

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

Report of the Trustees and  
Unaudited Financial Statements for the Year Ended 31 March 2024  
for  
East Teignbridge Community Transport  
Association

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

East Teignbridge Community Transport  
Association

Contents of the Financial Statements  
for the Year Ended 31 March 2024

	Page
Reference and Administrative Details	1
Report of the Trustees	2 to 10
Independent Examiner's Report	11
Statement of Financial Activities	12
Balance Sheet	13 to 14
Notes to the Financial Statements	15 to 19
Detailed Statement of Financial Activities	20 to 21

East Teignbridge Community Transport  
Association

Reference and Administrative Details  
for the Year Ended 31 March 2024

**TRUSTEES**

Mrs V Jeffery  
D R Rudall  
Mrs M K Lowther (resigned 17.10.23)  
Mrs L E Mayne (resigned 2.5.23)  
Ms J A Robins  
R W Lake - Vice Chairman  
H P Almond (appointed 31.3.24)  
R S Baker (appointed 17.10.23)  
Ms C Jessiman (appointed 17.10.23)

**REGISTERED OFFICE**

5 Pellow Arcade  
Teign Street  
Teignmouth  
Devon  
TQ14 8EB

**REGISTERED COMPANY  
NUMBER**

10250030 (England and Wales)

**REGISTERED CHARITY  
NUMBER**

1168994

**INDEPENDENT EXAMINER**

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

Our last AGM was held on 6th July 2023 and little did we foresee the devastating fire in the early hours of Friday 14th July, the images will be in my mind forever. That night we lost 2 minibuses and 2 wheelchair accessible cars. This was later proven to be an arson attack with CID still trying to resolve the case.

It has been a very long journey but our amazing team of staff and volunteers have made huge positive steps forward and worked tirelessly ensuring our passengers could attend their health and wellbeing appointments as well as Ring and Ride.

Trustee Meetings have been held on a regular basis. We have operated without a Chairman for 18 months and I have found myself still doing the day to day work of Chairman as well as Secretary and a Volunteer. We desperately need new blood and this is not for the want of trying to attract additional Trustees.

Sally continues to keep Trustees up to date with the Charity workload, writing comprehensive reports for every Trustee Meeting. Our admin staff, Sally, Sally-Anne, Fritha and Ian work tirelessly to ensure everything runs smoothly. I appreciate this is not a normal office environment as everyone who steps over our threshold is welcomed and given undivided attention. Sally-Anne was retiring in August 2023 but continues to help as and when necessary. We appreciate all that Sally-Anne brings to Dawlish Community Transport with a genuine caring personality to everyone including me.

As Trustees we acknowledge the commitment and dedication of the entire team, our drivers both staff and volunteers and thank each and every one. They work incredibly hard to provide a first-class service to our passengers as well as coping with the legislation and paperwork associated with running a Charity.

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

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

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

Valerie Jeffery  
2nd July 2024

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

### **Governing document**

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

### **OBJECTIVES AND ACTIVITIES**

#### **Objectives and aims**

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

#### **Public benefit**

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

#### **Reserves policy**

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

## **ACHIEVEMENT AND PERFORMANCE**

### **Charitable activities**

#### **Office Manager Report April 2023 to March 2024**

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

**Areas of Coverage by Locality** include (we will cover further afield if other services are not able to and we have capacity): EX6, EX7, TQ12, TQ13, TQ14 predominately - Ashcombe, Mamhead, Powderham, Kenton, Kenn, Starcross, Dawlish, Teignmouth, Shaldon, Bishopsteignton, Ideford and Exminster if required, with our Ring and Ride service.

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

As a **Community Transport Service** operating several services, we are an integral part of the transport provision in the country overall, here in Devon and our local community; we play an integral role within the delivery of transportation enabling people to get to and from medical/wellbeing appointments, operating two community bus routes, our known Ring and Ride minibuses, group bookings, Shopmobility and equally essential community car scheme.

This report demonstrates how we have continued to be exemplars of community support and have responded to the needs of our community; some vulnerable and isolated, many with deteriorating health (made worse by the pandemic and the continual demand on public services) and for many whereby wellbeing is paramount; irrespective of the challenging and exhausting year we have had following the horrendous arson attack in July 2023; the first quarter of the year operating as per normal until the day we were ripped apart.

We can modestly endorse our resilience and key achievements by providing data, yet less easy is it to capture in data format the struggles during this period. We have continued to achieve significant results in our support of assisting people to attend vital appointments as well as get out and about to do their essential shopping, getting to banks, post offices and most importantly live fuller and enhanced lives.

