615

McCarthy & Stone- to subsidise trips (esp seasonal outings)

£2,000

Millichope - to support the delivery of our service

£100

Blakemores - to support our Services

£250

Much Wenlock Town Council - to support our Services

Income & Expenditure Accounts

1 March 2023 to 29 February 2024

Income		2024 (£)	2023 (£)
Grants	Shropshire Council	11,931	38,932
	Other Grants	4,074	14,061
	Other income	9,059	4,572
Services	Shropshire Community Cars	5,613	4,180
	Friendly Bus Fares	160,556	141,605
	Subscriptions	4,055	3,615
	Donations to Service	8,282	7,316
Other	Fundraising	2,035	1,025
	Bank Interest	1,144	286
Total Incoming Resources		206,749	216,502

Expenditure		2024 (£)	2023 (£)
Staff costs	Employment Wages, Tax, NI, payroll	139,091	123,580
Expenses	Shropshire Community Cars	4,944	3,584
	Volunteer costs	1,408	777
Vehicles	Running costs	59,077	43,965
	Vehicle Hire for new contract	11,024	
Shifnal	Car hire	361	774
Office	Rent, Rates, utilities, Insurance	4,786	4,350
	Repairs and Maintenance	1,663	1,465
	Fixtures and fittings	242,250	456
	Printing Postage and stationery	4,121	
Admin	Telephone and internet	4,365	3,010
	Catering and room hire	986,120	2,799
	Fees and subscriptions	1,035	861
	Accountancy fees	768	505
	Fundraising expenses		900
	General expenses		103
	Other		1,488
	Depreciation	340	328
		16,810	16,520
Total Outgoing Resources		251,391	205,520
Difference between income and expenditure		(44,643)	11,254
Total funds brought forward		148,324	137,069
Total funds carried forward		103,681	148,323
Current assets		86,300	115,281

A copy of the financial statements for the year ended 1st March 2024, as prepared by our accountants for Companies House is available upon request. The accounts presented above are a simplified version of these accounts which highlight information likely to be of interest to members.



Seven community transport (CT) projects serve all areas of Shropshire and form the Shropshire Community Transport Consortium (SCTC).

The Consortium aims to share good practice, improve standards and raise awareness of the role and activities of CT in Shropshire. As part of their work to raise awareness, SCTC have produced an **Impact Report**.

Our collective impact in Shropshire



Supporting over **2000** members

327,472
Miles



51,690
Passenger journeys

85%

Over **65**



50%

Have a physical or sensory **disability**

Only 2.5%

Would cope without CT

Almost 40% would find travel very difficult

Despite increasing demand for services, 100% of our surveyed members are happy with services, but want more on other days at other times

JOURNEY TYPES



31.6%

Shopping



22.6%

Social



20.6%

Healthcare



12.5%

Leisure



7.4%

Education & Employment



4.9%

Personal business

Community organisations

102

use our services (including schools and care homes). Over 40% use them at least monthly.



80,000

Individual passenger journeys

82.6%

Said CT is essential to all or some of their members participating in their activities.

Over half want to see services expanded.



£3,620,107

Social value in 2022/2023

High value:

Every £1 spent on delivering services creates benefits worth between £5.09 to £5.30.



CT generates savings between **£2.1m** and **£61k** in health costs each year.

£989,125

Spent by passengers in Shropshire whilst using CT services.

HELP US BUY A BUS!

www.justgiving.com/campaign/thefriendlybus

Our fundraising campaign to buy a bus or two, launched in May 2024.

Our current fleet of vehicles have driven over 40,000 journeys! In 2023 we let our members down, when our vehicles broke down and were off the road.

This isn't just an inconvenience....

- It's "making do" with what's in the cupboard.
- It's back to loneliness. Helplessness. Boredom.
- It's quiet. Depression. Sad.

But you can keep our members smiling.
YOU can make the difference.

....And we need you NOW!



AND YOU'LL RAISE THOUSANDS
OF SMILES!



SCAN ME



Ways you can help

- You can **donate** by sending us a cheque to 'The Friendly Transport Service', pop into the office or give your donation to your next driver. Alternatively, you scan the QR code to the left to donate online.
- **Join an exciting new Fundraising Team** to help organise events to raise money for us!
- **Complete a sponsored activity or run an event** in aid of us. We'll support you and promote the event - in fact, we'll be your biggest supporters!
- **Talk about us and our campaign** to your friends and family and please tell them what our service means to you!

Thank you to everyone who has donated and supported us - together we'll get there!

Key points from 2023-2024 and looking ahead to 2024-2025...

As this Impact Report shows, Community Transport (CT) is so much more than just travelling from A to B.

This year has seen demand for our services continue to grow. In order to meet this growing demand of lonely and isolated people and an increasing need to address this issue from a public finances perspective, prevention and early intervention must be the key priority.

Friendly Bus and other CT groups, are building a track record of addressing both the causes and consequences of loneliness and isolation and can play a leading role in tackling the social and economic costs.

Indeed, studies suggest that over a third of health and social care costs could be mitigated.

The Shropshire CT Consortium

commissioned consultants to produce a collective **Impact Report** which clearly demonstrates how the activities of CT in Shropshire support the objectives of the **Shropshire Plan 2022/25**, the **Integrated Care Strategy 2023** and the emerging **Integrated Care Plan**.



Marie Monk-Hawksworth, CEO

An Infographic showing the overall impact across Shropshire is included in this report and shows some huge numbers!

These reports will help to ensure that relevant public sector bodies have a greater understanding of what we do. But also help steer our services towards the outcomes and health benefits identified by these statutory funding bodies where they also meet the needs of our own users.

In addition, the data gathered has been utilised to inform a consortium bid to the **Motability Grant fund**. This is for the provision of replacement vehicles, running costs and training for Volunteers.

We've also continued to work with the Community Transport Association (CTA) which is the national body representing CT. We've assisted in their research for a sector-wide Impact Study for the whole of England (to be published later in 2024).

Looking ahead to 2024-2025.....

Staff from the CTA came along on one of our shopping trips to meet passengers and help design the questionnaire which was used to help gather data. I also had the pleasure of speaking at the **CTA National Conference** at the NEC where I got to talk about the Friendly Bus and also all the work I do with the Consortium.

Our main focus for 2024-25 will remain on helping as many people as possible access the essential services they need, as well as helping them live happy, healthy independent lives filled with fun and laughter.

An important element to achieve this is recruiting new volunteers to meet the increased demand for our services.

Friendly Bus will also continue to work with other voluntary and community sector organisations in the county to develop strong relationships and joined up working with each other and statutory services.

As the Chief Executive Officer, I sit on the Board of Voluntary and Community Sector Assembly and I'm the current Chair of the Shropshire Community Transport Consortium.

Our 'HELP US BUY A BUS' campaign!

In order to safely and effectively deliver our services we also need to replace at least 2 of our ageing minibuses.

This report highlights the increasing demand for our services but also the increasing costs needed to keep the vehicles on the road. The maintenance has more than doubled since the previous year and we are having to use up our charitable reserves, which is not sustainable.

Marie



cta
community transport
association

We've had a blast!

ACKNOWLEDGEMENTS

Thank you to all our volunteers, community supporters, members and everyone who has donated to us this year.

Thank you to the Co-op at Ironbridge for choosing us as a local community cause again, Broseley Town Council, Much Wenlock Town Council, McCarthy & Stone, Millichipe Foundation, A.F. Blakemore & Son Ltd, Sheinton Fete, Broseley Women's Institute, Much Wenlock's Women's Institute and many more. Lots of individuals have gifted both large and small sums. Several members or volunteers have asked for donations to Friendly Bus instead of receiving birthday presents! Thank you to you all - every penny really does count!

THANK YOU

FOR YOUR CONTINUED SUPPORT



The Friendly Transport Service (Shropshire) is a Company limited by guarantee, registered in England & Wales No. 4770291.

Reg. Charity No. 1131707

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facebook.com/thefriendlybus

www.justgiving.com/campaign/thefriendlybus

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)

England & Wales - Charity number 1131707

Accounts



Impact **REPORT**



2022-2023

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NOTE FROM OUR CHAIR

Winston Churchill said:

'It is wonderful what great strides can be made when there is a resolute purpose behind them.'

This report demonstrates what great strides have been made by The Friendly Bus organisation over the last twelve months. Following the previous years of lockdown, it would have been challenge enough to restore our services back to pre-pandemic levels. It is clear from the following pages that we have gone further and now offer even more, to more people, in more areas.

Our aim is to support our communities with a wide array of services, all underpinned by providing community transport. Through this, we also hope to reduce loneliness and isolation. To quote, "It's so much more than taking people from A to B".

Of course, it is about helping members with essential journeys such as medical appointments and shopping trips. More than that though, it is also about enabling our passengers to get out and about and foster social connections. We can take them to visit friends and relatives, to an exercise class or swimming session. They might make new friends during a day out on a 'social trip' to the coast, a bustling market or a retail outlet.



There is only one good way to find out if what you are offering is what is needed and wanted - that is to ask your clients. We did this at the beginning of 2023 and are using the feedback to shape our plans. Two-thirds of our members use our services weekly or monthly and nearly half said that they would not be able to receive the support they need without us.

Speaking as a community car driver, I can echo the sentiments expressed by my fellow volunteers - I love meeting members and being able to make a difference.

It is often said that without volunteers, The Friendly Bus would not be able to do what we do. That is true and the support from Shropshire Council, donors and the Board of Trustees is also key. However, none of this would be possible without such a dedicated, willing and capable team of employees, so thank you for your hard work, and for the good humour along the way.

Alison

INTRODUCTION

"The 2011 census showed that Shropshire has a higher percentage of over 65 year olds than the national average. Conversely the rate of under 25 year olds is lower than average."(Shropshire Council)

Our aims

We're a registered charity 'The Friendly Transport Service' (1131707), supporting our communities in Broseley, Much Wenlock, Shifnal and surrounding areas.

Our aims are to help:

- reduce loneliness and isolation in our communities for those that are elderly, vulnerable, isolated or have disabilities by providing community transport; and
- support our communities by providing 'Good Neighbour help' such as the collection of prescriptions, shopping and library books, a befriending service and help staying safe in the home.

This enables people to retain their independence, autonomy and provides social opportunities and enrichment.

Our services

- Regular minibus trips to local retail parks, supermarkets, home stores and markets.
- Community car journeys that prioritise getting people to their medical appointments.
- Social trips to tourist attractions, garden centres, seaside towns and places of interest.
- Transport to local social groups and fitness classes.
- Shopping, prescription and library book collections.
- Light bulb and smoke detector battery changes.
- Light gardening help such as mowing and pruning.
- Internal window cleaning.
- Regular phone calls or face-to-face visits from a matched volunteer to chat as part of our befriending service.

COMMUNITY TRANSPORT...

...IT'S SO MUCH MORE THAN TAKING PEOPLE FROM A TO B.



OUR COMMITTEE

CHAIR



Alison Richards

TREASURER



Margaret Dutton

CEO



Marie Monk-Hawksworth

SECRETARY



Liz Mars



Nigel Porter



Dave Marriot



Sue Cotton



Heather Armstrong

TRUSTEES

OUR OFFICE TEAM



Marie



Julie



Caroline



Laura



Ian

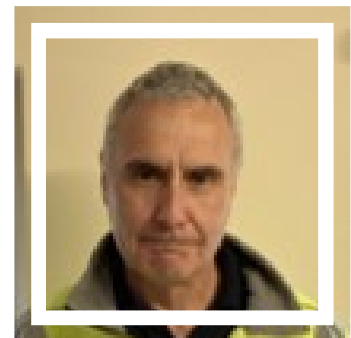
School contracts

Providing school transport helps to support our other operations.

For the academic year September 2021 to July 2022 we were awarded three contracts from Shropshire Council's Passenger Transport Group. This was to transport children to and from Bridgnorth Endowed School, Oldbury Wells School and Wightwick Manor School.

From September 2022 we were no longer contracted for Oldbury Wells School but gained additional routes for Bridghnorth Endowed School and retained the Wightwick Hall School contract.

Our contracted school drivers are pictured to the right. Our pool of relief drivers also provide ad-hoc cover to ensure continued provision.



COMMUNITY CAR JOURNEYS

**TOTAL
2,322**

At a Glance



Medical

1,698



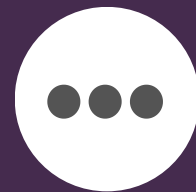
Exercise
& Welfare

402



Good
Neighbour

132



Other

90

Top three journey types in each category



842

Hospital

584

Doctors

130

Dentist



160

Visit friends &
family (care home,
hospital etc)

126

Exercise

116

Mental
wellbeing



56

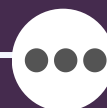
Food
delivery

44

Prescription
collection

28

Shopping



44

Personal business
(banking,
solicitors etc)

26

Hairdressers

10

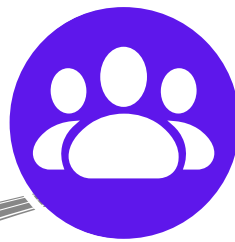
Funeral

Data collected from 1
March 2022 to 28
February 2023

MINIBUS JOURNEYS

1,256

All members that provided us with their feedback, confirmed they felt **safe** on our trips and **supported** getting on/off the minibus.



406

Groups & school trip
bookings



410

Shopping trips

Feedback consistently showed the trips most favoured are to outdoor venues, in particular markets, the seaside and garden centres.

Most found the destinations accessible but seating for a rest remains a priority, which we'll continue to consider when planning future trips.

280

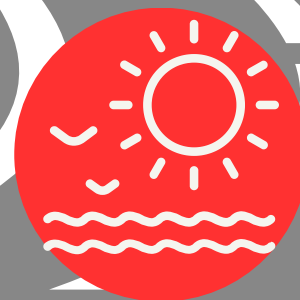
Clubs & exercises classes



The feedback suggested some (albeit relatively small) demand for shorter trips.

