



6th Annual Report 2024-2025

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

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Arun Community Transport

Chairman's Report 2024-25

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

This report covers the period from April 1st, 2024, to March 31st, 2025. This aligns with the standard financial year and allows us to produce our report in time for the funding timetable.

Trustees

This past year, we welcomed new trustees Anna Hyman, Adrian Perkins, and Alex Palethorpe. Unfortunately, two trustees resigned because they could not give us their time due to family matters. Gerald Kimber and Louise Stillwell. We thank them for all the time and effort they have put into our charity over the years.

Staff

The trustees thank Chris Fuller for all his good work over the year, exceeding his contracted hours every week.

We welcome Jen Nicholson to the role of Service Coordinator and benefit from the skills she brings to our service.

This year, we had to say goodbye to Christine Austin. We thank Christine for all her hard work over the years and wish her well for the future.

This year, we are not asking Jen Nicholson for a report as she has not been with us long enough. Her post-report will be delivered in the Service Coordinator/General Manager Report.

Membership

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

Grant Funded Projects

We have been fortunate enough to secure funding for a general manager for a year, two days a week. We thank The Ernest Kleinwort Charitable Trust, Sussex Community Foundation, and Chalk Cliff Foundation for their generous grants towards this project. This has allowed us to expand our services and manage the complexities of running a charity. This post will end at the beginning of June.

We also had a volunteer coordinator for a year, one day a week, funded by Awards for All, which has now ended.

Both these posts have allowed us to make Arun Community Transport a more sustainable organisation. We are most grateful to the funders for their trust in us to

spend their limited funds well and give real value for money to our community. Please read the General Manager's report to see what he has achieved in his time with us.

We intend to continue employing our General Manager in a new post that combines the General Manager's role with the Volunteer Coordinator's. We are currently looking for funding for this post.

Wheelchair Accessible Vehicle (WAV)

In my Acting Treasurer's report, I mention that the WAV was not performing as financially as we had hoped. We have been unable to find sufficient volunteers to drive it, and cannot support the funding of drivers after September 2025. Grants have not been possible for Drivers. The Trustees will decide the future of the WAV in the coming months.

Core Funding Grants 1st June 2024 to 31st March 2025

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

Postcode Society Trust

West Sussex County Council

Arun District Council

Littlehampton Town Council

Aldingbourne Parish Council

Rustington Parish Council

Pagham Parish Council

Angmering Parish Council

Yapton Parish Council

Aldwick Parish Council

Bognor Regis Town Council

We are especially grateful to the Postcode Lottery (Postcode Society Trust) for its generous support of our core funding.

We also thank the Littlehampton District Lions Club for their generous donation of Computer equipment, which is vital for running our service.

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

Volunteers

Our organisation's most important people are volunteers, who give up their time freely to help others in our community. Thank you all: the trustees, Drivers, and office volunteers.

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 2024-25

Aldwick Parish Council



Pagham
Parish
Council

Rustington Parish Council



Yapton Parish Council



Service Co-ordinators / General Managers Report April 2024 to March 2025

The Objectives of our Charity

Arun Community Transport provides affordable and reliable transport for residents in the Arun District who cannot easily access public transport for any reason. There is a growing number of elderly and vulnerable residents who rely on its services.

Arun Community Transport offer a listening ear to its users, many of whom have difficulty in coping in our modern society.

The services provided by Arun Community Transport offer the opportunity to keep an eye on our elderly and vulnerable users.

Provides opportunities for Social Inclusion.

What our Charity Delivers and the support it gives to our local communities

Arun Community Transport currently supports more than 1,000 users of its services by providing transport for those who cannot drive themselves and who do not have relatives or friends available to help, or who cannot easily access public transport, we are ensuring that our clients' can attend any medical appointments they have. There is also the opportunity that they can visit friends or relatives who may be hospitalised, or in care (case study 1). Our weekly shopping trip provides the opportunity for our users to visit a local supermarket, not just to shop but also to catch up for a 'Coffee and Chat' in the café area (case study 2, picture). These are opportunities that help with Social Inclusion and the mental wellbeing of our users.

Arun Community Transport can provide support to the wider family, knowing that their loved ones are being aided to get to their destinations and that they will be brought home safely afterwards. This 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.

It is important that elderly people stay 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."