Changing times, financial viability and challenges being an existing concern for many schemes within the sector, we as a Charity fall within the continual struggle year on year of increasing financial pressures; and the viability of the Charity has been somewhat hampered of late by the after-effects of the arson attack.

With a national move towards partnership working for people to find the support they need around not only Health but also Welfare, it is essential that different sectors work together; working in partnerships is more effective. We are members of many groups and organisations in support of our operations, and work very proactively with others, not only those directly linked to transport provision but several within the wider community; valuable for networking and sharing of information and within transport, best use of vehicles. We are just one small Charity within the wider community doing great things.

Information taken from the Devon Access to Services Devon Car Forum data of 2022-2023 shares there are over 50 community car schemes alone across Devon collectively who provided more than 115,000 journeys in that year (data for 2023-2024 is still being finalised but anticipated to be higher). 76% were to health appointments, 24% for social/wellbeing journeys (wellbeing 'need' is certainly on the increase and data will evidence this moving forward). Schemes saved the NHS an estimated £3,604,630 million - 133,935 volunteer hours for just the car driving element of the voluntary sector. Within any restructuring across NHS/services, now is the time for the voluntary sector to be recognised, for its provision of transportation, and the need for financial backing is paramount.

If, for example, NHS funded 76% of the deficit, representing the 88,319 health related journeys undertaken by the voluntary sector, almost £100k, this would help support the sectors resilience across the county, and for us, the sustainability of services in the community, for the community.

Report of the Trustees  
for the Year Ended 31 March 2024

We are not a new initiative seeking new funding, yet a grounded and essential service that requires support to continue doing what it does well. Particularly since a noticeable increase in the time spent by schemes managing cancellations and rebooking of journeys; a combination of appointments being rescheduled, often at short notice, and passengers feeling unwell on the day therefore rebooking another appointment - a significant amount of time impacts on the finances of the Charity.

Having seen a substantial increase in wheelchair/mobility aid requirements we invested in two Train the Trainers (one staff and one volunteer) to deliver training to our team as well as sessions through Devon Access to Services, we have written and incorporated bespoke sessions. We understand and appreciate the enormous responsibility on volunteers to undertake such training and the journeys, and the time required by the wider team to deliver and maintain our best practice operations is sizeable - keeping people safe is our priority and imperative. We often share to users that we are not able to be carers, yet each driver cares, we are not hospital transport yet many who contact us for help are those who do not fall into the hospital transport criteria therefore rely on us to assist. Therefore, the demand on our services increases as does the responsibility of our drivers, and the financial impacts to the Charity.

Loneliness, isolation, lack of companionship, loss of loved ones, deprivation/cost of living crisis all have bearing for some.

Change of circumstances, time on their hands, the want to give something back in the community, can also play a part for many in the reasoning behind volunteers offering to drive our vehicles and/or be involved in voluntary work.

Individuals needing to work for longer to a younger retiring community, those more active and enjoying life, to family members supporting children by way of grandchild care, are many of the reasons behind our need within transport for more volunteers - resonating across the country as a shortage of volunteer capacity in more recent times.

How do we maintain all that we do when volunteers are fundamental and a key element in our delivery?

Transport is the often-forgotten essential link to health and social care. There is a growing need to support preventative healthcare initiatives and wellbeing, both for individuals and communities, not just for the transport but for the human links it creates and helps to maintain. Case studies emphasise the countless benefits of travelling in a minibus 'just' to do shopping, but true-life stories are those that capture the reality; our Admin team are blessed with hearing this time and time again.

**Services offered by Community Transport** are tailored to the communities' needs and include our Community Car Scheme, our Ring and Ride essential shopping trips, the popular social and wellbeing Tuesday trips, minibus hire (with driver) available for the benefit of community groups for outings and activities, the well-used Shopmobility community hire service of mobility scooters, wheelchairs and supportive walking aids and our popular monthly Bingo Bus open to our passengers. Supported by our Dawlish Town Council we now have a Defibrillator at the front of the building and share a delivery of training for its use incorporating CPR awareness by South Western Ambulance Service. We have two train the trainer team members to deliver best practice support to our drivers for the bespoke transportation within the remit of Community Transport delivered by both staff and volunteers.

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

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

The **Ring and Ride Essential Shopping Service** (our door-to-door transport provision) enabling people to do essential shopping/daily tasks such as banking and post office business. Promoting independence and inclusion. Not just a transport service, it offers company while travelling, comfort and trust, a helping hand, seeing the sights while travelling, connection and most often, friendship.