There are a number of reasons this was mentioned such as our member being a carer for a loved one at home, having a dog they can't leave for long or needing to take medication.

We'll take this into consideration when planning future trips and promote them as being shorter.



160

Social trips



39 of our 80 Social Trips were free using funding as a Co-op Local Community Cause

Some of the places **we visited last year....**

SHOPPING

Lidl, Aldi, M&S Food Hall, Sainsbury's, Tesco, Asda, Morrisons, Poundstretcher, Ikea, The Range, Telford Town Centre, Meole Brace Retail Park, Wrekin Retail Park, Forge Retail Park, Boundary Outlet, Penkridge Market, Bilston Market, Ludlow & market, Much Wenlock High Street, Madeley shops.

SOCIAL TRIPS

Barmouth seaside, Cavalier Centre, Welshpool & Llanfair Light Railway, Bridgnorth Garden Centre, National Memorial Arboretum, MAWS Craft Centre, RAF Museum Cosford, Percy Thrower's Garden Centre, Cuan Wildlife Rescue Open Day, Little Wytheford Farm - sunflowers, Dobbies Garden Centre, Shropshire Hills, The Albrighton Trust Moat & Gardens, David Austin Roses, Llandudno seaside.



About our members

81%

of service users said Friendly Bus enhances their wellbeing.

873 Passengers on our system
(minibus & community car users)

48 New members (have never been a Friendly Bus member before)



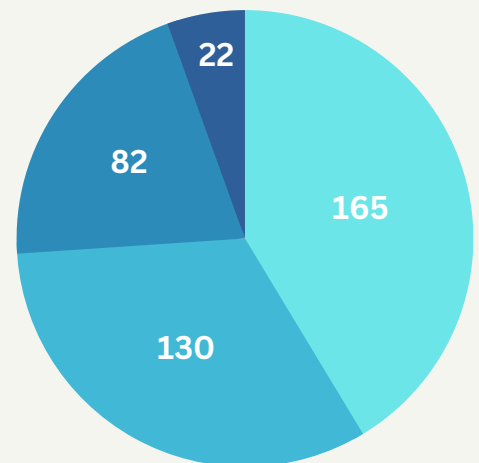
95% told us they wouldn't be able to receive the same level of support without us, or that they would struggle.



Nobody rated our services negatively. 98.5% rated our services as **Good** or **Very Good**. 1.5% rated them as **OK**.

MOBILITY AIDS

- Walking stick
- Walker/rollator
- Wheelchair
- Other (eg blind, assistant dog etc.)



Over 65% use our services at least monthly - the majority use us weekly.

The cost of our services does not seem to be a barrier to the 13% of members that don't use them.

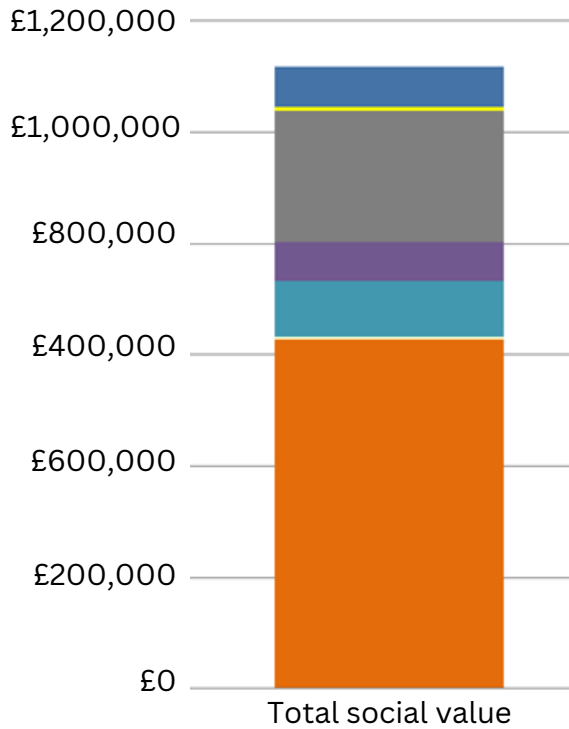
100% of our respondents rated our services as **'very reasonable'** or **'just right'**. Funding helps us to subsidise our services to "cushion" price increases (e.g. fuel hikes).

"We don't currently use you but want to support you because you're a vital service to older people who don't drive."

"We don't need to use your services just yet...we just like to know you're there in case we do."

OUR SOCIAL IMPACT

"Social Value refers to the wider financial and nonfinancial value created by an organisation through its day to day activities in terms of the wellbeing of individuals and communities, social capital created and the environment." Local Government Association



Our total social value **£1,117,316**

- £71,124** Increased independent living
- £8,484** Reduced direct healthcare costs
- £234,168** Primary "social" trip, leisure, sport, education, shopping, health and other trips
- £70,932** Increased affordability of trips for voluntary/community groups
- £99,767** Increased volunteering
- £5,088** Improved skills of staff and volunteers
- £627,754** Reduced indirect healthcare costs

Outcomes	How we meet the outcome	Value £
Increased independent living	Shopping trips	71,124.16
Reduced direct healthcare costs	Hospital and non-hospital health trips	8,483.84
Increased social interaction	Social trips, leisure & sport, education, shopping, health and other trips	234,168.00
Increased affordability of trips for voluntary / community groups	Total affordable group trips	70,931.60
Increased volunteering	Operations, office, senior management & governance.	99,766.57
Improved skills of staff and volunteers	MiDAS standard, accessible, PATS, first aid	5,088.00
Reduced indirect healthcare costs	All trips	627,753.60

Proud to make a difference

QUOTES FROM OUR MEMBERS...

"Just thank you. Without Friendly Bus my world would be a lot smaller."

"It's not just the Friendly Bus vehicles that give us joy, it's the wonderful support and service that's given to us all. Thank you"

"I just want to thank you all, for you what you do. I love using the Friendly Bus. I feel lucky to be a member, I really do."

"I don't know what I'd do without you, as I don't drive any more due to injuries. Everyone is so kind and friendly. I love the trips out and don't have to depend on family taking me out."

"I came to live in Broseley in 1985 but I did not know many people until I gave up driving and came on the Friendly Bus."

"The drivers are a Godsend for me. You all are wonderful - the office too."

"A very good service. All volunteers and staff - I thank you for running this wonderful service. It's a wonderful part of my life."

"Your drivers are really good and very helpful. They always help me into the car."

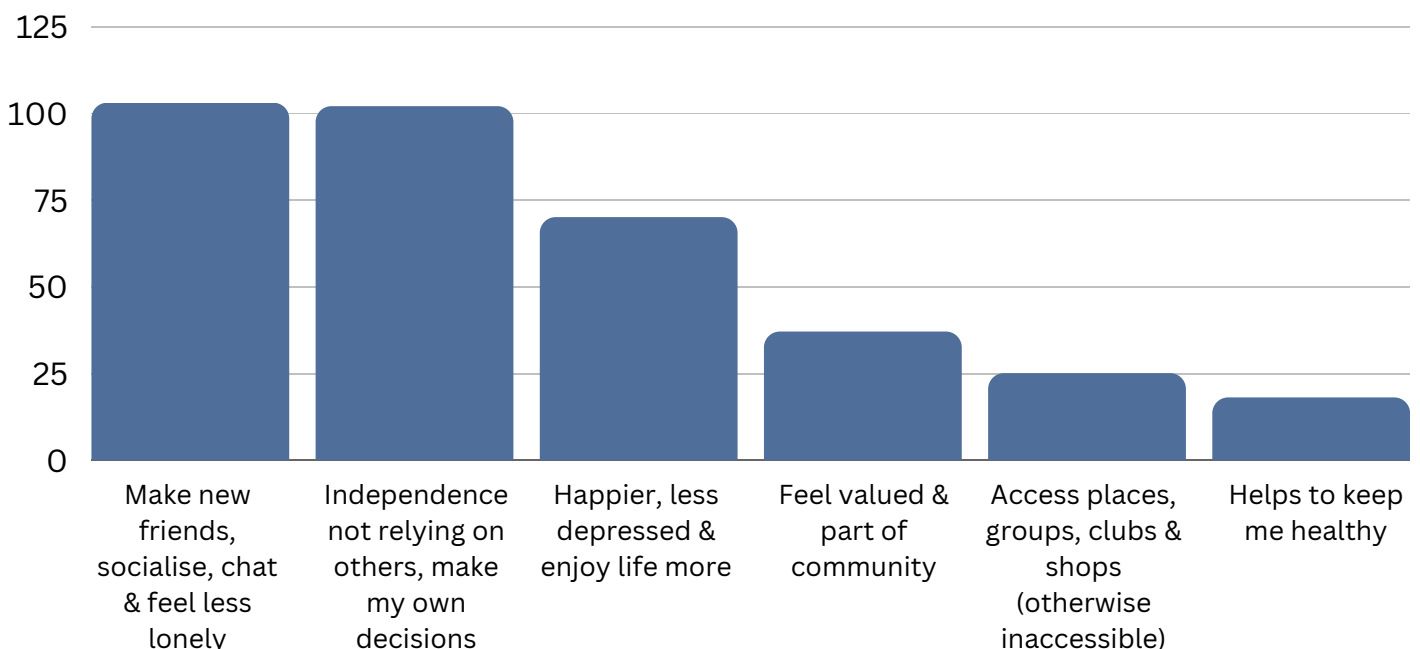
"I'm still in my first year of membership but I've already extended my circle of friends in Broseley."

"You make us feel very cared for and well supported."

"You mean everything to me."

"You are the lifeline to the world outside my home"

WHAT FRIENDLY BUS MEANS TO OUR MEMBERS



Keeping in touch...



8,007

phone calls
(approx. 160 per week)



1,526

newsletters sent
to members

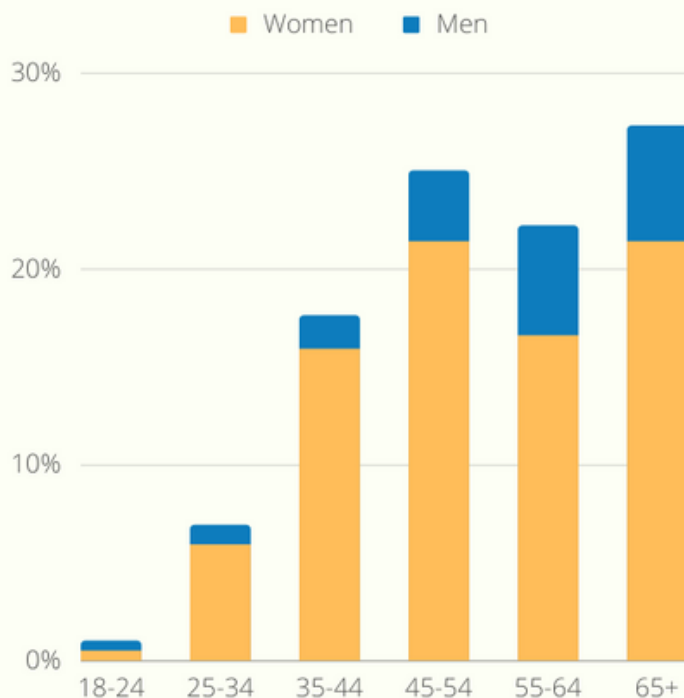


627

Facebook
followers

Facebook page followers by gender, age and location

- B** 42.4% follow from Broseley
- T** 24.20% follow from Telford
- MW** 4.90% follow from Much Wenlock
- B** 4.80% follow from Bridgnorth
- S** 4.80% follow from Shrewsbury



Average post reach 2,528 individuals.

Average post engagement is 501 individuals.



SHIFNAL
SHROPSHIRE

In September 2022 we began managing the Shifnal Shuttle, in partnership with Shifnal Town Council.



Shifnal Shuttle

The first launch of the Shifnal Shuttle in 2019/2020 was halted by the covid-19 pandemic. In 2022 the Friendly Bus purchased a (Peugeot) minibus for the project which has a lift at the rear and can accommodate wheelchairs - making it accessible to everyone regardless of their mobility.



The shuttle is available to anyone without access to transport in Shifnal and surrounding areas. The service is still relatively new but continues to grow by number of members and volunteers.

Every Tuesday the service goes to Telford (retail parks, shopping centre, supermarkets etc). Every other Friday the service goes to Shifnal High Street and on alternating weeks we vary the destination to places such as Newport, Wellington Market, Madeley etc.

FROM SEPTEMBER 2022 TO 28 FEBRUARY 2023....



55

Members



3

Volunteers



33

Trips
(for 163
passengers)



1,279

followers
(87% female)

OUR VOLUNTEERS

"WITHOUT THEM, WE WOULDN'T BE ABLE TO DO WHAT WE DO"

"I Just love volunteering. It helps to keep me busy, otherwise I start to get lonely. I love meeting the members and chatting to them and I can see what a difference it makes to have my support when they're feeling anxious on our way to an appointment."

Community car driver

9,667 hours given by our volunteers over the year - almost 200 hours each week.



93 Volunteers in total

- 15 BROSELEY COMMUNITY CAR DRIVERS
- 13 MUCH WENLOCK COMMUNITY CAR DRIVERS
- 13 BROSELEY MINIBUS DRIVERS
- 04 MUCH WENLOCK MINIBUS DRIVERS
- 08 PASSENGER ASSISTANTS
- 06 GOOD NEIGHBOUR
- 06 NEWSLETTER TEAM
- 10 MUCH WENLOCK COCO & BEFRIENDERS
- 12 BROSELEY BEFRIENDERS

Volunteer activity	Hours
Community car drivers	4,748
Social trips	2,992
Group bookings	1,624
Newsletter team	125
Fundraising team	178

Some of our volunteers also help at events to raise awareness of us and fundraise.



"Volunteering provides a unique opportunity to hear the stories of people I would otherwise never get to meet. Hilarious, tragic, mundane and fantastical tales waft over me from the back seats as we pootle along.

