



ANNUAL REPORT 2018-19

South West Community Transport

Telephone: 0141 881 9998

Email: transport@southwestct.org.uk

Website: www.southwestct.org.uk

Facebook: www.facebook.com/ctsouthwest

Address: Unit 12,

Museum Business Park

140 Woodhead Road

Glasgow, G53 7NN



CHAIRPERSON'S REPORT

The year 2018/2019 was a year of great change and development for South West Community Transport.

Overall, there has been really positive things happening but, unfortunately, we are still operating at a deficit. We have an ageing fleet which have higher repair bills and lower fuel economy and the number of hires for 2018/19 are down compared to the previous year.

We have been working to address this reduction in hires by raising the profile of the organisation and have begun a marketing campaign, and we are looking for funding to replace the fleet.

Board of Directors

The organisation's Board was strengthened by the recruitment of 4 new Directors. All of our new Directors come with a variety of skills, knowledge and experience and are enhancing the skill set of our existing Directors.

Staff

We were delighted to welcome back Bob Millar to the organisation as our Volunteer Coordinator. Bob previously worked for us as a Minibus Driver, and is already a huge asset to the organisation.

Our Minibus Driver, Gus MacAulay, successfully completed his DI trainer training. This means that in addition to providing the Minibus Driver Awareness Scheme (MiDAS) training, Gus can also train those with a B category driving license to gain the D category.



We continue to be a Scottish Living Wage employer and are committed to ensuring our employees are able to cover the basic cost of living, thereby improving their and their family's quality of life.

Funders

Our thanks as always to our funders, without whom we would not be able to assist so many people.

We were successful in securing funding from the Voluntary Action Fund's Volunteer Support Fund which allowed us to expand our car scheme service into the north west of Glasgow.

Funding from the Voluntary Action Fund's Third Sector Transformation Fund allowed us to operate our Hoppa Shoppa Service.

Funding from Glasgow City Council's Integrated Grants Fund and Strathclyde Partnership for Transport (SPT) was received which assisted with the running costs for the organisation, volunteer expenses and the vehicle costs.

We also secured funding from Glasgow City Council's Area Budget which allowed us to hold a Christmas event for our Hoppa Shoppa Service users.

Marketing

We took part in Glasgow Caledonian University's Kick Off Project. The project was to provide 4th year Digital Design students with experience of working with real clients on a digital/marketing project over a 4-week period. Huge thanks go to Kyle Lotter and Rachel Granger who not only fulfilled our brief of posters to recruit volunteers, but also created our brand new logo as well.

Evaluation

An evaluation of the organisation, using Ealing Community Transport's Social Value Toolkit, showed that for the year 2018/19 the monetary value of the social impact we made was **£168,348.00**.

Minibus Hires

Funding from the Integrated Grants Fund and Strathclyde Partnership for Transport (SPT) was received which assisted with the running costs for the organisation and the vehicles. In the year 2018/19, we undertook 1,094 trips for 51 organisations/groups, and carried out **14,436** passenger journeys. 27% of the passengers for the year were elderly and/or disabled.

Patient Transport Service

The Volunteer Car Scheme was renamed the “Patient Transport Service” which more accurately described what the service was. The Board also made the decision that the service should be entirely free to the users, all of who are isolated, disabled, elderly, do not have access to a car and are unable to use public transport. The PTS tackles social exclusion and provides, sometimes, the only contact the user has outside their home. In 2018/19, the PTS enabled vulnerable people to attend 426 vital healthcare appointments. This was an increase of 12% on the previous year.

Hoppa Shoppa Service

Funding from the Voluntary Action Fund’s Third Sector Transformation Fund for our Hoppa Shoppa Service allowed 301 passengers to participate in activities to reduce social isolation and loneliness and its negative effects, going on 44 trips and covering 2,728 miles.

Volunteers

We wouldn’t be able to provide the services that we do without the help of our volunteers and throughout the year we had 16 volunteers working with us. In 2018/19, we worked to make our induction process for volunteers more robust, including shadowing of existing volunteers, and included appropriate training such as Driver Awareness, First Aid, and Safeguarding of Vulnerable Adults.