The social aspect of **Ring and Ride is the Tuesday Trips** - people join us for a multitude of reasons; and we are not here to interrogate their eligibility yet share the purpose of the outings and the areas of benefit. We have seen a significant increase in demand and can speculate the cause. Best practice is to re-evaluate how we manage the wellbeing of our passengers as a moveable change in what and how we offer the provision of transport to all in these changing times.

**Essential Shopping/Social Trips/Outings Destinations:** enjoyed by passengers include: our regular weekly ventures to Teignmouth, Newton Abbot and The Willows in Torquay (Morrisons, Sainsburys, Tesco, Asda, Lidl, Aldi and M&S) as well as the more relaxing days out; some being Otter, Bernaville and Fermoy's Nurseries, Brixham, Endsleigh Garden Centre, Donkey Sanctuary, Sidmouth, Exmouth, Dartmoor, Tavistock, Ashburton, Trago Mills, Topsham, IKEA, Dunelm, lunch trips, farm shops and centres, coastal journeys, Dartmoor and the popular mystery trips.

The **Community and Rural Bus Routes** were granted further contracts to continue, a great start to the new financial year for those who rely on the TN187 Dawlish Warren minibus and the TN886, essential for the more rural communities to get to nearby towns. The majority of passengers benefit from their concessionary bus passes which confirms the age group of travellers, yet we see an increase during the holiday season of visitors to the community. An extended benefit is the vehicles can be utilised around the times required for their contractual work, leading us on to the **Minibus Hire for Group Bookings and Outings**. Popular and available to enable local groups and organisations to experience and enjoy activities outside of their usual venue. Driven by volunteers; people in our community giving their time for the benefit of others while enjoying the journey themselves.

**Group Bookings/Outings:** Requests for these escalated as the year unfolded and the weather improved, and our small team of minibus drivers excelled to meet the need as best they could; until July we had a fleet of 4 minibuses to deliver the wide range of trips out, including a transport service for our local CVS running Cost of Living events locally, moving around plants and equipment for Dawlish Garden Society, trips out for Residents Associations, Clubs and Hubs, Memory Cafés and Groups, U3A, Talking Newspapers, Dawlish Dancers, Cliffden Buddies group for the Blind (dogs days out), Brownies, Gatehouse Primary School, mature students travelling from Holland to the UK for residentials and to Twinnings for their journeys overseas, even a trip to Wiltshire for a Car Club - visiting places of interest, benefit and enjoyment.

**(Electric Vehicles Update:** We monitor the benefits of electric vehicles and still to date we have not found a suitable WAV car or minibus to manage the Devon hills and roads we travel).

The **Shopmobility Service** providing mobility scooters, wheelchairs and walking aids services both holiday visitors and residents in the Dawlish area. Our equipment is well maintained, we share our business with a local company for servicing and repairs and another for replacement batteries and advice. We are very aware the equipment could be put to greater use within the community, yet it requires a more central location; research has led us to this point whereby we remain based in the car park as we could not afford to lease a site that is nearer to the town; one that would flourish more so during the summer months. We have a fleet of over 20 mobility scooters, 20 wheelchairs and 10 mobility trolleys. We continue to provide equipment to other service providers to hire out to visitors to many of the Shows and Clubs across the County during the summer season i.e. Devon County Show.

In all that we offer, we often need to share that we are not able to be carers for any person, yet we do care, and for most it is exactly what is needed; the kindness of listening and the chat on the way to an appointment, guidance for navigating around the hospitals for appointments, a little assistance with shopping bags on and off the minibus, knowing that somebody is 'just there,' to the voice at the end of the telephone or the friendly face when they call in to the office. We are very much a Hub not only for transport; a space to encourage and enhance community connectivity.

Report of the Trustees  
for the Year Ended 31 March 2024

As for '**Travelling Ted**' who came on board after Lockdown with a story of his own, to travel the journeys with passengers returning to our services or to be a quiet travelling companion, sitting with or next to any new passengers feeling anxious or unsure about their first trip; he continues to jump on the minibuses and travel with his buddies on the bus. Keeping passenger's company, listened to and at times comforted, through the laughing and jokes, he's been quite troublesome at times, yet is a great in getting people to chatting to each other. He has a journal full of stories over the last year and will be the topic of conversation when we celebrate the survival of Dawlish Community Transport with friends and guests at our Teddy Bears' Picnic in August. He remains an icon and a great ambassador for us; an escalated idea that has proved very positive.