Driving the minibus often feels more like driving a time machine!

Minibus driver

Some of our volunteers



Keeping our fleet on the road



KDZ 16 Seater Peugeot



BCE 15 Seater Mercedes



OBC 11 Seater Peugeot



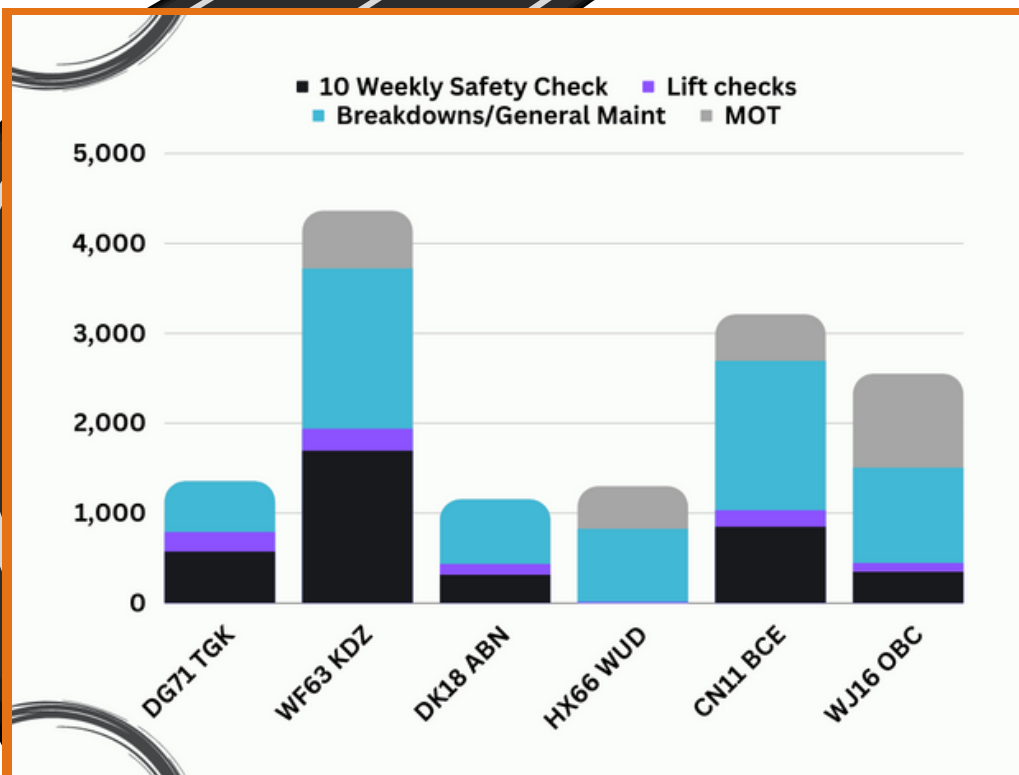
TGK 8 Seater Peugeot



WUD 7 Seater Ford Galaxy



ABN 16 Seater Peugeot (Shifnal Shuttle)



VEHICLE MAINTENANCE COSTS

Totals spent

- £3,764: 10-week safety checks
- £867: Lift checks
- £6,579: Breakdowns & general maintenance
- £2,669: MOTs

Total cost to keep all vehicles on the road: £12,733*

*Excluding road tax and insurance

MINIBUS DRIVER

AWARENESS TRAINING



STANDARD

12 Trainees



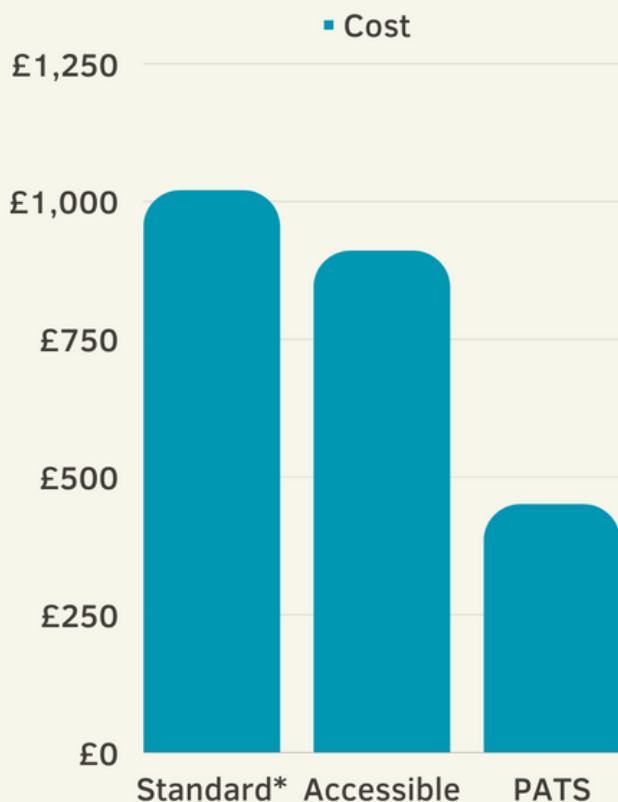
ACCESSIBLE

10 Trainees



PASSENGER ASSISTANCE

7 Trainees



*£1,020 saved by training internally

As a registered training agent for the Community Transport Association's (CTA) MIDAS Scheme, we're able to train our volunteers in-house.

This saves us money and also enables us to generate a small amount of income by providing training for other community transport organisations and local taxi companies.

Income & savings

£1,020

Savings - driver training

£970

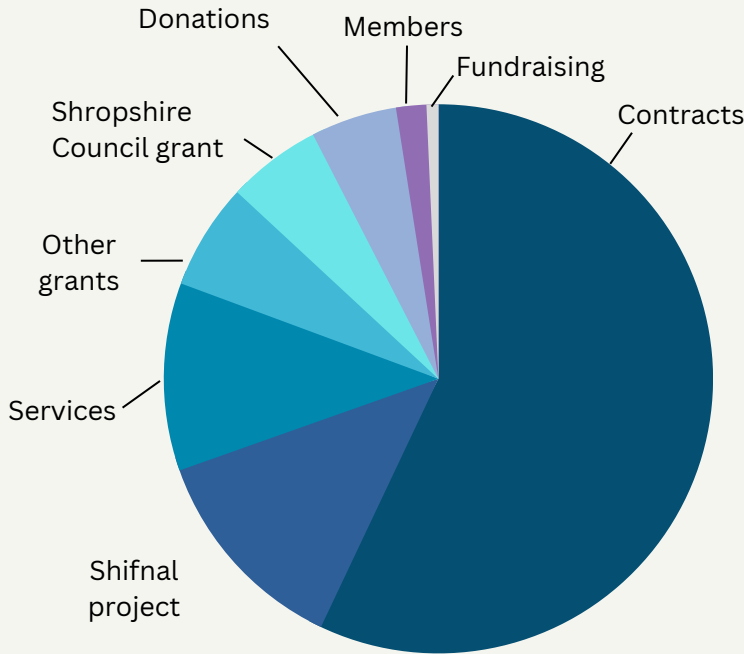
Wheelchair training income

£450

Passenger Assistance income

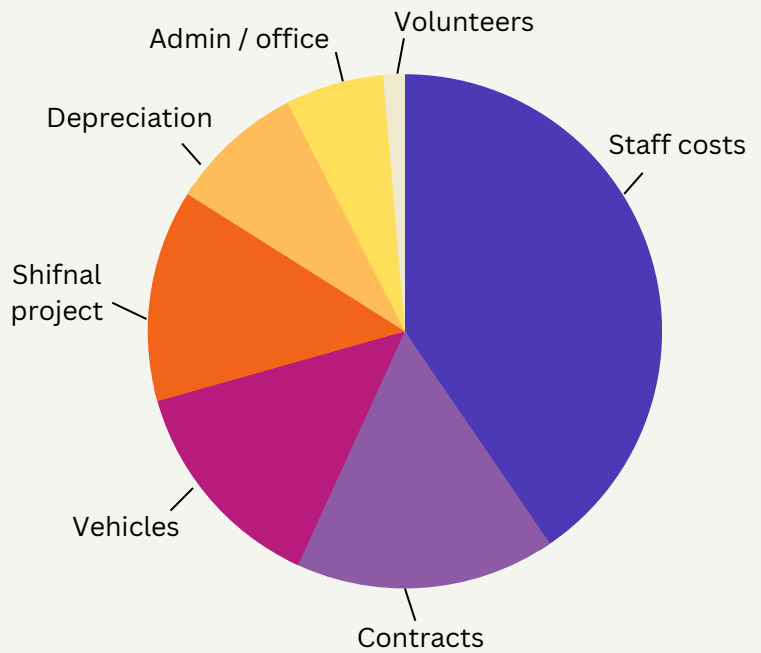
INCOME & EXPENDITURE

We've seen a new trend emerge in 2023, with members requesting donations in lieu of birthday gifts or holding a birthday raffle at their party. This continues to boost our donations pot - thank you to everyone who has chosen to do this for us!



INCOME The majority of our income comes from the home to school contracts we're awarded from Shropshire Council. However, with so many private sector companies now also bidding for these it's becoming increasingly harder to compete and the social value of our services is not being taken into consideration.

EXPENDITURE As with most organisations, the biggest cost is for staff, however without our dedicated and fully trained team we could not support our users as we do.



GRANTS Total of £5,488 - 26% less than last year...

£500
Barchester - to buy a new wheelchair

£2,903.64
Co-op - to subsidise trips (ensuring they're accessible for everyone)

£2,000
Millichope - to support the delivery of our service

£84.38
Amazon Smile (this scheme has now ended)

Income & Expenditure Accounts

28 February 2022 to 1 March 2023

Income		2023 (£)	2022 (£)
Grants	Shropshire Council	38,932	38,932
	Other Grants	14,061	23,490
	Other income	4,572	7,480
Service	Shropshire Community Cars	4,180	3,701
	Friendly Bus Fares	141,605	119,872
	Subscriptions	3,615	2,490
	Donations to Service	7,316	5,353
Other	Fund raising	1,025	744
	Bank Interest	286	24
Total Incoming Resources		216,502	202,086

Expenditure		2023 (£)	2022 (£)
Employment	Wages, tax, NI, Payroll	123,580	114,202
Expenses	Shropshire Community Cars	3,584	2,134
	Volunteer Costs	777	763
Shifnal	Vehicle Hire		216
Vehicles	Vehicles	43,965	35,946
Office	Rent Rates and Service Charge	4,350	3,600
	Insurance	1,465	1,149
	Repairs and Maintenance	456	49
Admin	Printing Postage and Stationery	3,010	2,238
	Telephone and Internet	2,799	2,238
	Fixtures and Fittings		
General	Catering and Room Hire	861	482
	Fees and Subscriptions	505	120
	Accountancy Fees	900	855
	Fund Raising Expenses	103	115
	General Expenses	1,488	196
	Other	328	4,622
	Depreciation	16,520	16,076
	Disposal of assets		
Total Resources Expended		205,248	185,001
Difference between income and expenditure		11,254	17,085
Total funds brought forward		137,069	118,115
Total funds carried forward		148,323	135,200
Current assets		115,281	103,826

A copy of the financial statements for the year ended 1st March 2023, as prepared by our accountants for Companies House is available upon request. The accounts presented above are a simplified version of these accounts which highlight information likely to be of interest to members.

Key points from 2022-2023 and looking forward to 2023-2024...

As this Annual Report shows, Community Transport (CT) is so much more than travel from A to B.

Our recent survey has shown that many of our users see our services as a 'lifeline' and through getting out and about with us they 'can live better lives'. CT enables older people to remain independent and engaged in society, removing barriers that would otherwise exist. As a result, people are more able to continue their normal lives; maintaining social links, addressing their personal needs and accessing relevant services. Importantly, we provide unique services which are not filled by traditional operators in the public or private sectors.

Our users often require additional support in leaving their home and accessing the services they require. CT facilitates this in a cost-effective manner, enabling a wider range of people to get about. Vehicles are specially adapted. Dedicated staff and volunteers are trained to meet our users' accessibility, safeguarding and safety needs. Making vulnerable people feel comfortable and confident travelling are key objectives for community transport.



This year has seen demand for our services return to pre-covid levels and beyond. In order to meet this growing demand of lonely and isolated people and an increasing need to address this issue from a public finances perspective, prevention and early intervention must be the key priority. Friendly Bus, and other CT groups, are building a track record of addressing both the causes and consequences of loneliness and isolation and can play a leading role in tackling the social and economic costs.

Indeed, studies suggest that over a third of the cost of the health and social care costs could be mitigated.

The Shropshire CT Consortium has commissioned consultants to produce an Impact Report which clearly demonstrates how the activities of CT in Shropshire support the objectives of the Shropshire Plan 2022/25, the Integrated Care Strategy 2023 and emerging Integrated Care Plan. Two versions of the Impact Report will be produced, one focused on the County Council objectives (transport, economic growth, net zero and inclusion) and the other focussed on the objectives of NHS Shropshire, Telford and Wrekin (Health, Social Care and Inclusion). It will also take account of the emerging Local Transport Plan 4 and any other relevant Council policies or plans.



These reports will help to ensure that relevant public sector bodies have a greater understanding of what we do and also help steer our services towards the outcomes and health benefits identified by these statutory funding bodies where they also meet the needs of our own users.

In addition, the data gathered will also be utilised to inform a consortium bid to the **Motability Grant fund**. This will be for the provision of replacement vehicles, running costs and training for Volunteers.

We have also been liaising with the Community Transport Association (CTA) which is the national body representing CT. We have assisted in ongoing research into CT's role in providing Home to School Transport (which we do with our council contracts). Many CT groups across the country are expected to utilise such contracts to help support their core CT services due to the drastic cuts in grant funding. Friendly Bus would not be able to operate without bidding for and winning these contracts as our grant now only represents 5% of our annual income.



