



# ***5th Annual Report 2023-2024***

***Arun Community Transport  
Charitable Incorporated Organisation (CIO)  
Reg. Charity No 1183665***

# **Arun Community Transport Reg. Charity No. 1183665**

## **Trustees of the Charity**

Michael J Clayden (Chairperson)

Gerald Kimber

Graham Irwin

Louise Stillwell

## **Dove Lodge Office**

Christine Austin (Administration Officer)

Chris Fuller (Volunteer coordinator)

Clayden Accounting Ltd

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# **Arun Community Transport**

## **Chairman's Report 2023-24**

This has been a busy year for Arun Community Transport, as you will read in the reports enclosed.

This report covers the period from June 1st, 2023, to March 31st, 2024. This aligns with the standard financial year and allows us to produce our report in time for the funding timetable.

With a small membership fee, we have taken on more clients and have been able to quantify our active clients and produce useful income.

This year, we moved to a larger office and can now accommodate four people processing telephone calls at one time.

We have been fortunate to secure funding for a general manager for a year, and we thank The Ernest Kleinwort Charitable Trust, Sussex Community Foundation, and Chalk Cliff Foundation for their generous grants. This will allow us to expand our services and manage the complexities of running a charity.

Arun Community Transport have been saving for their own Wheelchair Accessible Vehicle (WAV) for several years. Our original ambition was to have an electric vehicle. Barchester Charitable Foundation kindly pledged £10,000.00 towards an electric WAV in March 2023.

As we approached August 2023, after being turned down for a grant to enable us to buy a fully electric WAV, it became clear that our collective efforts were insufficient to secure the funds for an Electric (WAV). Faced with this reality, we, Arun Community Transport Trustees, had to reassess our goals to ensure the provision of a WAV for the Residents of Arun.

We had to cut our clothes to our means; we could afford a Diesel WAV. Barchester Charitable Foundation kindly changed our award to allow us to purchase a Diesel WAV. With this great news, we ordered a WAV and took its delivery in early March of this year. We also thank West Sussex County Council for their kind grant towards its purchase.

We now provide this service on weekdays; we will book trips for wheelchair users. This is subject to finding more Volunteer drivers to drive the WAV. At weekends, we intend to offer it to family or friends of wheelchair users. Next year's report will include our progress with this new service to the Arun community.



### **Core Funding Grants 1st June 2023 to 31<sup>st</sup> March 2024**

Without core funding, we would not exist, and we thank the generous organisations below for their continuing support.

David Hunt Trust	£5,000.00
West Sussex County Council	£5,000.00
Arun District Council	£4,000.00
Littlehampton Town Council	£2,000.00
Aldwick Parish Council	£500.00
Rustington Parish Council	£150.00
Pagham Parish Council	£200.00
Yapton Parish Council	£100.00
Bognor Regis Town Council	£100.00

### **Special Projects Grant Funding**

National Lottery Community Funding	10,000.00
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This funding was for a volunteer Coordinator to work on increasing our volunteer numbers and supporting them for a year. His report is attached.

Our organisation's most important people are volunteers, who give up their time freely to help others in our community. The Drivers, office volunteers, and our small part-time staff keep the operations together. Thank you all.

I also thank all the individuals who kindly donated to our funds over the year.

On the next page, you will find a list of all our funders over the year, whom we thank for their support of our Charity and the Community of Arun.

Mike Clayden  
Chairman

# Arun Community Transport Funders 2023-24

Aldwick Parish Council



Bognor Regis Town Council



Rustington Parish Council



Pagham Parish  
Council



Yapton Parish Council



The David Hunt Trust





## **Impact report April 2023 to April 2024**

### **Output - what our charity does:**

Providing affordable and reliable transport for residents in local areas who cannot easily access public transport for any reason.

Offering a listening ear to our clients.

Keeping an eye on our elderly and vulnerable clients.

### **Outcome – the difference we make:**

Currently we are supporting 1220 people to attend medical appointments, social events and to go shopping. This ensures their health needs can be met. Being able to get to social events alleviates social isolation and being able to get to the shops supports a level of independence for our clients.

Social Isolation is not an event that happens without consequences.

The National Institute on Aging highlights the importance of people staying active and connected with others. They state that “people who engage in meaningful and productive activities that they enjoy with others feel a sense of purpose and tend to live longer.”