**Grants and Funding:** Year on year we seek additional grants from the wider community, yet many are bespoke, we do not fall within the criteria, being bespoke ourselves. Very much open to new initiatives we are a service operating and operating well; we need funds to aid what we do and do well. Never guaranteed yet we find ourselves now very much in need of the two grants we were successfully awarded again from Devon County Council and Teignbridge District Council; funds to support the objectives of the Charity overall, meeting the aims set out in our constitution. We are otherwise self-reliant to sustain the Charity through fares, charges and funds gifted by our community. This year we applied to Dawlish Town Council to support an upgrade of IT equipment and pleased to share this was accepted, as well as an unexpected additional £10,000 toward our plight to replace the burned vehicles, thank you.

Our focus for the majority of this financial year has been to survive and most funds received have been from the generosity of others, not those applied for by application. In support of our passengers experiencing financial constraints, we did however apply and were successful and able to carry over a Teignbridge Lottery Fund offering passengers discounted shopping trips where needed; with an aim to attract new passengers who might not otherwise afford such journeys. And a repeated fund from Dawlish Water Rotary Club awarded to reinstate the reduced cost of the wellbeing Tuesday trips for a period of time; both very successful and welcomed.

**Community Activities/Events and Fundraising** have been somewhat limited, yet we embraced those we could to show our strength and continuation:

Easter Egg Trail and Easter Bunny assistance, Luscombe Castle Charity Day, Coronation Event on The Lawn, Defibrillator Workshops, Cost of Living CVS Teignbridge events, fundraiser events taking part in community events including our Christmas Market Stall, Christmas Tree Festival, Remembrance Service, Volunteer Celebration and our forever expanding Elves parade.

**Training delivered this year to our Team, includes :**

- CPR and Defibrillator Sessions for the community
- First Aid and Basic Life Support for staff and volunteers
- Passenger Assistance Training for new volunteers
- Minibus Driver Training for new minibus drivers
- Bespoke Training and Refresher Sessions specifically for our overall DCT team

**Presentations Delivered :** Residents Associations, Ladies Guild and Women's Institute

**Multi Agency/Group Meetings** attended include: ShopMobilityUK online and Exeter/Teignbridge face to face, Helping Dawlish, Community Transport Networking, CTA UK online, CVS Coastal Alliance, Southern Area Car Forum, Cash Access Engagement Meeting and Dawlish Chamber of Trade and Commerce.

An overview of Dawlish Community Transport and an opportunity to thank everyone who has supported us through another year, acknowledging and demonstrating how fortunate we are to have the backing of our community:

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

Several applications were applied for to aid charitable funds for either new or the sustainability of initiatives; those successful include Teignbridge Lottery Grant and their Communities Lottery and Dawlish Water Rotary Club. Others overlap into the next financial year or were unsuccessful.



East Teignbridge Community Transport  
Association

Report of the Trustees  
for the Year Ended 31 March 2024

We sincerely thank each and every group, organisation and every single individual for their generosity (many of whom contributed via the Just Giving and Go Fund Me fundraiser sites following the fire, set up and thanks to Peter Worsley and Kim Wigley). The list really is endless, some remain anonymous, have sadly passed away or have celebrated an event and contributed to us, but include: Dawlish Garden Society, Cosens Institute, Yeo Valley, Cuddly Toy Gang, Langstone Cliff, funds from individuals celebrations and funeral services, Dawlish Crafters, Councillors, Dawlish Warren Golf Club, Dawlish Dancers, St Gregory's Church Men's Breakfast Club, United Spiritual, Golden Bottle Trust, Galleon Pub in Starcross, Brunswick Arms, Marina Bowling, Sunflower Bunch and the groups who supported their fundraiser, High C's and the Back Beach Boyz (also gifted funds), Alice Cross Centre, The Rise Care Home, Holcombe Residents Association, Shaldon Singers, Castle Inn in Holcombe, Oakland Park Residents Association, Shaftesbury Theatre, Stokeinteignhead Village Shop, and to the group of young ladies who put on a fundraising event in our town selling all sort of items they made themselves; Kitty, Nieve, Ethan, Bethany and Megan, and to two young men Joel and Oscar for holding a lemonade stall to help. A special thanks to those who helped us with loan vehicles: GM Coachworks, Newton Abbot CTA and Courtside Conversions.

Our gratitude is shared to those who continue to support the schemes across the county; Karen Rose (note below\*) at Devon County Council (Community Transport Adviser) and Tim Lamerton and Claire Stevens from Devon Access to Services; without your knowledge and expertise we would have been at a loss on many an occasion, and to our national CTA UK.