However, we are in close competition for these contracts with the private sector operators and our added social value is not taken into account. It is a high-risk strategy and there are concerns for the sustainability of this approach, hence the need for our Impact Reports to gain support from the funding bodies.

Our main focus for 2023-24 will remain on helping as many people as possible access the essential services they need, as well as helping them live happy, healthy independent lives filled with fun and laughter. An important element to achieve this is recruiting new volunteers to meet the increased demand for our services.

Effective communication is now more important than ever. We're launching a new website which will showcase our services and achievements more clearly and we'll be developing a secure login area for our volunteers to access resources and training materials.

Friendly Bus will also continue to work with other voluntary and community sector organisations in the county to develop strong relationships and join up working with each other and statutory services. As the Chief Executive Officer, I sit on the Board of Voluntary and Community Sector Assembly and I'm the current Chair of the Shropshire Community Transport Consortium.

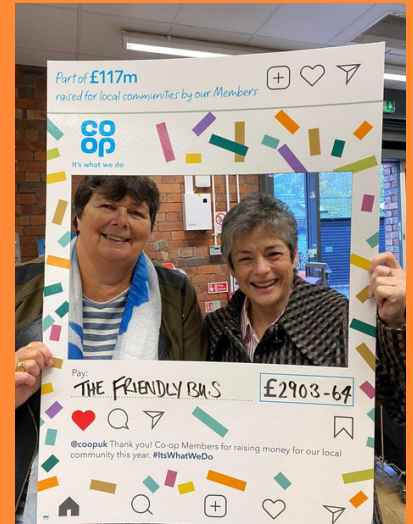
Marie Monk-Hawksworth

Chief Executive Officer

We've had a blast!



ACKNOWLEDGEMENTS



Thank you to all our volunteers, community supporters, members and everyone who has donated to us this year.

Thank you to the Co-op at Ironbridge for choosing us as a local community cause last year, Much Wenlock's Women's Institute, Broseley C of E Church, Wenlock Bakery and Selina Graham, Shropshire's High Sheriff for 2022.

WE THANK YOU FOR YOUR CONTINUED SUPPORT



The Friendly Transport Service (Shropshire) is a Company Limited by Guarantee
Registered in England & Wales No. 4770291. Reg. Charity No. 1131707
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info@friendlybus.co.uk · www.friendlybus.co.uk · facebook.com/thefriendlybus

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)

England & Wales - Charity number 1131707

Accounts



the friendly bus

Annual Report

The Friendly Transport Service (Shropshire)

**2021
- 2022**



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Foreword from our Chair, Allison Richards

After the extremely challenging times we faced during the COVID-19 pandemic and the resulting lockdowns, the Friendly Bus team started the financial year 2021/2022 with hope on the horizon. In March, the schools re-opened and the 'Stay at home' order ended. During the following months, most of the constraints imposed by the government were gradually relaxed.

The focus for us was clearly to resume all our usual activities, including operating the Schools' contracts, minibus trips and the community car scheme, but we felt that we had to do more. Many of our members had lost both their confidence and their mobility during the periods of enforced isolation. We decided to try and help them to address these issues with our 'Socially Active Project'.

This was primarily financed by a substantial grant awarded to the Friendly Bus by the Postcode Community Trust. A three-pronged approach was devised to create opportunities for our members to meet, socialise and have some stimulation away from their own homes:

1. Swimming - exclusive use of the local pool every week for an hour
2. Outings - initially to open-air locations, such as parks and garden centres
3. Befriending - including accompanied walks

The take-up of these activities was encouraging and the feedback very positive. I would like to thank all in the Friendly Bus team; staff, volunteers, donors and trustees for once again identifying a need in the community and offering our members a superb service in response.

This year we celebrate the 20th Anniversary of The Friendly Bus and can reflect on the organisation's progress. We are also marking the Queen's Platinum Jubilee and this brings to mind the Queen's Award for Voluntary Service that was presented to us. The citation explained that the service is:

"a key weapon in defeating the risks and effects of social exclusion in the remote southeast of Shropshire ... an 'exemplar' organisation, citing ... its 'power to change communities'.

Thank you to everyone who has contributed to ensure that this continues to be the case.

About us

The Friendly Bus is a registered charity "The Friendly Transport Service" (1131707), supporting our communities in Broseley, Much Wenlock and Shifnal (and their surrounding areas).

Trustees

Christopher White
Allison Richards
David Marriott
Margaret Dutton
Elizabeth Mars
Janet Robinson
Nigel Porter
Sue Cotton
Terena Hutchings

Office Staff

Marie Monk-Hawksworth (CEO)
Julie Brazier (Operations Manager)
Caroline Nicholls (Training & Transport Manager)
Laura Cooper (Communications Manager)

Paid drivers / Passenger assistant

Rob Aston (driver)
Nachhattar Singh Thiara (driver)
Graham Sockett (driver)
Gareth Millington (driver)
Helen Gough (SEN Passenger Assistant)

Volunteers

We currently have 41 in Broseley, 18 in Much Wenlock and 8 in Shifnal.

Most of these are drivers and passenger assistants but some are fundraising or good neighbour



Throughout the covid-19 pandemic, we continued to meet the needs of our members to get to their medical appointments including nearly 150 journeys for covid-19 vaccinations.

Getting people out and about to combat loneliness remains our top priority for one of the 2 key 'at risk' groups identified by Social Prescribing data. Transport is essential, and for those who cannot drive, public transport or taxis are their alternatives. However, when these aren't available or cannot be accessed, the individual is isolated and often does not fulfil basic human needs.

As the lockdown restrictions began to relax at the start of the 2021-2022 financial year and members had received their double covid vaccinations, we were gradually able to resume our remaining core services. After our members were unable to leave home for so long, all our trips (weekly shopping trips and outings) were in high demand with multiple buses often being needed.



**Our
volunteers
are not
just**

drivers. They're the first face our member may have seen in over a week, the first person they've spoken to, they provide mental support and a holding hand to a worrying appointment.

(Key elements of the Prevention Agenda).

Out and about together

We have the following vehicles in our Fleet:

- 7-seat car
- 8-seat minibus
- 11-seat minibus
- 15-seat minibus
- 16-seat minibus
- 16-seat minibus on long-term loan for Shifnal Shuttle use.

Sadly the Renault minibus has had to be scrapped, so we bought a new 8 seat minibus in to replace it.

We continue to provide transport for our members to a wide range of activities:



Good neighbour

Weekly Shopping Trips

- Telford retail parks and town centre.
- Shrewsbury Meole Brace (now including Percy Throwers to keep up with demand to go there!)
- Markets such as Bilston, Ludlow and Penkridge.
- Much Wenlock High Street.

Regular Clubs:

- Cinema Club.
- "Move it or lose it" fitness class.
- Bingo at Broseley Social Club.
- Jackfield Monday Club.
- Let's Get Together.
- Lunch Club at The Fox in Much Wenlock.
- Lady Forrester's Day Care Centre.

Outings/Leisure trips

At least 3 each month and at least one funded if possible.

As a community transport charity, helping to meet the transport needs of our members will always remain our core priority. However, before the pandemic, other needs had been identified.

Having piloted elements of a Good Neighbour Scheme during the pandemic, we officially launched additional services to help our members, in July 2022.

Introducing our new Good Neighbour Scheme!

We have new services. As well as taking you to your medical appointment by car, here's a useful summary of all the ways we can now help you.



Regular bus trips to local retail parks and Supermarkets.



Leisure trips to garden centres, parks, seaside towns etc.



Dial-a-ride to your local high street, visit the hairdressers, meet a friend etc.



Shopping and prescription collections if you're unable to leave your home.



Supported walks to rebuild your mobility and confidence.



Collect/return your library books if you're unable to get out.



Help keep you safe - replace smoke detector batteries and lightbulbs.



Clean windows inside, light gardening duties (mowing, pruning), etc.



Regular phone calls or face to face visits from a matched volunteer to chat and check how you are.



Transport to social groups including the Broseley Cinema Club.



Shifnal Shuttle

Having hired a minibus in preparation of this new service, it remained unused when the pandemic hit. This was relaunched during the 2021/2022 tax year with new artwork and in partnership with Shifnal Town Council.

The project has recently recruited four new VOLUNTEER DRIVERS, who are currently being trained so that we can start providing this new service to the residents of Shifnal and surrounding areas.

Shifnal Shuttle
Local transport service, supporting our community
Call 01952 881145
In partnership with Shifnal Town Council
Managed by The Friendly Bus

VOLUNTEER DRIVERS NEEDED NOW!

New local transport service supporting our community
in Shifnal Town Centre and surrounding areas
"The new service is great! I don't have a car but live remotely. I can now take my toddler to a playgroup each week, get to the GP surgery and cinema. My elderly parents can be more independent too. They can now shop for themselves at the supermarket and meet their friends for a coffee and chat in the High Street!"

Shifnal Shuttle
Local transport service, supporting our community
Call Friendly Bus on 01952 881145 between 9am and 1pm Monday to Friday
In partnership with Shifnal Town Council
Managed by the Friendly Bus
Registered charity 133707

Volunteers needed!
"Being a volunteer driver is fun, sociable and helps to keep me active since I retired. I find it so rewarding and love meeting everyone!"
Do you have a driving licence, friendly nature and some free time now and then?
Call Friendly Bus on 01952 881145 between 9am and 1pm Monday to Friday.
MIDAS Driver training, DBS check and supportive team provided.

Who is the service for?
We're here to help everyone in the Shifnal Community who can't access public transport.
"I can now meet my friends for a tea and a chat in the High Street!"

16 seat minibus
Accessible to everyone
Accessibility lift - Grab handles
Seat belts - Regular safety checks

Supporting local community groups...
We can help schools and other organisations bring members to meetings, events and trips!

How do I join?
Simply call Friendly Bus on 01952 881145 between 9am and 1pm, Monday to Friday.
Friendly Bus are managing the Shifnal Shuttle, in partnership with Shifnal Town Council.

Addressing side effects from the pandemic

We recognised the side effects of the pandemic on our members which included loneliness, isolation, reduced mobility and reduced quality of life. We successfully applied for funding from The Postcode Community Trust, a grant-giving charity funded entirely by players of the People's Postcode Lottery. Our Socially Active grant of £5,860 was awarded to meet the following objectives:

- Help our vulnerable or elderly users regain their mobility that has deteriorated during lockdown and or improve their physical health; plus
- Provide much needed opportunities for social interaction and support.

This funding has enabled us to include at least one free trip each month to make us accessible to everyone, and subsidised other trips such as visiting the seaside!

Supported by players of



Awarded funds from

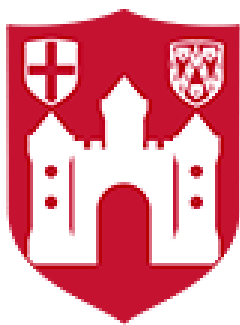


We've also provided weekly swimming sessions for members to have exclusive use of the pool and free transport, funded by the grant.

School Contracts

We continued to meet our school contract obligations with Shropshire Council throughout the pandemic to provide journeys to/from:

- Wightwick Hall School
- Bridgnorth Endowed School
- Oldbury Wells School



Groups

Groups journeys have increased throughout the year as lockdown restrictions ease. The majority of Group journeys have been for local schools on day trips.

Journey statistics

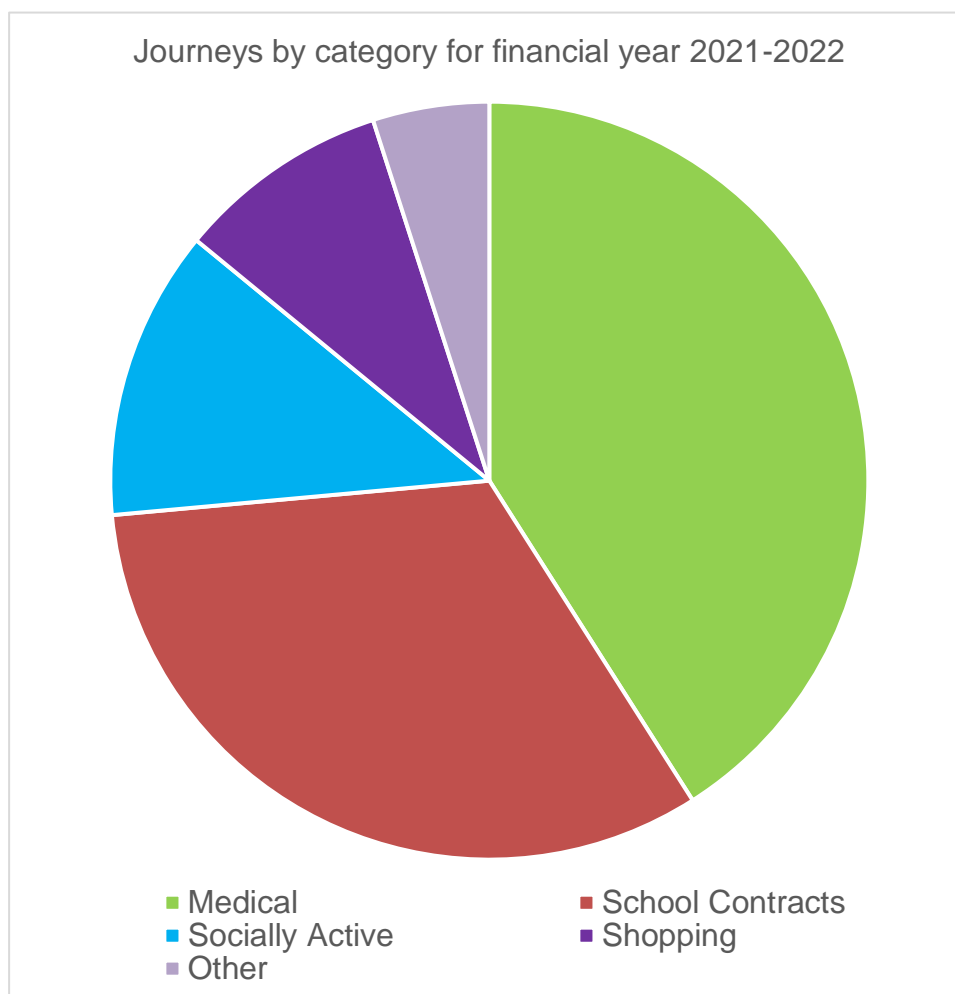
1,568 (41%) journeys were medical related.