For some of our clients being able to attend groups fulfils their need to engage with others which ordinarily in their day to day life would not be possible. (see case study 2) Being able to get out and meet others, taking part in activities and groups may improve mood, well-being and cognitive function.

We make sure we are aware of what is available in our area so that we can pass on relevant information to our clients. Because we have a relationship with our clients and are in regular contact with them we are in a position to know when they are isolated and can support them to find activities, that are manageable, outside their home.

We are also aware of the positive benefits of owning a pet, such as having company, possibly helping to lower stress and blood pressure and providing comfort. Our drivers are all happy to transport our clients and their pets to vet appointments ensuring the clients are able to meet the needs of their pets as well as their own.

Social Isolation is not only something that relates to our client group but also applies to some of our drivers who live alone and for whom driving provides a worthwhile activity which gives them meaningful contact with others on a regular basis. Our drivers are a vital part of tackling social isolation, providing a listening ear and a friendly face and a regular contact for our clients, many of whom will request a driver by name. Being able to see drivers on a regular basis means our clients and drivers get to know each other. Drivers develop an understanding of the needs of individual clients and they in turn develop a trust of the drivers known to them.

Knowing that their loved ones are being aided to get to their destinations and that they will be brought home safely afterwards reduces the strain on adult children/friends who would otherwise have to take time off work and possibly travel to the local area to provide transport themselves.

Being available on the end of the phone to provide practical and emotional support when needed.



### **Impact – the longer term difference this makes:**

By providing transport for those who cannot drive themselves; who do not have relatives or friends available to help and who cannot easily access public transport, we are ensuring that our clients' can attend any health related appointments they have. We are also ensuring that they can see friends to minimise social isolation and by providing transport to the shops our clients are able to choose where they would like to shop and can buy what they would like.

Over the last year we have registered 258 new clients from the Arun District.

We have provided a driver for 7200 trips, including those booked many months in advance and many last minute bookings.

We have recruited 5 new drivers and two new office volunteers. All our staff have been commended by members of the public for their kindness, support and helpfulness. Many clients have recommended our service to their friends and have stated that our service is invaluable to them to enable them to retain a level of independence by being able to arrange their own transport to important appointments. Our office staff have built up important relationships with our clients and have regularly checked up on those more vulnerable members when they have not heard from them.

### **Case Studies:**

1) Ms L is a lady suffering from multiple health conditions including anxiety. She has had to attend appointments in many different hospitals as far afield as Haywards Heath, Brighton and Fareham. We have kept the different drivers we have been able to provide to a minimum in order for her to be able to build relationships with them individually as this minimises her anxiety about trips. Drivers have allowed plenty of time to get her to appointments as she worries constantly about being late and they have accompanied her into the hospitals and have ensured she gets her fares reimbursed at the hospitals as she is in receipt of benefits that qualify for this. We even had drivers who did shopping for her when she was too unwell to get out and about. She has given the Charity two donations because as she said "All of you in the office and the lovely drivers have kept me sane and without you I would not have been able to continue to live independently." Ms L is one of our clients that we regularly touch base with as she has no family living close by and can become very isolated when her anxiety is at its worse.

2) Mrs B lost her husband a couple of years ago and lives in an area that does not have a regular bus service. Her husband was the driver. She was very lonely after her husband passed away and wanted to try to get out and meet people. She identified a club that would meet her needs but it was about 5 miles away. We have provided her with a driver twice a week since she started at this club only missing twice when a driver called in sick. She has been able to develop new friendships and interests and her family have not had to worry about her becoming socially isolated.

Mrs B told us that she doesn't know what she would have done without our help over the last two years.

3) Mr S who is 97 and his wife aged 96 wished to see his brother who was going to be celebrating his 102<sup>nd</sup> birthday. The brother lived 55 miles away and Mr and Mrs S had no family able to take them to see him and felt unable to use any public transport for the long journey. We were able to take them to have lunch with his brother and then return them home again afterwards. They were extremely

grateful for the opportunity to see him and said that they wanted to be able to celebrate with him not knowing how many more birthdays they would be able to do this.

They said they felt safe with the driver and enjoyed his company and the drive to and from the venue.

These are a few examples of our client group and the service that is provided.

**Christine Austin**

**Office Manager**

## **ACT – Volunteer Coordinators Report April 2024**

Arun Community Transport relies predominantly on volunteer drivers using their own vehicles to transport users of the service to vital appointments in hospitals and doctors surgeries. In addition social visits are also catered for, when sufficient drivers are available. This service is vital to elderly and vulnerable residents of the parishes in the Arun district. In addition to giving access to transport the service is a lifeline to those who would otherwise be trapped at home, helping their mental health.