We provided ongoing support to all our volunteers, had get-togethers for them to meet up, and we encouraged our volunteers to think of ways that we could improve our services so that they felt they were valued, were truly part of the organisation and that they had ownership of the service they were delivering.

We appreciate every minute of time that our volunteers give to help our communities and cannot thank them enough for what they do.



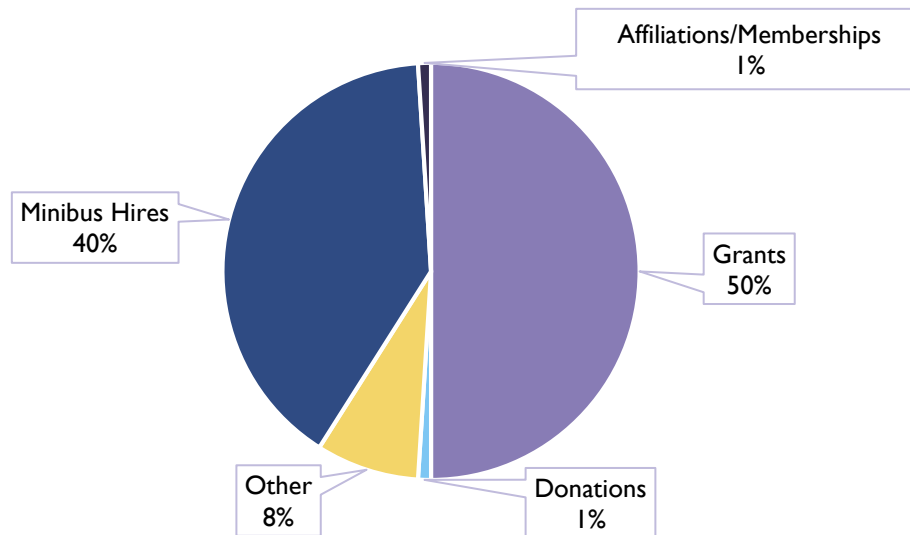
Jean Honan
Chairperson

FINANCIAL SUMMARY

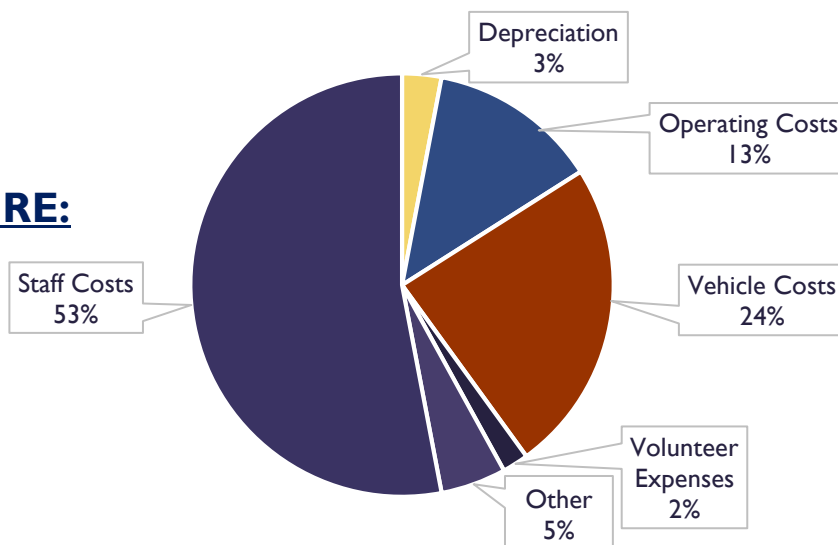
2018/19 saw a reduction in the demand for our core service, minibus hire, specifically the loss of the Exercise Classes contract, with a decline in revenue from the service for a second year. This has resulted in the organisation again recording a deficit for the year.