1,246 (33%) journeys were school contracts.

474 (12%) journeys were related to our Socially Active project (including exercise classes and trips).

348 (9%) journeys were for shopping.

190 (5%) journeys came under the 'other' heading (including funerals, polling station, personal business etc.).



Fundraising

A big thank you to our dedicated fundraisers who tirelessly support us. As well as raising money they also help to raise our profile around the towns.

We have a regular stall at Much Wenlock Market on the first Friday of every month. A big thank you to Blandine, Carol, Ann and Marion who help with this. We have raffle tickets for our monthly hamper available along with homemade cards and crafts made by the kind Una.



Our members have been very generous this year, supporting us throughout covid and when our minibus was vandalised. In total we have received £5,353 this year. Thank you to everyone who has supported us!

Financial Report from our Treasurer, Margaret Dutton

Another strange year but one where we could see the light at the end of the tunnel. Our main income was from the school contracts which enable us to carry out our core activities.

We also received funding from Shropshire Council for both Broseley and Shifnal, Furlough payments from the Government, Lost Fares Grants, a grant from Broseley Town Council and the Millichope Foundation.

We raised additional income from delivering Midas Training to other organisations and thanks go to Caroline for all her hard work organising and delivering the training.

We received £5,353 in donations this year. We had very generous donations from passengers and volunteer drivers to whom we are very grateful.

We were also able to start fund raising again and we raised £744 from raffles at the Pop-up Markets, Broseley Lights Switch on, Much Wenlock Christmas Fayre and the sale of cards made by one of our volunteers. Thanks go to everyone involved in these events.

As our activities started to return to normal so our costs increased. Our biggest expenditure as always was on staffing and vehicle running costs.

We made an operating profit of £17,085. However, we did have capital expenditure as we bought two minibuses, one to replace our old minibus which was vandalised and one for the Shifnal Project.

Outside of our normal activities, we were involved in the bid for a grant from Shropshire County Council which funded Broseley Bounces Back which in turn was used to run the Pop-Up Markets. The Friendly Bus were paid to administer the markets and Marie and Laura put in a lot of effort to make them a success.

We were also involved in organising the Welcome Back Party which was enjoyed by many of our members. This was funded by Broseley Town Council.

I am pleased to report that we have ended the year in a healthy financial position.

Income and Expenditure Accounts to 1st March 2022

Income	2022	2021
Grants		

	Shropshire Council	38932		49842
	Other Grants	23490		35713
	Other income	7480		
Service	Shropshire Community Cars	3701		3009
	Friendly Bus Fares	119872		92104
	Subscriptions	2490		960
	Donations to Service	5353		5348
Fund raising		744		91
Bank Interest		24		188
	Total Incoming Resources	202086		187255

Expenditure		2022		2021
Employment	Wages, tax , NI, Payroll	114202		105227
Expenses	Shropshire Community Cars	2134		3127
	Volunteer Costs	763		465
Shifnal	Vehicle Hire	216		6653
Vehicles		35946		26838
Office	Rent Rates and Service Charge	3600		3600
	Insurance	1149		1355
	Repairs and Maintenance	49		155
Admin	Printing Postage and Stationery	2238		1702
	Telephone and Internet	2238		1422
	Fixtures and Fittings			1194
General	Catering and Room Hire	482		74
	Fees and Subscriptions	120		156
	Accountancy Fees	855		822
	Fund Raising Expenses	115		215
	General Expenses	196		143
	Other	4622		2213
	Depreciation	16076		5165
	Disposal of assets			
	Total Resources Expended	185001		160526
	Difference between income and expenditure	17085		26728
	Total funds brought forward	118115		91387
	Total funds carried forward	135200		118115
	Current assets	103,826		510119

A copy of the financial statements for the year ended 1st March 2022, as prepared by our accountants for Companies House is available to any member who requests it. The accounts presented above are a simplified version of these accounts which highlight information likely to be of interest to members.

Looking Forward

Throughout the last financial year, we've recruited 35 new members (i.e. people that

have never been a member before). From 1 January 2022 to June 2022 we've received a 15% increase in the number of new members finding and joining Friendly Bus.

Our aims for the next financial year will therefore focus on:

- Meeting the increased demand for all our services.
- Obtaining sufficient funding to continue ensuring our services are accessible to everyone, including our Socially Active project.

We're also applying for funding to help us reach people who don't currently use our services but would benefit from them. If successful, this project will focus on reaching out to....

- Anyone with long-term health conditions or disabilities, regardless of their age.
- Men who are often reluctant to ask for help despite struggling with loneliness.

As always, to achieve any of this we rely on us recruiting and retaining our wonderful volunteers.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)

England & Wales - Charity number 1131707

Accounts

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)

(A COMPANY LIMITED BY GUARANTEE)

REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 1st MARCH 2021

REGISTERED CHARITY NUMBER - 1131707

COMPANY NUMBER - 4770291 (ENGLAND & WALES)

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
COMPANY INFORMATION

DIRECTORS / TRUSTEES

Margaret Dutton
Janet Robinson
Elizabeth Mars
Nigel Porter
Christopher White
Alison Richards
Suzanne Boulos
David Mariott

SECRETARY

Elizabeth Mars

REGISTERED OFFICE

57, High Street,
Broseley,
Shropshire.
TF12 5EY

INDEPENDENT EXAMINERS

Silver & Co.,
Accountants, Taxation and Business Advisors,
The Hollies,
16, St. John Street,
Bridgnorth,
Shropshire.
WV15 6AG.

BANKERS

Unity Trust Bank Plc.,
9, Brindley Place,
Birmingham.
B1 2HB.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)

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Independent Examiners Report	3
Statement of Financial Activities	4 - 5
Balance Sheet	6
Notes to the Financial Statements	7 - 10

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 1st MARCH 2021

The trustees, who are also directors of the charity for the purposes of the company law, submit their annual report and the unaudited financial statements for the year ended 1st March 2021. The trustees have adopted the provisions of the Statements of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in 2005 in preparing the annual report and financial statements of the charity.

Directors and Trustees

The Directors who served during the year are as set out under "Company Information".

Structure, Governance and Management

The Company is governed by its Articles of Association and is controlled by the Directors.

Statement of Directors' Responsibilities

The trustees (who are also directors of The Friendly Transport Service (Shropshire) for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRSSE);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant information of which the charitable company's examiner is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the examiner is aware of that information.

Internal Control and Risk Management

The Directors review the effectiveness of all material internal controls, including operational, financial and compliance controls and risk management systems.

The internal control systems are designed to meet the Company's particular needs and the risks to which it is exposed, to manage those risks and to provide reasonable assurance against misstatement or loss.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
REPORT OF THE DIRECTORS AND TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 1st MARCH 2021

Statement of Disclosure of Information to Independent Examiners

We, the Directors of the company who held office at the date of approval of these Financial Statements. As set out above, each confirm so far as we are aware, that:

- there is no relevant information of which the company's independent examiners are unaware: and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant information and to establish that the company's independent examiners are aware of that information.

Objectives and Activities

The principal objectives and activities of the charity continued to be that of providing a community passenger transport service within the Bridgnorth District.

Achievements and Performance

The results for the year are set out in the attached statement of financial activities.

The company has continued to provide transport for the members of the community without alternative means of transport in the Broseley and Much Wenlock area. It has also continued to administer the Shropshire Community Car Scheme in Broseley and Much Wenlock.

Financial Review

The Company's policy is to retain surplus funds pending suitable application by the company for assistance of a project within the terms of charitable status.

The Treasurer maintains the financial records of the Company, in conjunction with the Company's Secretary and reports regularly at all meetings.

Custodial Trustee

All assets are held and belong to the Company, and none are held on behalf of third parties.

Independent Examiners

A resolution proposing that Silver & Co. be re-appointed as independent examiners of the charity will be put to the members at the forthcoming Annual General Meeting.

By Order of the Board

.....
Elizabeth Mars (Secretary)

.....
Date

**INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF
THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)**

We have examined the financial statements of The Friendly Transport Service (Shropshire) for the year ended 1st March 2021, which comprises Statement of Financial Activities, Balance Sheet, and the related notes. These financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

Respective responsibilities of Trustees and Independent Examiner

The Trustees (who are also the Directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied ourselves that the charity is not subject to audit under company law and is eligible for independent examination, it is our responsibility to:

- a) examine the accounts under section 145 of the 2011 Act;
- b) follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- c) state whether particular matters have come to our attention.

Basis of Opinion

We conducted our examination in accordance with the 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 you as 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 our examination, no matter has come to our attention:

- a) which gives us reasonable cause to believe that, in any material respect, the requirements:
 - i. to keep accounting records in accordance with section s130 of the 2011 Charities act; and
 - ii. To prepare accounts which accord with the accounting records, comply with the accounting requirements of the 2011 act and with the methods and principles of the Statement of Recommended practice: Accounting and Reporting by Charities have not been met; or
- b) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Silver & Co.
Accountants, Taxation & Business Advisors

The Hollies,
16, St. John Street,
Bridgnorth,
Shropshire.
WV15 6AG.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 1st MARCH 2021

	<u>Notes</u>	<u>Administration</u>	<u>Transport</u>	<u>Other Funds</u>	<u>2021</u>	<u>2020</u>
		<u>& Office Expenses</u>	<u>Income & Expenses</u>		<u>Total</u>	<u>Total</u>
		<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Incoming Resources						
Grants - Local Authority	3	49,842	-	-	49,842	38,931
Grants - Other Trusts	3	2,000	-	711	2,711	4,072
Grants - Other	3	-	16,321	-	16,321	-
Government Wages Support		-	-	7,076	7,076	-
Fares		-	101,103	-	101,103	115,927
Donations	2	-	5,953	-	5,953	8,161
Subscriptions		-	960	-	960	1,662
Bank Interest		188	-	-	188	84
Fundraising		91	-	-	91	5,080
Shropshire Community Car Scheme		1,743	-	1,266	3,009	5,879
Total Incoming Resources		53,864	124,337	9,053	187,254	179,796
Resources Expended						
Staff Costs/Expenses/Redundancy		105,227	-	-	105,227	110,686
Rent, Rates and Service Charge		3,600	-	-	3,600	3,600
Insurance		1,355	-	-	1,355	1,198
Repairs & Maintenance		155	-	-	155	1,962
Fixtures and Fittings		1,194	-	-	1,194	-
Printing, Postage & Stationery		1,702	-	-	1,702	1,730
Telephone		1,422	-	-	1,422	743
Catering & Room Hire		-	-	74	74	276
Shifnal - Car Hire		6,653	-	-	6,653	-
Shropshire Community Car Scheme		1,743	-	1,384	3,128	5,889
Vehicle Running Costs		-	26,838	-	26,838	41,316
Volunteers Expenses		-	465	-	465	3,850
Fund Raising		-	-	215	215	329
Accountancy Fees		822	-	-	822	798
Bank Charges		143	-	-	143	-
General Expenses		-	-	-	-	394
Subscriptions		156	-	-	156	182
Other		2,213	-	-	2,213	-
Depreciation & Amortisation		196	4,969	-	5,165	5,165
(Profit)/Loss on Disposal of Assets		-	-	-	-	-
Total Resources Expended		126,581	32,272	1,673	160,526	178,118
Net Incoming Resources before transfers		(72,717)	92,065	7,380	26,727	1,678
Transfers between Funds		92,065	(92,065)	-	-	-
Net Movement in Funds		19,348	-	7,380	26,727	1,678
Fund Balances Brought Forward		50,061	-	41,326	91,387	89,709
Fund Balances Carried Forward		69,409	-	48,706	118,114	91,387

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
FOR THE YEAR ENDED 1st MARCH 2021

All amounts above are derived from continuing operations and the trust has no recognised gains or losses other than those passing through the Statement of Financial Activities.

The annexed notes on pages 8 - 11 form part of these financial statements.

plus 124.65 cash adjust
plus 100 graham hollox, plus 605 other

£164 overview

187107 overview with 125 cash adjust and 22 int diff

was 105912, less p30bfwd and to pay I cooper 852 feb21

not in overview

after 1134 scc
after 609scc

28193 in overview less 1355 ins

798 overview, 822, 2021 rate

not in overview

156022 overview exc depn

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
BALANCE SHEET
AS AT 1st MARCH 2021

	<u>Note</u>	<u>2021</u>		<u>2020</u>	
		<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Fixed Assets					
Tangible Fixed Assets	7		-		5,165
Current Assets					
Debtors	8	2,456		8,265	
Cash at Bank and in Hand		117,054		80,026	
		<u>119,510</u>		<u>88,291</u>	
Creditors					
Amounts falling due within one year	9	<u>(1,396)</u>		<u>(2,069)</u>	
Net Current Assets			118,114		86,222
Net Assets			<u><u>118,114</u></u>		<u><u>91,387</u></u>
Capital and Reserves					
Called up Share Capital			-		-
General Funds			69,409		50,061
Transport Funds	11		-		-
Other Funds	12		48,706		41,326
Total Funds			<u><u>118,114</u></u>		<u><u>91,387</u></u>

1. The Directors are satisfied that the company was entitled to exemption under section 477 of the Companies Act 2006 relating to the small companies regime and that no member or members have requested an audit pursuant to section 476 of the Companies Act 2006.
2. The Directors acknowledge their responsibility for:
 - i. ensuring that the company keeps accounting records which comply with section 386; and
 - ii. preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with requirements of this Act relating to accounts, so far as applicable to the company.
3. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective 2008).