Volunteering with us is not just about giving back to the community, it's also about taking care of yourself. The opportunity to volunteer has a positive impact on your health and well-being, giving you a meaningful way to spend your spare time. Many of our volunteers, who are still active and in good health have found this to be a fulfilling use of their newfound free time.

Our volunteer Drivers and Office staff are the backbone of our operation. Without their dedication our service would not be possible. We continue to need more volunteers to ensure the smooth running of our service. A robust recruitment and retention policy is crucial to our organisation as it not only helps us retain our existing volunteers but also ensures that we have enough hands on deck to meet the growing demand for our services in the future.

In 2024, Arun Community Transport purchased a Wheelchair-Accessible vehicle (WAV). This will allow ACT to offer services to clients who are totally wheelchair-dependent. The WAV will need volunteer drivers who will need to be fully trained in the use of the vehicle to ensure the safe transit of wheelchair passengers.

A recent report by West Sussex County Council and highlighted by VAAC (Volunteer Action Arun & Chichester) found that the Arun District has a growing number of elderly and vulnerable residents. This will result in an increase in the demand for Doctor and Hospital services in the coming years. This will undoubtedly give rise to an increase in the demand for good community transport schemes in the future. ACT has recorded increases in the demand for its services over the last few years, highlighting the need to increase its services.

It is essential to ACT that volunteers understand the value of their role in the organisation's running, as would be the case in any voluntary sector. As ACT looks forward to a new year plans are in place to increase engagement with the existing volunteer staff to ensure that they understand the excitement of being a volunteer. To meet expectations a Summer BBQ for volunteers has been arranged for June 2024, other social events will be planned on a regular basis. A bi-monthly newsletter will be launched in May 2024 to ensure volunteers are updated with current news about the organisation.

New volunteers are vital to ensure that the ACT services can be kept and that future growth can be achieved. We also must be aware of what I call the 'Churn Factor'. Realistically ACT will lose volunteers through natural wastage, such as moving away from the area or retiring. Two of our volunteer drivers and one office volunteer left us last year. I am pleased to record that after taking this into account we have achieved a net gain of 7 volunteers (five drivers and two office) in the last 12 months.

As highlighted previously in my report the expectation is that demand for community transport services will increase. Engagement with other organisations, particularly Volunteer Action Arun & Chichester, Community Transport Sussex and the Community Transport Association, will open up opportunities to develop and support the Arun Community Transport organisation. Collaboration with similar operations, such as these, enables us to grow together by sharing and adopting best practices. This improves the experience for the user, volunteer, and also the organisation. In January 2024, the VAAC organised a Volunteer Fair in Rustington, three new volunteer drivers were recruited as a result. Similar events are planned throughout the year and ACT will attend them to maximize exposure to