INCOME:	£131,598
EXPENDITURE:	£148,433
DEFICIT:	£16,835

INCOME:

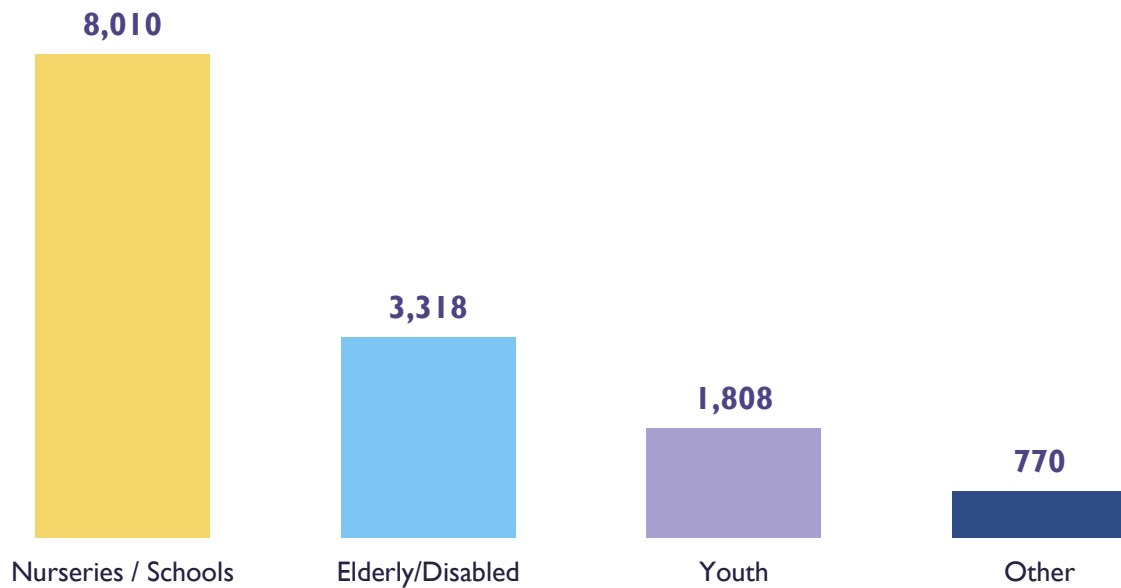


EXPENDITURE:



OUR STATISTICS

Minibus Hires – Passenger Journeys



Patient Transport Service – Number of Appointments



WHAT OUR CUSTOMERS SAID ABOUT US

Feel **safe** at being looked after

I enjoy the company
the volunteers provide

DEPENDABLE

Great value for money

The drivers are very helpful, nothing is a bother to them

Met new friends

Drivers are so polite and helpful

Very simple to organise

Don't know how we would cope if this service was not available

Look forward to the outing all week, it's my highlight

Could not get to see
the great places we visit
if the Hoppa was not available

Being on my own I
really enjoy the
regular company

Takes the transport
stress out of going for
my treatment

Great value for a day out

I live on my own and
feel very safe using this service

PURPOSE AND AIMS

South West Community Transport serves a vital role in our local community. We offer safe, affordable, reliable transport to constituted non-profit making organisations and groups in the Glasgow area. Most of these local groups and organisations are for or support the elderly, people with disabilities, youths, people with additional support needs, toddler groups, schools, nurseries etc.

Our purpose is to relieve those in need by reason of age, ill health, disability, financial hardship and other disadvantage amongst residents of the South and North West areas of Glasgow.

We aim to support those most disadvantaged by:-

- Providing low cost, affordable, accessible transport for the use and benefit of the residents of these areas
- Develop training programmes which will enhance employment prospects for residents in these areas
- Provide increased access for local residents to training, learning opportunities, information and advice
- Providing and promoting training for volunteers and employees.

We also continue to be part of the integrated transport structure within Glasgow and beyond, providing affordable transport to the communities within the South West, South East and North West areas of Glasgow.

OUR PEOPLE

Board of Directors

Jean Honan, Chairperson

Margaret McIntyre, Vice Chair

Andrea Eva Gal, Treasurer

Cathie Arbuckle

Larry Samuels

Dave Peffer

Gerry Grattan

Staff

Kirsty Cameron, Manager

Bob Millar, Volunteer Coordinator

Leeanne Stuart, Clerical Officer

Gus MacAulay, Minibus Driver

June Allan, Minibus Driver

John Cooper, Minibus Driver



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