Signed on behalf of the Board of Directors

.....
Director

Signed for and on behalf of the Board of Directors on
The annexed notes on pages 8 - 11 form part of these financial statements.

2021.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
NOTES ON THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 1st MARCH 2021

1. Accounting Policies

(a) Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued by the Charity Commission in 2005 and applicable accounting standards.

The financial statements have also been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year, and have also been consistently applied.

(b) Company Status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability of the members is limited to £1 each.

(c) Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out on the notes to the financial statements. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income and gains are allocated to the appropriate fund.

(d) Incoming Resources

All incoming resources are included in the S.O.F.A. when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Voluntary income is received by way of donations and gifts and is included in full in the S.O.F.A. when receivable. Gifts donated for resale are included as income when they are sold. Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included.

Grants, including grants for the purchase of fixed assets, are recognised in full in the S.O.F.A. in the year in which they are receivable.

Income from investments is included in the year in which it is receivable.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
NOTES ON THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 1st MARCH 2021

(e) Resources Expended

Resources expended are recognised in the year in which they are incurred.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

Management and administration costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

(f) Tangible Fixed Assets and Depreciation

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Yellow Mini Bus Equipment	33.3% Straight Line
Office Fittings & Equipment	33.3% Straight Line
Motor Vehicles	25% Straight Line

2. Donations

	<u>General</u>	<u>Transport</u>	<u>2021</u>	<u>2020</u>
	<u>Funds</u>	<u>Funds</u>	<u>£</u>	<u>£</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Donations	-	5,953	5,953	8,161

3. Grant Income

	<u>General</u>	<u>Transport</u>	<u>2021</u>	<u>2020</u>
	<u>Funds</u>	<u>Funds</u>	<u>£</u>	<u>£</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Local Authority				
Grant - Shropshire Council SLA	22,842	-	22,842	38,931
Grant - Town Councils	2,802	-	2,802	-
Grant - Shropshire Council Shifnal	27,000	-	27,000	-
Grant - CBSSG	13,519	-	13,519	-
	<u>66,163</u>	<u>-</u>	<u>66,163</u>	<u>38,931</u>
Other Trust				
BSOG	711	-	711	2,072
Other Trusts	2,000	-	2,000	2,000
	<u>2,711</u>	<u>-</u>	<u>2,711</u>	<u>4,072</u>

4. Grants - Other

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Shropshire Community Transport	-	-
Donation for Swimming Club (from Broseley & Barrow Local Joint Committee)	-	-
Local Sustainable Transport Fund	-	-
	<u>-</u>	<u>-</u>

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
NOTES ON THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 1st MARCH 2021

5. Operating Gain	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Operating gain is stated after charging:		
Depreciation and other amounts written off tangible assets	5,165	5,165
	<hr/>	<hr/>
and after crediting:		
Profit on disposal of tangible fixed assets	-	-
	<hr/>	<hr/>

6. Employees	<u>2021</u>	<u>2020</u>
Number of employees		
The average monthly number of employees (excluding trustees) during the year was:		
Administration Staff	7	7
	<hr/>	<hr/>

Employment Costs	<u>Financed by</u>			
	<u>General</u>			
	<u>Fund</u>	<u>2021</u>	<u>2020</u>	
	<u>£</u>	<u>£</u>	<u>£</u>	
Wages & Salaries	44,499	44,499	49,333	
Contract Staff Costs	38,518	38,518	35,181	
Social Security Costs	6,853	6,853	8,232	
Pension Costs	10,886	10,886	13,167	
Payroll Management	1,199	1,199	1,104	
Staff Training/Expenses	3,272	3,272	3,669	
	<hr/>	<hr/>	<hr/>	
	105,227	105,227	110,686	
	<hr/>	<hr/>	<hr/>	

7. Tangible Fixed Assets	<u>Mini Bus</u>	<u>Office</u>	<u>Motor</u>	
	<u>Equipment</u>	<u>Fittings &</u>	<u>Vehicles</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Cost as at 2nd March 2020	1,093	5,993	104,608	111,694
Additions	-	-	-	-
Eliminated on Disposal	-	-	-	-
Profit on Disposal	-	-	-	-
Disposal Proceeds	-	-	-	-
Cost as at 1st March 2021	<hr/>	<hr/>	<hr/>	<hr/>
	1,093	5,993	104,608	111,694
	<hr/>	<hr/>	<hr/>	<hr/>
Depreciation as at 2nd March 2020	1,093	5,798	99,638	106,529
Charge for Year	-	195	4,970	5,165
Eliminated on Disposal	-	-	-	-
Depreciation as at 1st March 2021	<hr/>	<hr/>	<hr/>	<hr/>
	1,093	5,993	104,608	111,694
	<hr/>	<hr/>	<hr/>	<hr/>
Net Book Value at 1st March 2021	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
Net Book Value at 1st March 2020	-	391	4,970	5,361
	<hr/>	<hr/>	<hr/>	<hr/>

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
NOTES ON THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 1st MARCH 2021

8. Debtors - All Receivable Within One Year	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Trade Debtors	2,456	8,265
Other Debtors	-	-
Prepayments & Accrued Income	-	-
	<u>2,456</u>	<u>8,265</u>

9. Creditors - Amounts Falling Due Within One Year	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Trade Creditors	-	-
Other Creditors	586	1,271
Accruals & Deferred Income	822	798
	<u>1,408</u>	<u>2,069</u>

10. Analysis of Net Assets between Funds	<u>General</u>	<u>Transport</u>	<u>Other</u>	<u>Total</u>
	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Fund Balances as at 1st March 2021 as represented by:				
Tangible Fixed Assets	-	-	-	-
Current Assets	70,805	-	48,706	119,753
Current Liabilities	(1,396)	-	-	(1,396)
	<u>69,409</u>	<u>-</u>	<u>48,706</u>	<u>118,357</u>

11. Transport	<u>2020</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Transfers</u>	<u>2021</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Transport Income & Expenditure	-	124,337	(32,272)	(92,065)	-

12. Other Funds	<u>2020</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Transfers</u>	<u>2021</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Shropshire Community Car Scheme	-	-	-	-	-
Fund Raising	41,326	9,053	(1,673)	-	48,706
	<u>41,326</u>	<u>9,053</u>	<u>(1,673)</u>	<u>-</u>	<u>48,706</u>



**How we adapted to the Covid-19 pandemic
2020 – 2021**

Changed how we work and ensured business continuity....



Flexibly worked from home



Phone lines diverted daily to our own phones



Weekly online team meetings by Zoom



Secure online storage of documents to access remotely



Lone working in office 1-2 times weekly to check post and meet volunteers by appointment



Monitored guidance provided by the CTA and implemented safety measures as advised

School contracts



- Remained on standby to meet school contract obligations.
- Drove keyworker children to school as required.
- Adapted our vehicles with Perspex screens to keep drivers and passengers safer.

Meeting the needs of our members



Collected and safely delivered prescriptions and shopping from local shops to members' doorsteps.



Continued to take members to their medical appointments.



Taking people for the Covid jabs.

Looking after mental health and well-being....



Created a Swap Shop Bus, stocked with donated books, CDs, DVDs, jigsaw puzzles and puzzle books.

Drivers also had postage stamps for sale and could take letters to be posted.

We took requests for visits and our drivers used their local knowledge to target specific streets, but this was available for the whole community to use.



Looking after mental health and well-being....

We setup a telephone befriending service called the “Friendly Voice”.

Members requesting this were matched with a volunteer to regularly call for a chat.

This had the added benefit of us being able to check how members were.



Looking after mental health and well-being....



Regular Welfare Calls were made to members known to us as being vulnerable or suffering poor mental health.

We've implemented our safe-guarding policy when necessary.

Looking after mental health and well-being....

Garden plants wordsearch

Fuchsia	O	L	E	L	E	R	H	I	H	A	E	L	H	E
Dhalia	N	L	H	H	L	M	O	H	A	A	Y	H	L	M
Delphinium	I	P	H	L	O	X	H	S	N	E	P	H	H	R
Lily	N	Y	K	L	Y	P	L	E	E	O	O	T	O	I
Hosta	I	C	C	M	U	I	N	I	H	P	L	E	D	E
Peony	A	Y	O	I	H	O	S	T	A	I	P	E	D	A
Lupin	T	L	H	D	L	Y	U	O	K	P	A	H	S	R
Phlox	T	I	Y	H	F	U	C	H	S	I	A	T	N	O
Rose	P	L	L	O	N	I	P	U	L	L	E	D	D	A
Lavender	E	H	L	H	M	I	D	S	I	R	H	L	F	S
Aster	O	C	O	L	O	N	C	A	A	S	T	D	U	I
Hollyhock	N	N	H	E	L	H	Y	I	X	E	A	H	R	P
	Y	D	L	A	V	E	N	D	E	R	N	T	O	E
	K	S	V	E	C	A	N	L	L	L	D	S	I	U

Riddles (the answers are in the centre)

1. What has to be broken before you can use it?
2. I'm tall when I'm young and short when I'm old. What am I?
3. You see me once in June, twice in November and not at all in May. What am I?
4. What is full of holes but still holds water?
5. I have branches, but no fruit, trunk or leaves. What am I?
6. What has many keys but can't open a single lock?
7. What can you hold in your left hand but not in your right?
8. I am an odd number. Take away a letter and I become even. What number am I?
9. What gets wetter the more it dries?
10. Two fathers and two sons are in a car, yet there are only three people in the car. How?



July 2020

We're missing and thinking of you!

We've enclosed a "hug" with this newsletter to remind you that we're here for you if you need us. It has a magnet on the back to pop it on your fridge so its handy when you need to call us, or you could use it as a bookmark!



Here's a reminder of how we can help you:

- **Someone to talk to....**
A Friendly Voice Volunteer can call you each week for a friendly chat. This is helping many of our passengers who are feeling lonely during self-isolation.
- **Take you to your medical appointment**
Our volunteers are following guidelines and will also clean down the vehicle before and after your journey. See the next page for more information about face masks and hand sanitiser.
- **Post your letters, lend you a book, jigsaw puzzle, DVD or CD**
Call us to request a visit from the Friendly Swap Shop Bus if you're in Broseley or Much Wenlock. Our volunteers will bring a selection of items to your doorstep and take any letters to post (stamps are available to buy too). All items are carefully quarantined to avoid spreading germs.
- **Collect your prescriptions and shopping**
If you can't get your items delivered, a volunteer will collect them and bring them to you. Our previous newsletters have explained how this works, but we can explain when you call if you're not sure.

Annual General Meeting (AGM)

We've not been able to hold our AGM June, as normal. We'll let you know as soon as we're able to safely hold it. Please call or email us if you'd like a copy of our accounts.

We continued to send our monthly newsletter to members. Content included how we could help, signposted to additional resources (e.g. mental health charities) and highlighted current scams.

Volunteers told us wordsearches were popular with members so we started including one to help with the boredom!



Newsletters that summarised how we can help were also sent to non-members who'd used Friendly Bus in the previous 12 months.

Looking after mental health and well-being....



To help spread some Christmas cheer, local schools kindly supported our request for Christmas cards and stories to send to members. These were quarantined and included in our December newsletters.



We entered every member into a free draw to win a Christmas hamper.

“What a lovely surprise, Isabelle made me a beautiful card – it cheered me up no end! It really is excellent, I love it! It’s sitting on my mantle piece and makes me smile each time I see it”

Looking after mental health and well-being....



Feedback from volunteers and our welfare calls highlighted that many of our members were struggling.

We made and sent every member a **fridge magnet**. A handy reference for our phone number and to remind them we're here for them.

We teamed up with Shropshire Wildlife Trust's **Feed the Birds** campaign to provide starter kits containing a feeder, bag of seed and ID charts. Kits were delivered to everyone who requested one -it was lovely to have a much needed doorstep chat too!



Community involvement



We have an active role in the newly formed community support group, **Broseley Covid Helpline**.

- Take calls during our manned hours 9am to 1pm Monday to Friday.
- Arrange from their database of volunteers, for prescriptions or shopping to be collected for members of the community unable to leave their homes.
- Update their call logs.



Community involvement

We supported local initiatives such as the Food Share Project. They make food that is surplus or past its best before date available free or at discounted prices to avoid it going to landfill.

We helped by delivering food parcels to local residents.





Our volunteers



The number of volunteers able to continue driving for us during the pandemic, dropped considerably. Many felt understandably uncomfortable to continue or fell into the government's vulnerable category.

Volunteers who did continue, have worked tirelessly to drive members to medical appointments, whilst following guidelines to keep them and our members safe on journeys.

Volunteers who were unable to continue driving have given up so much of their time to ring members (usually more than one), each week for a chat.

“Thank you to everyone for all your hard work and commitment to supporting Friendly Bus and our members”.

Support

Demand for grants and funding became very competitive in 2020. According to the Community Transport Association (CTA) the success rate of grant applications reduced to just 4%.

We're extremely fortunate to have been successful for a number of grants.



Broseley Town Council have awarded us 2 grants to support our Services



The Department for Transport provided grants to support bus operators for their lost income. We lobbied for community transport to be included and was successful!

Support

Recognising the reduced mobility and confidence that self-isolation is likely to have caused our members, we created the “**Socially Active**” project.

The People’s Postcode Lottery have kindly granted us **£5,860** in funding to support this project.

Supported by players of



Awarded funds from



We'll be able to offer volunteer-supported walks from members' homes, group outings to safe venues for a walk and chat to offer exclusive-use swimming sessions.

This project will help build members' confidence to venture outside again, provide social opportunities, exercise, support, enjoyment and some normality again.

Support



During the pandemic a Facebook initiative was setup by a local resident to show kindness. Amazon wishlists were shared amongst each other to gift strangers. From offering raffles on the page, money was raised and then used to support local causes.