Being aware that Social Isolation affects many people it relates not only to our users but in some cases can apply to our volunteers. Some of our volunteers who live alone it provides a worthwhile activity which gives them meaningful contact with others on a regular basis. Our volunteers are a vital part of tackling social isolation, providing a listening ear and a friendly face and a regular contact for our clients.

By networking with other organisations Arun Community Transport are able to pass on to its users' details of relevant information on what is available in our area. Because we have a relationship with our clients and are in regular contact with them, we are able to know when they are isolated and can support them to find activities, that are manageable, outside their home.

Our Volunteers are regularly praised for their kindness, support and Care. Many of our users have recommended our service to Friends and Family. Our users gain a level of independence by being able to arrange their own transport to important appointments, with our Volunteer Office staff

recognising the importance of maintaining contact with our clients, they regularly checked up on those more vulnerable users when they have not heard from them for a while (case study 3).

Our membership changes over the years, sadly with the elderly some are no longer with us. We remember many of these fondly and appreciate very much the time they spent using our services.

The number of volunteer staff has increased in the last year both in the Office and Volunteer Drivers. Our Volunteers have contributed over 10,500 hours of their time in providing the service. Our Volunteer Drivers have completed nearly 112,000 miles transporting our users in the last 12 months.

Full details for our Operational Data are attached with this report.

Service Update

Throughout the last year it has been necessary to update many of the procedures to enable the service to operate smoothly and efficiently. A lot has been achieved but will be ongoing. Our booking system works on a system called CATSS. In addition to providing the 'day-to-day' scheduling it also provides us with data to enable us to plan for the future. Records urgently needed updating putting a huge demand on our very limited resources, both financially and in man-hours. It was decided to 'pause' new memberships for a short while in March 2025 to allow training and implementation of new procedures. Grant funding by Town and Parish Councils provided funds for a new office printer and the Littlehampton Lions very generously supplied a new computer (additional to existing) . The appointment of a Service Co-ordinator in February 2025 has made a significant improvement to our services, allowing us to improve the operational performance of Arun Community Transport. We are now seeing benefits such as improved Volunteer Training, Streamlining of the Booking Procedure and an improvement in staff morale. Better communication has been achieved, and we will continue to drive forward on these initiatives for the coming year.

Case Studies:

- 1) Miss A is the granddaughter of one of our users, Mrs.H. Mrs H's friend and neighbour was admitted into a home for end-of-life care.

I am just writing to say thank you and cancel the weekly arrangement for my Nan, (name), to visit Fairlight nursing home each Tuesday with (driver's name), sadly her friend (name) passed away in hospital. You have been truly amazing at a really difficult time for them both. Thank you. Best wishes (name)

- 2) Shopping Bus Passengers



3) Mrs S.

May we take this opportunity to convey our appreciation to the transport drivers and all the members of staff who generously give of their time in supporting this exceptionally efficient and friendly service. Words are inadequate in expressing just how important this service is to the community, an example being in our own situation, which by the nature of our health issues, we are unable to drive to our hospital appointments, therefore Arun Community Transport's service completely removes all stress and anxiety in planning the journey and ensures that we reach our destination and appointment in good time.

A sincere thank you to each one and long may your success continue.

Best Regards (name).

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

Chris Fuller



Annual Operational Data

1st April 2024 - 31st March 2025

		Ambulant	Walking Aid	Wheelchair WAV
Total Trips Booked	9500			
Cancelled Appts.	1666	17%		
Cancelled Pax Illness	175	2%		
No Driver Available	371	4%		
Completed Trips	7288	77%	3770	461
MEDICAL APPOINTMENTS	5418	75%	52%	6%
SOCIAL TRIPS	1865	25%		
Volunteer Hours Given	7850	WAV Hours	210	
Volunteer Miles Travelled	105890	WAV Miles	5926	
Registered Clients	1039	Volunteer Drivers		32
Under 65	129	New Drivers		7
65 to 74	190	Drivers Retired		3
75 to 84	380	Volunteer Office Staff		10
Over 85	340	New Office Volunteers		5

ACT – Volunteer Coordinators Report April 2025

Arun Community Transport operates across 26 Parishes in the Arun District, from Ferring in the east to Selsey in the west, and north out to Arundel.

The Arun District has a growing number of elderly and vulnerable residents which will result in an increase in the demand for Doctor and Hospital services in the coming years. Changes introduced to the availability of Hospital Transport will undoubtedly give rise to an increase in the demand for good community transport schemes in the future. Arun Community Transport has recorded increases in the demand for its services making the recruitment of Volunteers essential to maintaining its services in the future.