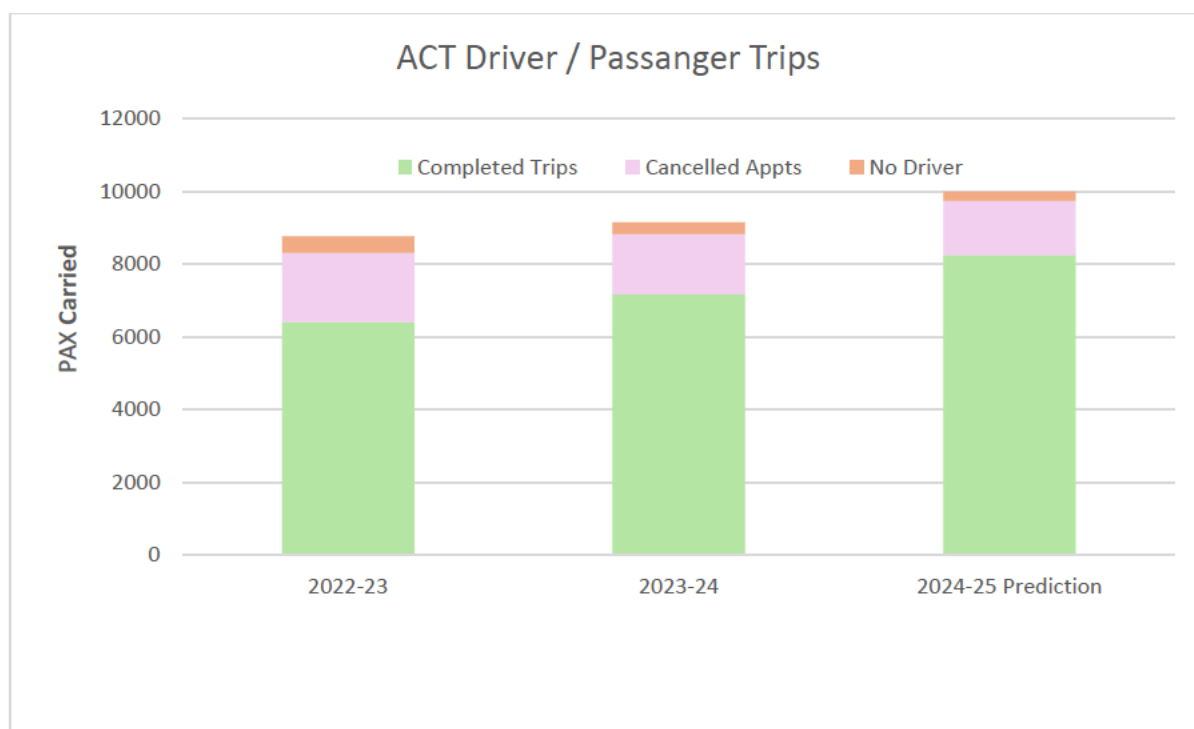
new volunteer opportunities. Plans are already in place for ACT to be represented at local events such as the Lions Rustington Street Fayre and the Littlehampton Town Show. This type of event is vital to raising the profile of Arun Community Transport and the services offered to the local community, engaging with potential new volunteers. Other volunteers have been recruited in the last 12 months via VAAC referrals and responding to local advertising.

Future ACT plans will include the use of Social Media platforms to attract both volunteers and users to the services. In May 2024, advertising in Doctor's Surgeries, Hospital Waiting Rooms, and other venues will be renewed.

Engagement with our local parish/town councils and other funding organisations allows ACT access to funding opportunities. ACT welcomes opportunities to meet and present the organisation's goals and give feedback on the impact and contribution their generous donations have made to the organisation. Walberton Parish Council has included a slot for ACT to make a presentation at their May 2024 meeting, and others will follow in due course. These meetings also offer the opportunity for ACT to promote their services and the benefits of volunteering.

The Graph below illustrates the current dependency on a relatively small number of Volunteer drivers (28) and the need for ACT to recruit new volunteer drivers to support future demand. This will also increase the need to recruit more office volunteers to coordinate the increased activities.

The graph also illustrates the high number of NHS cancellations that impact the service.



Chris Fuller – Volunteer Development Coordinator  
April 2024

The National Lottery Community Fund funded this Post.



# Arun Community Transport

## Acting Treasurers Report

**Registered Charity Accounts 1st June 2023 to 31<sup>st</sup> March 2024 (10 months)**

**This year, we have shortened our trading period to ten months to align us with the standard convention on trading year**

This has been a remarkably successful fifth year for the Charity, marked by significant achievements and growth.

Total income for the year has been in excess of £62k.

This includes a grant to top up our Wheelchair Accessible Vehicle fund, allowing the purchase to proceed. We have also received grants to fund a Volunteer Coordinator for this calendar year and have almost secured sufficient funding for a General manager for a year.

Our expenses have increased due to the need for more office space and additional software seats to accommodate the demand for our services. Staff costs have also increased.

A surplus of £ 1295 has been recorded. This has been added to the operational reserve brought forward from the previous year to give a total in excess of £36k at the end of the year.

Most of this excess is in the Restricted fund £18K, leaving £ 18,000.00 as an operational reserve.

MJ Clayden MAAT



# Arun Community Transport

## Profit and Loss

July 2023 - March 2024

	TOTAL
Income	
Admin Fees from Drivers	9,880.73
Bank Interest	418.61
Billable Expenditure Income	0.00
Donations and legacies	1,361.87
Donations with membership fees	1,156.00
Grants	44,050.00
Income	2,666.35
Membership Fees	3,160.80
Uncategorised Income	69.80
<b>Total Income</b>	<b>£62,764.16</b>
GROSS PROFIT	<b>£62,764.16</b>
Expenses	
Accommodation Costs	4,064.13
Advertising/Promotional	1,476.78
Computer Costs	1,595.06
Insurances	695.33
Office/General Administrative Expenses	5,279.05
Other Professional Services	5,831.41
Salaries & Wages	10,929.73
Travel and Accommodation	23.30
Uncategorised Expense	94.75
Volunteer Expenses	2,962.72
WAV SJ24DHX Running Costs	2,148.28
<b>Total Expenses</b>	<b>£35,100.54</b>
NET OPERATING INCOME	<b>£27,663.62</b>
Other Expenses	
Depreciation WAV SJ24DHX	8,307.50
<b>Total Other Expenses</b>	<b>£8,307.50</b>
NET OTHER INCOME	<b>£ -8,307.50</b>
NET INCOME	<b>£19,356.12</b>