Sincere thanks to the businesses and individuals who keep us operational; Cofton Motors, Autosave, GM Coachworks, Courtside Conversions, Binfield Insurance Brokers, Swish Cleaning Services, MerryWeather (carpet cleaning), Swift Print, Kameleon Signs, Loopy Parrot, Tyre tec, Prestige Smart Repairs, Incar, J Elworthy Electrical Contractors, Greenwood Accountancy, Westcountry HR, AME Solutions, Exeter Disability Centre, Cavendish, Optimise, Paul our carpenter and his dog Rosie and to Home Instead for again gifting training sessions - and all those who support.

Thinking of and thanking our staff and volunteers no longer with us; those lost and, in our memory, and those retired/stepped back from the team: Mark Breakwell RIP, Richard Reynolds, Trevor Court, Kerry Dunn and Ruth Talbot. Farewell and thank you to passengers no longer travelling and we welcome all those who have joined us through the year.

To our exceptional overall team who work closely together to enable the smooth running of services and without we would not receive such commendable feedback from those who travel with us; below offers just an insight from passengers, and volunteers:

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

"To all in the shed in the carpark! Thank you for bringing sunshine into my life." TC (volunteer)

"After the year you've had you deserve an award for keeping going and keeping us going." CA

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

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

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

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

"To all the team that keeps the wheels turning and the volunteering so rewarding. What a year .. you've performed miracles, absolute miracles." SB (volunteer)

Report of the Trustees  
for the Year Ended 31 March 2024

**From Karen Rose/DCC\*:** My sincere apologies that I won't be able to join you. I do hope you have a successful meeting, and I would be pleased to receive a copy of any reports after the meeting. Please could you extend my grateful thanks to you and the whole ETCTA team: staff, trustees and volunteers for another busy and successful year of service. I know it has been another tough one, operationally and personally for you, but you always take the trouble to respond to my emails, questions and surveys (and annoying requests for statistics etc!) and attend the CTN meetings with no complaint and always a kind comment, for which I am very grateful. It was really appreciated that you and Valerie took the time out of your busy days to meet with me in January to discuss how things were going. You know I am happy to make myself available to come to the office if and when we need to discuss anything.

Twelve months ago, I stood exactly here and endorsed the problematic challenges and situations we had experienced in recent years, never standing still or without its hurdles, yet words cannot express how difficult this last year has been. It is without doubt that without the kindness, generosity and encouragement, dedication and commitment of the Transport Team and those of our community, we would have closed the doors once and for all. Our vision for the service, sustainability and progress has been hindered yet again, but not destroyed, and as time moves forward, we will recover.

Four vehicles were lost in their entirety, two being almost new (a minibus and a fully adapted car) and one we managed to salvage and bring back into the fleet. Following lockdown when we reduced our fleet from eleven to five, we tirelessly worked to build back to nine. In the blink of an eye, we found ourselves in a desperate and devastating position being back down to five, and with the aftermath of carnage to deal with. We closed our doors for one day, only one day, and our truly amazing volunteers were back out in the community driving; dedicated to the core.

There is much that could be shared of the trials and tribulations around the journey we have travelled of late, yet it will do little to console us or understand any reasoning behind what happened in the early hours of Friday 14th July 2023, and we wouldn't wish to drag anybody else through what we have experienced in the last twelve months.

We cannot share all the detail but can reassure you that Devon and Cornwall Police and our CID Officer are still working for a conclusion to the arson attack; yet it will not bring back the vehicles nor rewind the trauma and devastation for the Charity and its community. Nobody was injured and we are wholeheartedly thankful for that. We are humbled by the overwhelming support and cannot express the extent of our gratitude to reside in such a wonderful community that we serve. Our thanks to the Fire Brigade crew who individually put themselves at risk to tackle the fire, the insurmountable number of people who phoned, gifted items from t-bags to cakes, pasties to monies. Passengers, members of the community and those further afield, to the organisations who loaned us vehicles while we unravelled a way forward and every single person who offered and gave assistance; the list is endless and we unreservedly thank everyone.

We fought and received the full value of each lost vehicle and our insurance claim enabled us to replace one minibus with another second hand Bertie (2) and to put a deposit on a new build of the second bus delivered brand new and bespoke built only 18 months prior to the fire (to be called again Lottie (2); with funds to pay for it outright - fantastic for the Charity although we await a delayed delivery date that will take us beyond September and every day that goes by is a loss to our users. Very quickly we were able to replace one of the cars, all credit to our wonderful community who raised over £16,000 in just nine weeks and soon we took receipt of a little red car; known as Eric2. Now we need to concentrate on raising funds through any Grant opportunities and wider Charity fundraising for a further £43,000 to replace the lost car. If anyone would like to come on board and assist with fundraising, please do let me know.