As a community transport service, Arun Community Transport had more than 1,000 users of their service in 2024-2025. With an average of over 150 weekly trips made by its users Arun Community Transport provide a vital lifeline to many of the elderly, vulnerable, disabled people, rural residents, and deprived households in the Arun District.

Arun Community Transport relies on its volunteer drivers using their own vehicles to transport users of the service to vital appointments in hospitals and doctors' surgeries. In addition, some 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 for those who would otherwise be trapped at home, helping their mental health. The Office Volunteers co-ordinate and manage the daily bookings from our users and allocate them to available drivers.

Our volunteer Drivers and Office staff are the backbone of our operation, in the year 2024-2025 almost 10,500 hours were given by our volunteer staff. 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.

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, found this to be a fulfilling use of their newfound free time.

A quote below from Tony, one of our Volunteer Drivers...

"Which makes it all worthwhile - it's great to finish a job with a smile on your face because you know you've helped someone."

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. In the last year a Summer BBQ was held in June and a Christmas 'Seasonal Buffet' was held in December. Some of our Volunteer Staff attended Summer Picnic in June 2024, organized by VAAC (Voluntary Action Arundel & Chichester), which will be repeated in June 2025. Jen Nicholson, our newly appointed Service Co-ordinator, has introduced and updated our newsletter to ensure volunteers are updated with current news about the organisation.

New volunteers are vital to ensure that the ACT services can be maintained, 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. Three of our volunteer drivers and two office volunteers left us last year. I am pleased to record

that after taking this into account we have achieved a net gain of 9 volunteers in the last 12 months.

As demand for community transport services increases it is important that Arun Community Transport networks with similar or related organisations, particularly Volunteer Action Arun & Chichester, Community Transport Sussex and the Community Transport Association. This will open further opportunities for Volunteer Recruitment. Collaboration with similar operations, such as these, also enables us to grow together by sharing and adopting best practices. In February 2025 the Littlehampton Lions organised a Volunteer Fair in Rustington and 2 new office volunteers were recruited as a result. Similar events are planned throughout 2025 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 Angmering Wellbeing Fair (April) Lions Rustington Street Fayre (July) and the Littlehampton Town Show (September). This type of event is vital to raise the profile of Arun Community Transport, and the services offered to the local community, engaging potential new volunteers. Other volunteers have been recruited in the last 12 months via VAAC referrals and responses to local advertising.

Future ACT plans will include more use of Social Media platforms to attract both volunteers.

Engagement with our local parish/town councils offers another opportunity to promote the service and create opportunities to recruit volunteer drivers in more local areas. If drivers can be recruited in locations closer to users, this contributes to our green agenda by reducing the total miles travelled.

The last year has proved to be a challenging but rewarding year as Arun Community Transport continues to grow and move forward. The coming year will no doubt bring more challenges, which I see as opportunities, and an exciting time to be involved in developing an outstanding Community Transport service.

Chris Fuller – Volunteer Development Coordinator

April 2025

Arun Community Transport Acting Treasurer's Report April 2025

Our financial position is relatively strong, but we must remain cautious until we receive the outcome of our grant applications.

Our year-end figures show a loss of £443.03 currently reported.

Income

The most interesting growth is the income for the car service, which has increased almost 35% this year to £20195.10

The WAV has followed the expected running cost recovery, with a small surplus for office costs, at £4,453.00 in income and £3,765.19 in running costs, with no recovery of driver costs, which have been met using income from other sources. Grant income is not available to cover the staff costs of a driver for a WAV. This is not sustainable, and the future of the WAV will be decided in the next trading year.

Grant Income

This has been reported slightly differently in Restricted and Not restricted, which were reported separately. There is some concern about this income going forward due to the current financial climate and the fact that grants are becoming harder to obtain.

Membership

Membership fees were lower than the previous year, and efforts are underway to improve this. However, some of the decrease is attributed to staff shortages in the office, which have now been rectified with the appointment of a new Service Coordinator and the introduction of a new membership renewal program.

The increase in membership fees should now bring a much-needed boost to this income.

Reserves

The intention to build a reserve of 50% of Running costs was unsuccessful; only 25% of annual running costs have been allocated to this fund. We hope to add to this fund in the next trading year, but I suspect it will take several years to reach our goal. Subject, of course, to not having to call on it

Our vulnerability is that we have unsuccessful grant applications, affecting our cash flow at short notice.