## **Arun Community Transport Notes to Accounts**

### **Trading year 1<sup>st</sup> July 2023 to 31<sup>st</sup> March 2024**

We have had a short year to align our financial year with the April to March convention at the request of our funders. This report covers a 10-month period.

#### **Note 1**

##### **Restricted Funds**

We are showing a trading profit of £19,362.15 for the period; this includes £18,061 in restricted reserves for costs involved with employing currently a Volunteer Coordinator and the General Manager post, which all findings have now been secured.

This gives us a surplus for the period of £1,300.89

#### **Note 2**

##### **Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Motor vehicles 25% Straight Line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the asset's carrying value. It is recognised in the statement of financial activities.

All assets costing more than £1,000 are capitalised.

#### **Note 3**

##### **Reserves**

The Trustees have agreed to aim to build a reserve account of 50% of operation costs in the coming financial year.



# Arun Community Transport

## Balance Sheet

As of March 31, 2024

	TOTAL	
	AS OF MAR 31, 2024	AS OF MAR 31, 2023 (PY)
Fixed Asset		
Tangible assets		
Motor Vehicles Cost	0.00	
Vehicles WAV SJ24DHX	24,922.50	
<b>Total Tangible assets</b>	<b>£24,922.50</b>	<b>£0.00</b>
<b>Total Fixed Asset</b>	<b>£24,922.50</b>	<b>£0.00</b>
Cash at bank and in hand		
ACT Reserves	0.00	
General Savings 56376660	12,092.15	35,061.10
Lloyds Bank 43556268	2,220.50	2,290.93
Paypal ACT	86.39	60.00
Restricted Funds	18,061.26	
Returned Cheque	0.00	
Undeposited Funds	277.70	1,865.43
WAV Sinking Fund	3,689.30	
<b>Total Cash at bank and in hand</b>	<b>£36,427.30</b>	<b>£39,277.46</b>
Debtors		
Debtors	-20.00	-275.70
<b>Total Debtors</b>	<b>£ -20.00</b>	<b>£ -275.70</b>
Current Assets		
Uncategorised Asset	0.00	
Undeposited Funds-1	0.00	
<b>Total Current Assets</b>	<b>£0.00</b>	<b>£0.00</b>
<b>NET CURRENT ASSETS</b>	<b>£36,407.30</b>	<b>£39,001.76</b>
Creditors: amounts falling due within one year		
Trade Creditors		
Creditors	34.13	0.00
<b>Total Trade Creditors</b>	<b>£34.13</b>	<b>£0.00</b>
<b>Total Creditors: amounts falling due within one year</b>	<b>£34.13</b>	<b>£0.00</b>
<b>NET CURRENT ASSETS (LIABILITIES)</b>	<b>£36,373.17</b>	<b>£39,001.76</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<b>£61,295.67</b>	<b>£39,001.76</b>
<b>TOTAL NET ASSETS (LIABILITIES)</b>	<b>£61,295.67</b>	<b>£39,001.76</b>
Capital and Reserves		
Opening Balance Equity	20,762.89	20,762.89
Retained Earnings	18,238.87	14,540.36
Profit for the year	22,293.91	3,698.51
<b>Total Capital and Reserves</b>	<b>£61,295.67</b>	<b>£39,001.76</b>



Section A

Independent Examiner's Report

Report to the trustees/  
members of

Charity Name  
Arun Community Transport

On accounts for the year  
ended

31<sup>st</sup> March 2024

Charity no  
(if any)

1183665

Set out on pages

1

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

Responsibilities and  
basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent  
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect,:

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Signed:

Date:

26-4-2024

Name:

Victoria Ann Rhodes

Relevant professional  
qualification(s) or body  
(if any):

None

Address:

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West Sussex  
BN17 7FJ