Before observing data relative to our services, please see below an example of the Community Transport Services collective figures for reference, for the 'Ring and Ride' Trips only, in 2023/24

There were x15 Ring & Ride schemes operating, provided by 12 different organisations.

21,379 Core Passenger journeys were made, an average of 1,425 per scheme. Including other trips provided i.e. the Wellbeing Trips (noting that not all schemes record every trip therefore this figure may be under-represented); this increases the average per scheme to 2,093 Passenger Journeys.

739 wheelchairs were carried on Core journeys and a further 213 on other trips. Some schemes report no wheelchairs carried whereas others are substantially more, possibly indicating under-reporting, therefore assumed to be higher.

Mileage for the year on Core journeys totalled 183,653 miles, an average of 12,244 miles per scheme, rising to 18,500 on average per scheme with the calculated other trips also.

East Teignbridge Community Transport  
Association

Report of the Trustees  
for the Year Ended 31 March 2024

What a year it has been. I am beholden to our Team who have excelled on all levels - our admin team of co-ordinators, drivers, maintenance and fundraising supporters, our driver assistants, Trustees, Dawlish Town Council Reps and all those in the community who sit quietly in the background yet not unnoticed, and to our community.

Finally, we thank all those present at the AGM and those reading our Annual Report and ask you to please keep supporting us.

**April 2022-March 2023:**

**COMMUNITY CAR SCHEME:**

Passengers carried	1326
Passengers carried who required wheelchair assistance	201
Journeys to/from medical appointments/activities	2004
- Health appointments	1044
- Social/wellbeing	21
Wheelchair bound passenger journeys	260
Total appointments cancelled	615
- cancelled by hospital/client	397
- alternative transport found	82
- DCT unable to provide	136
Volunteer Car driving hours (exclusive of minibus drives)	2785 hours
Total Mileage	25,080

**RING AND RIDE:** (Tuesday, Wednesday, Thursday & Friday)

Passengers carried	1641
Journeys	211
- Essential shopping/daily tasks	147 (4390 miles)
- Social/wellbeing trips - 10 trips requiring x2 buses as popular	60 (4532 miles)
Wheelchair passengers	75
Total mileage	9262

**COMMUNITY BUS ROUTE 187** (Tuesday & Thursday)

Dawlish Warren to Dawlish via Cockwood, Cofton & Sainsbury's

Journeys	104
Passengers	1024

**COMMUNITY BUS ROUTE 886** (Wednesday & Friday):

Teignmouth to Newton Abbot via Combeinteignhead & Stokeinteignhead

Journeys	102
Passengers	1111

Total Mileage of both services	6458
--------------------------------	------

**Minibus Hires for Affiliated Groups/Services/Activities:**

Total Mileage	26
	1309

**SHOPMOBILITY Equipment Hire**

Excluding the multiple hires to various community events

178

**Total passenger miles driven this financial year**

44,597 miles

**Collective Volunteer Car & Minibus Basic Driver Hours**

2933

**Non-driving Volunteer Hours** - admin assistance, fundraisers etc\*

925

\*Exclusive of Trustee time, DTC Rep & all those in the community informally involved

East Teignbridge Community Transport  
Association

Report of the Trustees  
for the Year Ended 31 March 2024

**New volunteers within reporting period\***

19

**Passengers active registered with DCT exceeds 1500 with anaverage of x1 new per  
working day**

Sally Preston  
09/07/2024

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

Approved by order of the board of trustees on 12 July 2024 and signed on its behalf by:

Mrs V Jeffery - Trustee

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

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Accounting Technicians, which is one of the listed bodies.