The Voluntary Sector primarily works on annual grant awards, which causes a continuous treadmill of Grant Applications for funding to keep the charity functioning.

MJ Clayden

Acting treasurer

Arun Community Transport

Profit and Loss

April 2024 - March 2025

	TOTAL
Income	
Bank Interest	430.80
Car Income	20,195.10
Donations and legacies	1,157.00
Donations with membership fees	569.50
Grants Core Funding	35,827.00
Grants Restricted	6,000.00
Income	572.45
Membership Fees	4,194.21
WAV SJ24DHX Income	4,453.00
Total Income	£73,399.06
GROSS PROFIT	£73,399.06
Expenses	
Accommodation Costs	6,859.12
Advertising/Promotional	62.89
Computer Costs	4,957.05
Insurances	681.08
Interest Payable	0.27
Office/General Administrative Expenses	105.72
CATTS Software	
ICO Data Protection	35.00
Printing, Postage and Stationery	698.85
Stamps	43.30
Telephone Costs	1,168.91
Total Office/General Administrative Expenses	7,802.48
Other Professional Services	5,593.19
Raising funds	220.00
Salaries & Wages	34,182.96
Subscriptions	9.00
Uncategorised Expense	60.00
Volunteer Expenses	3,418.23
WAV SJ24DHX Running Costs	3,765.19
Total Expenses	£67,611.46
NET OPERATING INCOME	£5,787.60
Other Expenses	
Depreciation WAV SJ24DHX	6,230.63
Reconciliation Discrepancies	0.00
Total Other Expenses	£6,230.63
NET OTHER INCOME	£ -6,230.63
NET INCOME	£ -443.03

Arun Community Transport

Balance Sheet

As of March 31, 2025

	TOTAL	
	AS OF MAR 31, 2025	AS OF MAR 31, 2024 (PY)
Fixed Asset		
Tangible assets		
Motor Vehicles Cost	0.00	0.00
Vehicles WAV SJ24DHX	18,691.87	24,922.50
Total Tangible assets	£18,691.87	£24,922.50
Total Fixed Asset	£18,691.87	£24,922.50
Cash at bank and in hand		
ACT Reserves	17,099.79	0.00
General Funds 56376660	14,007.41	12,092.15
Lloyds Bank 43556268	2,076.92	2,167.50
Paypal ACT	259.51	86.39
Postcode Grant	0.00	3,689.30
Restricted Funds	14,990.81	18,061.26
Returned Cheque	0.00	0.00
Undeposited Funds	160.75	277.70
Total Cash at bank and in hand	£48,595.19	£36,374.30
Debtors		
Debtors	-4,727.27	-24.00
Total Debtors	£ -4,727.27	£ -24.00
Current Assets		
Uncategorised Asset	0.00	0.00
Undeposited Funds-1 Do not use	0.00	0.00
Total Current Assets	£0.00	£0.00
NET CURRENT ASSETS	£43,867.92	£36,350.30
Creditors: amounts falling due within one year		
Trade Creditors		
Creditors	1,731.15	34.13
Total Trade Creditors	£1,731.15	£34.13
Total Creditors: amounts falling due within one year	£1,731.15	£34.13
NET CURRENT ASSETS (LIABILITIES)	£42,136.77	£36,316.17
TOTAL ASSETS LESS CURRENT LIABILITIES	£60,828.64	£61,238.67
TOTAL NET ASSETS (LIABILITIES)	£60,828.64	£61,238.67
Capital and Reserves		
Opening Balance Equity	20,795.89	20,762.89
Retained Earnings	40,475.78	18,238.87
Profit for the year	-443.03	22,236.91
Total Capital and Reserves	£60,828.64	£61,238.67

Arun Community Transport Notes to Accounts

Trading year 1st April 2024 to 31st March 2025

Note 1

Restricted Funds

We currently have £14990.81 in our restricted funds, which is funds set aside to cover posts covered by grants received.

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 build a reserve account equal to 50% of annual operational costs in this financial year.

This year we have £17,099.79 in the reserve account. This equates to 25% of annual operating costs.



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Arun Community Transport

**On accounts for the year
ended**

31st March 2025

**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:

11-05-2025

Name:

Victoria Ann Rhodes

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

None

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