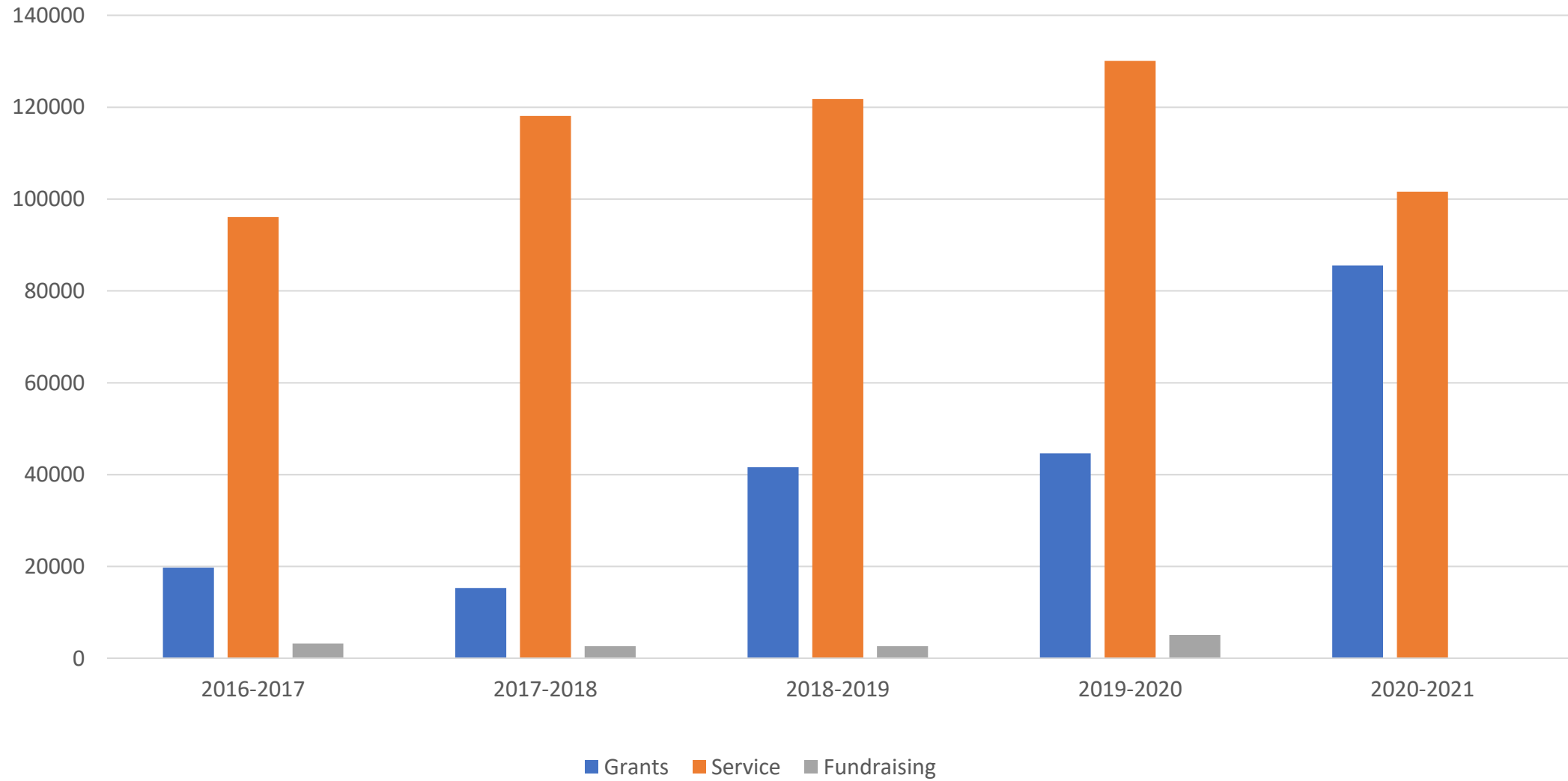
We were donated a limited supply of puzzle books, playing cards, dominoes, pens, notebooks, envelopes and postage stamps to share amongst our members.

These were distributed by the Swap Shop Bus.

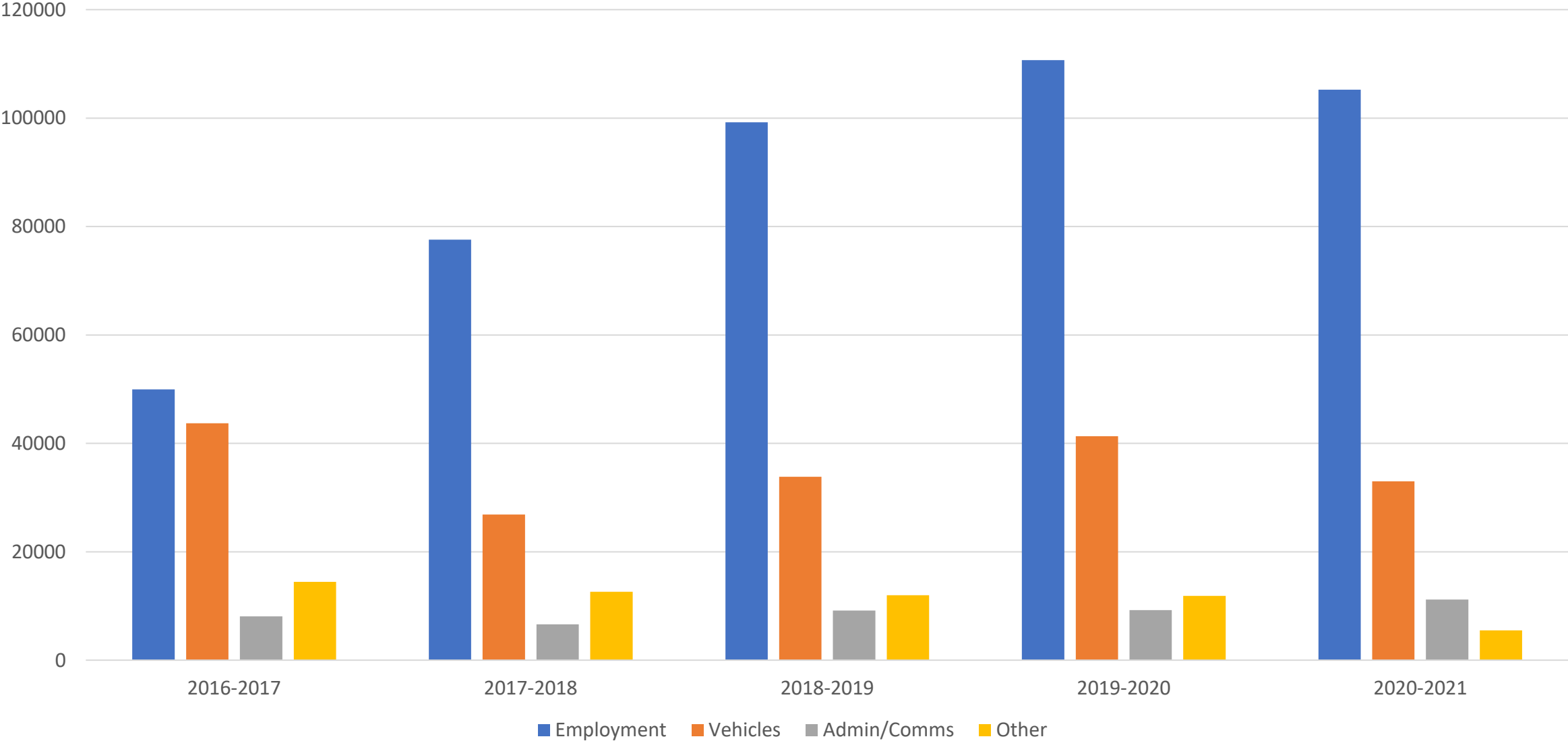
Many members and their families have continued to send us donations throughout the pandemic.

Thank you to everyone who has donated to us.

Income

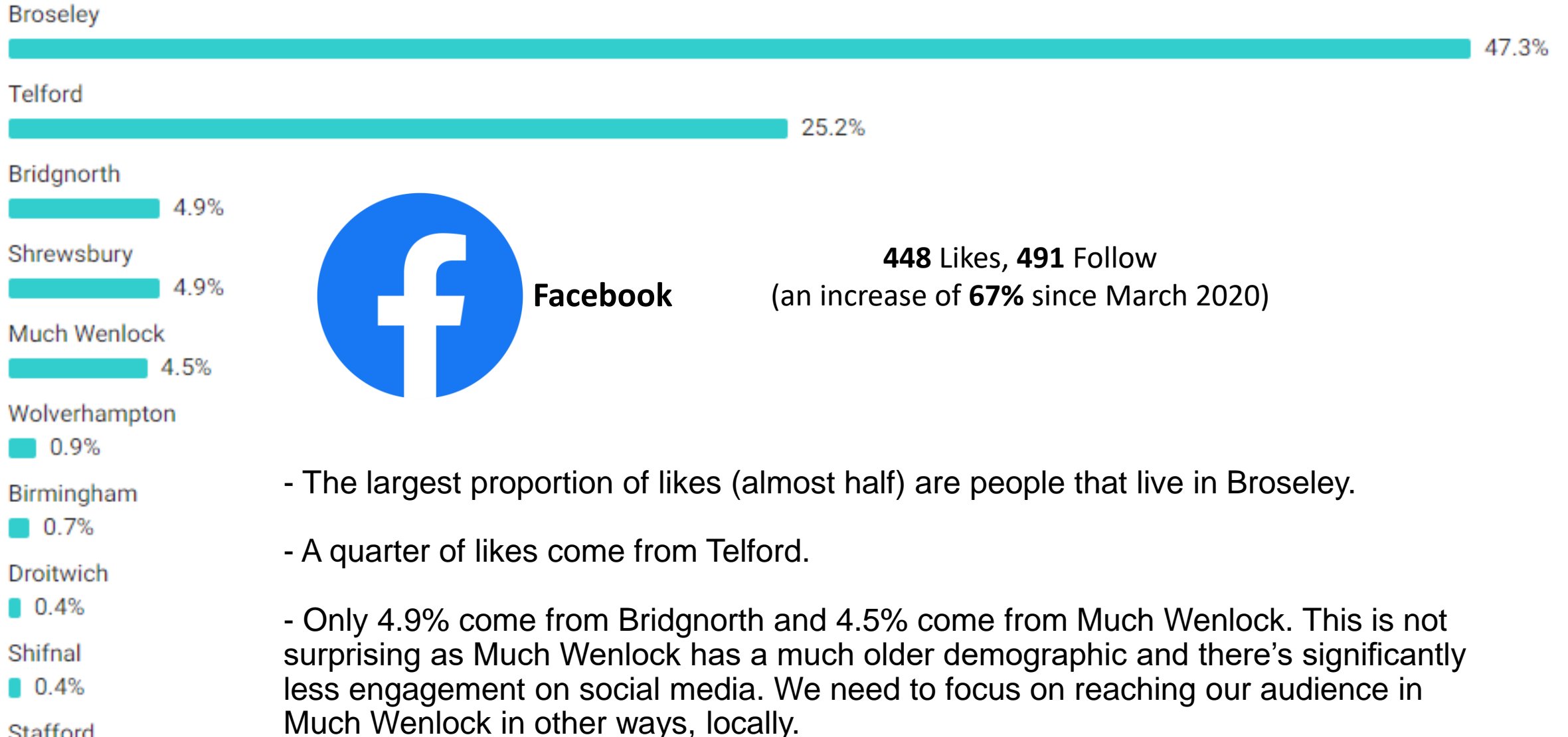


Expenditure



Online Communications

Top towns/cities



Facebook

448 Likes, 491 Follow
(an increase of **67%** since March 2020)

- The largest proportion of likes (almost half) are people that live in Broseley.
- A quarter of likes come from Telford.
- Only 4.9% come from Bridgnorth and 4.5% come from Much Wenlock. This is not surprising as Much Wenlock has a much older demographic and there's significantly less engagement on social media. We need to focus on reaching our audience in Much Wenlock in other ways, locally.

Socially Active Outings



A beautiful visit to the
Ironworks Centre



A super day out in
Llandudno

Socially Active Outings



“Thank you for the best day ever!”

**Our first outing was to Percy Throwers
garden centre**

***“What a lovely day we all had yesterday, we
laughed all the way there and all the way
back! It did us all the world of good and I had
the best fish and chips in the café that I’ve
had for a long time”! JK***

Visits to the Cavelier Centre

Nancy said ‘I am so happy to be out again, hearing the sounds of other people’

Pat Said ‘It really was a lovely trip’



Good Neighbour Scheme

We have new services, here's a useful summary of all the ways we can now help you.



Regular outings to shops, parks, day trips, meeting up with friends



Light gardening and household duties, collecting library books, changing batteries in smoke alarms



Shopping and prescription collections if you're unable to leave your home



Regular phone calls or face to face visits as well as transport to local clubs

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)

(A COMPANY LIMITED BY GUARANTEE)

REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 1st MARCH 2021

REGISTERED CHARITY NUMBER - 1131707

COMPANY NUMBER - 4770291 (ENGLAND & WALES)

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
COMPANY INFORMATION

DIRECTORS / TRUSTEES

Margaret Dutton
Janet Robinson
Elizabeth Mars
Nigel Porter
Christopher White
Alison Richards
Suzanne Boulos
David Mariott

SECRETARY

Elizabeth Mars

REGISTERED OFFICE

57, High Street,
Broseley,
Shropshire.
TF12 5EY

INDEPENDENT EXAMINERS

Silver & Co.,
Accountants, Taxation and Business Advisors,
The Hollies,
16, St. John Street,
Bridgnorth,
Shropshire.
WV15 6AG.

BANKERS

Unity Trust Bank Plc.,
9, Brindley Place,
Birmingham.
B1 2HB.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)

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Independent Examiners Report	3
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Balance Sheet	6
Notes to the Financial Statements	7 - 10

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 1st MARCH 2021

The trustees, who are also directors of the charity for the purposes of the company law, submit their annual report and the unaudited financial statements for the year ended 1st March 2021. The trustees have adopted the provisions of the Statements of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in 2005 in preparing the annual report and financial statements of the charity.