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

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

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

Clare Lillington FMAAT

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

12 July 2024

East Teignbridge Community Transport  
Association

Statement of Financial Activities  
(Incorporating an Income and Expenditure Account)  
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies		85,064	152,184	237,248	71,217
<b>Charitable activities</b>					
General		54,833	-	54,833	84,563
Other trading activities	2	32,429	2,716	35,145	19,916
Investment income	3	347	-	347	62
<b>Total</b>		<u>172,673</u>	<u>154,900</u>	<u>327,573</u>	<u>175,758</u>
<b>EXPENDITURE ON</b>					
Raising funds		-	-	-	198
<b>Charitable activities</b>					
General		<u>285,546</u>	<u>1,392</u>	<u>286,938</u>	<u>197,694</u>
<b>Total</b>		<u>285,546</u>	<u>1,392</u>	<u>286,938</u>	<u>197,892</u>
<b>NET INCOME/(EXPENDITURE)</b>		(112,873)	153,508	40,635	(22,134)
<b>Transfers between funds</b>	11	<u>42,281</u>	<u>(42,281)</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>		(70,592)	111,227	40,635	(22,134)
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		405,243	-	405,243	427,377
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>334,651</u></u>	<u><u>111,227</u></u>	<u><u>445,878</u></u>	<u><u>405,243</u></u>

The notes form part of these financial statements

East Teignbridge Community Transport  
Association

Balance Sheet  
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	8	246,660	-	246,660	294,488
<b>CURRENT ASSETS</b>					
Debtors	9	32,876	-	32,876	5,581
Cash at bank and in hand		56,777	111,227	168,004	106,078
		<u>89,653</u>	<u>111,227</u>	<u>200,880</u>	<u>111,659</u>
<b>CREDITORS</b>					
Amounts falling due within one year	10	(1,662)	-	(1,662)	(904)
<b>NET CURRENT ASSETS</b>		<u>87,991</u>	<u>111,227</u>	<u>199,218</u>	<u>110,755</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>334,651</u>	<u>111,227</u>	<u>445,878</u>	<u>405,243</u>
<b>NET ASSETS</b>		<u>334,651</u>	<u>111,227</u>	<u>445,878</u>	<u>405,243</u>
<b>FUNDS</b>	11				
Unrestricted funds				334,651	405,243
Restricted funds				111,227	-
<b>TOTAL FUNDS</b>				<u>445,878</u>	<u>405,243</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements

East Teignbridge Community Transport  
Association

Balance Sheet - continued  
31 March 2024

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

The financial statements were approved by the Board of Trustees and authorised for issue on 12 July 2024 and were signed on its behalf by:

V Jeffery - Trustee



## **1. ACCOUNTING POLICIES**

### **Basis of preparing the financial statements**

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

### **Income**

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

### **Expenditure**

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

### **Tangible fixed assets**

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

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

### **Taxation**

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

### **Fund accounting**

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

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

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

### **Pension costs and other post-retirement benefits**

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

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**2. OTHER TRADING ACTIVITIES**

	31.3.24	31.3.23
	£	£
Fundraising & donations	35,145	19,916
	<u>          </u>	<u>          </u>

**3. INVESTMENT INCOME**

	31.3.24	31.3.23
	£	£
Deposit account interest	347	62
	<u>          </u>	<u>          </u>

**4. NET INCOME/(EXPENDITURE)**

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

	31.3.24	31.3.23
	£	£
Independent Examiner's fee	160	150
Depreciation - owned assets	26,741	38,699
Deficit on disposal of fixed assets	97,421	-
	<u>          </u>	<u>          </u>

**5. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**6. STAFF COSTS**

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

	31.3.24	31.3.23
Management	1	1
Office staff	3	3
Drivers	5	5
Escort	1	1
	<u>          </u>	<u>          </u>
	10	10
	<u>          </u>	<u>          </u>

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

**7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	71,217	-	71,217
<b>Charitable activities</b>			
General	84,563	-	84,563
Other trading activities	19,916	-	19,916
Investment income	62	-	62
<b>Total</b>	<u>175,758</u>	<u>-</u>	<u>175,758</u>
<b>EXPENDITURE ON</b>			
Raising funds	198	-	198
<b>Charitable activities</b>			
General	<u>197,694</u>	<u>-</u>	<u>197,694</u>
<b>Total</b>	<u>197,892</u>	<u>-</u>	<u>197,892</u>
<b>NET INCOME/(EXPENDITURE)</b>	(22,134)	-	(22,134)
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	<u>427,377</u>	<u>-</u>	<u>427,377</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>405,243</u></u>	<u><u>-</u></u>	<u><u>405,243</u></u>

**8. TANGIBLE FIXED ASSETS**

	Freehold property £	Scooters £	Vehicles £	Totals £
<b>COST</b>				
At 1 April 2023	139,696	16,409	401,766	557,871
Additions	-	4,300	72,034	76,334
Disposals	-	-	(143,403)	(143,403)
At 31 March 2024	<u>139,696</u>	<u>20,709</u>	<u>330,397</u>	<u>490,802</u>
<b>DEPRECIATION</b>				
At 1 April 2023	-	10,679	252,704	263,383
Charge for year	-	2,006	24,735	26,741
Eliminated on disposal	-	-	(45,982)	(45,982)
At 31 March 2024	<u>-</u>	<u>12,685</u>	<u>231,457</u>	<u>244,142</u>
<b>NET BOOK VALUE</b>				
At 31 March 2024	<u>139,696</u>	<u>8,024</u>	<u>98,940</u>	<u>246,660</u>
At 31 March 2023	<u>139,696</u>	<u>5,730</u>	<u>149,062</u>	<u>294,488</u>

**9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31.3.24	31.3.23
	£	£
Trade debtors	10,438	5,581
Prepayments	22,438	-
	<u>32,876</u>	<u>5,581</u>

**10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31.3.24	31.3.23
	£	£
Other creditors	<u>1,662</u>	<u>904</u>

**11. MOVEMENT IN FUNDS**

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
<b>Unrestricted funds</b>				
General fund	405,243	(112,873)	42,281	334,651
<b>Restricted funds</b>				
Vehicle Replenish Fund	-	-	34,835	34,835
Vehicle Fire Recovery Fund	-	154,900	(81,103)	73,797
Safer Security Data Storage	-	(107)	787	680
Shopmobility	-	(675)	1,465	790
Shed Fund	-	(610)	1,500	890
Lottery 25 Years	-	-	235	235
	<u>-</u>	<u>153,508</u>	<u>(42,281)</u>	<u>111,227</u>
<b>TOTAL FUNDS</b>	<u>405,243</u>	<u>40,635</u>	<u>-</u>	<u>445,878</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	172,673	(285,546)	(112,873)
<b>Restricted funds</b>			
Vehicle Fire Recovery Fund	154,900	-	154,900
Safer Security Data Storage	-	(107)	(107)
Shopmobility	-	(675)	(675)
Shed Fund	-	(610)	(610)
	<u>154,900</u>	<u>(1,392)</u>	<u>153,508</u>
<b>TOTAL FUNDS</b>	<u>327,573</u>	<u>(286,938)</u>	<u>40,635</u>

**11. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

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

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

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

**12. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2024.

East Teignbridge Community Transport  
Association

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2024

	31.3.24 £	31.3.23 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Gift aid	19	14
Grants	92,099	71,203
Insurance claims	145,130	-
	<hr/>	<hr/>
	237,248	71,217
<b>Other trading activities</b>		
Fundraising & donations	35,145	19,916
<b>Investment income</b>		
Deposit account interest	347	62
<b>Charitable activities</b>		
Fares & hire charges	20,344	28,231
Shopmobility income	10,687	10,517
School contract income	-	22,735
Concessionary fare reimburse	1,509	2,896
Car forum	22,293	20,184
	<hr/>	<hr/>
	54,833	84,563
<b>Total incoming resources</b>	<hr/>	<hr/>
	327,573	175,758
<b>EXPENDITURE</b>		
<b>Raising donations and legacies</b>		
Fundraising expenses	-	198
<b>Charitable activities</b>		
Wages	80,490	84,616
Pensions	834	724
Rent & Rates	6,372	2,893
Insurance	-	2,923
Light and heat	2,113	2,278
Telephone	1,383	1,301
Postage and stationery	949	1,540
Advertising	258	2,237
Fuel	10,956	13,117
Vehicle insurance	15,926	10,848
Vehicle maintenance	19,231	15,799
Staff travel expenses	56	218
Office cleaning	1,201	1,194
Licences, subscriptions & plan	9,111	5,514
Other office costs incl repair	11,164	10,741
Bank charges	957	718
Carried forward	161,001	156,661

This page does not form part of the statutory financial statements

East Teignbridge Community Transport  
Association

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2024

	31.3.24 £	31.3.23 £
<b>Charitable activities</b>		
Brought forward	161,001	156,661
Depn of scooters	2,006	1,433
Depn of vehicles	24,735	37,266
Loss on sale of tangible fixed assets	97,421	-
	<hr/> 285,163	<hr/> 195,360
<b>Support costs</b>		
<b>Governance costs</b>		
Independent Examiner's fee	160	150
Accountancy and legal fees	1,615	2,184
	<hr/> 1,775	<hr/> 2,334
Total resources expended	<hr/> 286,938	<hr/> 197,892
<b>Net income/(expenditure)</b>	<hr/> <hr/> 40,635	<hr/> <hr/> (22,134)