Directors and Trustees

The Directors who served during the year are as set out under "Company Information".

Structure, Governance and Management

The Company is governed by its Articles of Association and is controlled by the Directors.

Statement of Directors' Responsibilities

The trustees (who are also directors of The Friendly Transport Service (Shropshire) for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRSSE);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant information of which the charitable company's examiner is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the examiner is aware of that information.

Internal Control and Risk Management

The Directors review the effectiveness of all material internal controls, including operational, financial and compliance controls and risk management systems.

The internal control systems are designed to meet the Company's particular needs and the risks to which it is exposed, to manage those risks and to provide reasonable assurance against misstatement or loss.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
REPORT OF THE DIRECTORS AND TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 1st MARCH 2021

Statement of Disclosure of Information to Independent Examiners

We, the Directors of the company who held office at the date of approval of these Financial Statements. As set out above, each confirm so far as we are aware, that:

- there is no relevant information of which the company's independent examiners are unaware: and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant information and to establish that the company's independent examiners are aware of that information.

Objectives and Activities

The principal objectives and activities of the charity continued to be that of providing a community passenger transport service within the Bridgnorth District.

Achievements and Performance

The results for the year are set out in the attached statement of financial activities.

The company has continued to provide transport for the members of the community without alternative means of transport in the Broseley and Much Wenlock area. It has also continued to administer the Shropshire Community Car Scheme in Broseley and Much Wenlock.

Financial Review

The Company's policy is to retain surplus funds pending suitable application by the company for assistance of a project within the terms of charitable status.

The Treasurer maintains the financial records of the Company, in conjunction with the Company's Secretary and reports regularly at all meetings.

Custodial Trustee

All assets are held and belong to the Company, and none are held on behalf of third parties.

Independent Examiners

A resolution proposing that Silver & Co. be re-appointed as independent examiners of the charity will be put to the members at the forthcoming Annual General Meeting.

By Order of the Board

.....
Elizabeth Mars (Secretary)

.....
Date

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF
THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)

We have examined the financial statements of The Friendly Transport Service (Shropshire) for the year ended 1st March 2021, which comprises Statement of Financial Activities, Balance Sheet, and the related notes. These financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

Respective responsibilities of Trustees and Independent Examiner

The Trustees (who are also the Directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied ourselves that the charity is not subject to audit under company law and is eligible for independent examination, it is our responsibility to:

- a) examine the accounts under section 145 of the 2011 Act;
- b) follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- c) state whether particular matters have come to our attention.

Basis of Opinion

We conducted our examination in accordance with the 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 you as 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 our examination, no matter has come to our attention:

- a) which gives us reasonable cause to believe that, in any material respect, the requirements:
 - i. to keep accounting records in accordance with section s130 of the 2011 Charities act; and
 - ii. To prepare accounts which accord with the accounting records, comply with the accounting requirements of the 2011 act and with the methods and principles of the Statement of Recommended practice: Accounting and Reporting by Charities have not been met; or
- b) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Silver & Co.
Accountants, Taxation & Business Advisors

The Hollies,
16, St. John Street,
Bridgnorth,
Shropshire.
WV15 6AG.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 1st MARCH 2021

	<u>Notes</u>	<u>Administration</u>	<u>Transport</u>	<u>Other</u>	<u>2021</u>	<u>2020</u>
		<u>& Office</u>	<u>Income &</u>	<u>Funds</u>	<u>Total</u>	<u>Total</u>
Incoming Resources		<u>Expenses</u>	<u>Expenses</u>	<u>£</u>	<u>£</u>	<u>£</u>
		<u>£</u>	<u>£</u>			
Grants - Local Authority	3	49,842	-	-	49,842	38,931
Grants - Other Trusts	3	2,000	-	711	2,711	4,072
Grants - Other	3	-	16,321	-	16,321	-
Government Wages Support		-	-	7,076	7,076	-
Fares		-	101,103	-	101,103	115,927
Donations	2	-	5,953	-	5,953	8,161
Subscriptions		-	960	-	960	1,662
Bank Interest		188	-	-	188	84
Fundraising		91	-	-	91	5,080
Shropshire Community Car Scheme		1,743	-	1,266	3,009	5,879
Total Incoming Resources		53,864	124,337	9,053	187,254	179,796
Resources Expended						
Staff Costs/Expenses/Redundancy		105,227	-	-	105,227	110,686
Rent, Rates and Service Charge		3,600	-	-	3,600	3,600
Insurance		1,355	-	-	1,355	1,198
Repairs & Maintenance		155	-	-	155	1,962
Fixtures and Fittings		1,194	-	-	1,194	-
Printing, Postage & Stationery		1,702	-	-	1,702	1,730
Telephone		1,422	-	-	1,422	743
Catering & Room Hire		-	-	74	74	276
Shifnal - Car Hire		6,653	-	-	6,653	-
Shropshire Community Car Scheme		1,743	-	1,384	3,128	5,889
Vehicle Running Costs		-	26,838	-	26,838	41,316
Volunteers Expenses		-	465	-	465	3,850
Fund Raising		-	-	215	215	329
Accountancy Fees		822	-	-	822	798
Bank Charges		143	-	-	143	-
General Expenses		-	-	-	-	394
Subscriptions		156	-	-	156	182
Other		2,213	-	-	2,213	-
Depreciation & Amortisation		196	4,969	-	5,165	5,165
(Profit)/Loss on Disposal of Assets		-	-	-	-	-
Total Resources Expended		126,581	32,272	1,673	160,526	178,118
Net Incoming Resources before transfers		(72,717)	92,065	7,380	26,727	1,678
Transfers between Funds		92,065	(92,065)	-	-	-
Net Movement in Funds		19,348	-	7,380	26,727	1,678
Fund Balances Brought Forward		50,061	-	41,326	91,387	89,709
Fund Balances Carried Forward		69,409	-	48,706	118,114	91,387

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
FOR THE YEAR ENDED 1st MARCH 2021

All amounts above are derived from continuing operations and the trust has no recognised gains or losses other than those passing through the Statement of Financial Activities.

The annexed notes on pages 8 - 11 form part of these financial statements.

plus 124.65 cash adjust
plus 100 graham hollox, plus 605 other

£164 overview

187107 overview with 125 cash adjust and 22 int diff

was 105912, less p30bfwd and to pay I cooper 852 feb21

not in overview

after 1134 scc
after 609scc

28193 in overview less 1355 ins

798 overview, 822, 2021 rate

not in overview

156022 overview exc depn

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
BALANCE SHEET
AS AT 1st MARCH 2021

	<u>Note</u>	<u>2021</u>		<u>2020</u>	
		<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Fixed Assets					
Tangible Fixed Assets	7		-		5,165
Current Assets					
Debtors	8	2,456		8,265	
Cash at Bank and in Hand		117,054		80,026	
		<u>119,510</u>		<u>88,291</u>	
Creditors					
Amounts falling due within one year	9	<u>(1,396)</u>		<u>(2,069)</u>	
Net Current Assets			118,114		86,222
Net Assets			<u><u>118,114</u></u>		<u><u>91,387</u></u>
Capital and Reserves					
Called up Share Capital			-		-
General Funds			69,409		50,061
Transport Funds	11		-		-
Other Funds	12		48,706		41,326
Total Funds			<u><u>118,114</u></u>		<u><u>91,387</u></u>

1. The Directors are satisfied that the company was entitled to exemption under section 477 of the Companies Act 2006 relating to the small companies regime and that no member or members have requested an audit pursuant to section 476 of the Companies Act 2006.
2. The Directors acknowledge their responsibility for:
 - i. ensuring that the company keeps accounting records which comply with section 386; and
 - ii. preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with requirements of this Act relating to accounts, so far as applicable to the company.
3. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective 2008).

Signed on behalf of the Board of Directors

.....
Director

Signed for and on behalf of the Board of Directors on
The annexed notes on pages 8 - 11 form part of these financial statements.

2021.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
(A COMPANY LIMITED BY GUARANTEE)
NOTES ON THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 1st MARCH 2021

1. Accounting Policies

(a) Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued by the Charity Commission in 2005 and applicable accounting standards.

The financial statements have also been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year, and have also been consistently applied.

(b) Company Status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability of the members is limited to £1 each.

(c) Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out on the notes to the financial statements. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income and gains are allocated to the appropriate fund.

(d) Incoming Resources

All incoming resources are included in the S.O.F.A. when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Voluntary income is received by way of donations and gifts and is included in full in the S.O.F.A. when receivable. Gifts donated for resale are included as income when they are sold. Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included.

Grants, including grants for the purchase of fixed assets, are recognised in full in the S.O.F.A. in the year in which they are receivable.

Income from investments is included in the year in which it is receivable.

THE FRIENDLY TRANSPORT SERVICE (SHROPSHIRE)
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(e) Resources Expended

Resources expended are recognised in the year in which they are incurred.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

Management and administration costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

(f) Tangible Fixed Assets and Depreciation

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Yellow Mini Bus Equipment	33.3% Straight Line
Office Fittings & Equipment	33.3% Straight Line
Motor Vehicles	25% Straight Line

2. Donations

	<u>General</u> <u>Funds</u> £	<u>Transport</u> <u>Funds</u> £	<u>2021</u> £	<u>2020</u> £
Donations	-	5,953	5,953	8,161

3. Grant Income

	<u>General</u> <u>Funds</u> £	<u>Transport</u> <u>Funds</u> £	<u>2021</u> £	<u>2020</u> £
Local Authority				
Grant - Shropshire Council SLA	22,842	-	22,842	38,931
Grant - Town Councils	2,802	-	2,802	-
Grant - Shropshire Council Shifnal	27,000	-	27,000	-
Grant - CBSSG	13,519	-	13,519	-
	<u>66,163</u>	<u>-</u>	<u>66,163</u>	<u>38,931</u>
Other Trust				
BSOG	711	-	711	2,072
Other Trusts	2,000	-	2,000	2,000
	<u>2,711</u>	<u>-</u>	<u>2,711</u>	<u>4,072</u>

4. Grants - Other

	<u>2021</u> £	<u>2020</u> £
Shropshire Community Transport	-	-
Donation for Swimming Club (from Broseley & Barrow Local Joint Committee)	-	-
Local Sustainable Transport Fund	-	-
	<u>-</u>	<u>-</u>

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5. Operating Gain	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Operating gain is stated after charging:		
Depreciation and other amounts written off tangible assets	5,165	5,165
	<hr/>	<hr/>
and after crediting:		
Profit on disposal of tangible fixed assets	-	-
	<hr/>	<hr/>

6. Employees	<u>2021</u>	<u>2020</u>
Number of employees		
The average monthly number of employees (excluding trustees) during the year was:		
Administration Staff	7	7
	<hr/>	<hr/>

Employment Costs	<u>Financed by</u>		
	<u>General</u>		
	<u>Fund</u>	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>	<u>£</u>
Wages & Salaries	44,499	44,499	49,333
Contract Staff Costs	38,518	38,518	35,181
Social Security Costs	6,853	6,853	8,232
Pension Costs	10,886	10,886	13,167
Payroll Management	1,199	1,199	1,104
Staff Training/Expenses	3,272	3,272	3,669
	<hr/>	<hr/>	<hr/>
	105,227	105,227	110,686
	<hr/>	<hr/>	<hr/>

7. Tangible Fixed Assets	<u>Mini Bus</u>	<u>Office</u>	<u>Motor</u>	
	<u>Equipment</u>	<u>Fittings &</u>	<u>Vehicles</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Cost as at 2nd March 2020	1,093	5,993	104,608	111,694
Additions	-	-	-	-
Eliminated on Disposal	-	-	-	-
Profit on Disposal	-	-	-	-
Disposal Proceeds	-	-	-	-
Cost as at 1st March 2021	<hr/>	<hr/>	<hr/>	<hr/>
	1,093	5,993	104,608	111,694
	<hr/>	<hr/>	<hr/>	<hr/>
Depreciation as at 2nd March 2020	1,093	5,798	99,638	106,529
Charge for Year	-	195	4,970	5,165
Eliminated on Disposal	-	-	-	-
Depreciation as at 1st March 2021	<hr/>	<hr/>	<hr/>	<hr/>
	1,093	5,993	104,608	111,694
	<hr/>	<hr/>	<hr/>	<hr/>
Net Book Value at 1st March 2021	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
Net Book Value at 1st March 2020	-	391	4,970	5,361
	<hr/>	<hr/>	<hr/>	<hr/>

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8. Debtors - All Receivable Within One Year	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Trade Debtors	2,456	8,265
Other Debtors	-	-
Prepayments & Accrued Income	-	-
	<u>2,456</u>	<u>8,265</u>

9. Creditors - Amounts Falling Due Within One Year	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Trade Creditors	-	-
Other Creditors	586	1,271
Accruals & Deferred Income	822	798
	<u>1,408</u>	<u>2,069</u>

10. Analysis of Net Assets between Funds	<u>General</u>	<u>Transport</u>	<u>Other</u>	<u>Total</u>
	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Fund Balances as at 1st March 2021 as represented by:				
Tangible Fixed Assets	-	-	-	-
Current Assets	70,805	-	48,706	119,753
Current Liabilities	(1,396)	-	-	(1,396)
	<u>69,409</u>	<u>-</u>	<u>48,706</u>	<u>118,357</u>

11. Transport	<u>2020</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Transfers</u>	<u>2021</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Transport Income & Expenditure	-	124,337	(32,272)	(92,065)	-

12. Other Funds	<u>2020</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Transfers</u>	<u>2021</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Shropshire Community Car Scheme	-	-	-	-	-
Fund Raising	41,326	9,053	(1,673)	-	48,706
	<u>41,326</u>	<u>9,053</u>	<u>(1,673)</u>	<u>-</u>	<u>48,706</u>