

Annual Report

2014/15



Chair's Foreword

If I were to be asked what the guiding principles behind Westway CT were, I would say "people, productivity and professionalism". Unlike a commercial operator, our bottom line is not defined by profit alone, but by the positive impact that we make in our community. We constantly strive to serve to the highest standards, as many beneficiaries as possible, making the best and most efficient use of resources available to us.

In recognition of our professional approach and the added value that we bring with our wide range of transport and training services, we have been able to roll these out further across the Tri Borough area.

Overall group and individual memberships are showing steady growth, and we have added 8 new minibuses to our fleet to meet this increased demand.

I am proud to report that over the past year, we delivered 342,482 Group Transport minibus passenger journeys to over 750 member organisations (self-help groups, local charities, schools, voluntary organisations, community service providers); this represents a 19% increase since last year. The Shopper buses passenger trip numbers, at 8,968, have nearly tripled since last year and the Car Scheme passenger journeys at 11,802 are up by 11%. So that more people can also benefit from our Scooter and Wheel-Chair Loan scheme, we are now adding a daily home delivery service.

As part of our commitment to road and passenger safety, we ensure that our staff and volunteers are trained and regularly refreshed in eco-safe driving techniques, customer care and passenger assistance, first aid, legal responsibilities and best practice etc. Being an official CTA, and a JAUPT DVSA Training Centre, not only means that we can do this in-house for our own team but we also offer nationally accredited vocational qualifications at reasonable rates to other organisations and individuals. The trainers also run a time intensive training and mentoring project for

local un-employed people, so that they can gain work in the passenger transport industry.

Much of the above would not be possible without those who choose to "invest" in us and our values. Financial support comes variously in the form of donations, grant aid, council service level agreements, contractual and commissioned arrangements. I should therefore like to credit the Royal Borough of Kensington and Chelsea (Corporate Services and Adult Social Care), Campden Charities, West London CCG, Central London CCG, City of Westminster, London Borough of Hammersmith Fulham, Big Lottery Fund - Awards for All, Peter Stebbings Memorial Trust, Sainsbury's and Waitrose.

Our Management Committee is, as I stress every year, a tremendous asset; a committed group of people motivated by professionalism as well as philanthropy. Coming from a range of leadership, legal, business, voluntary and social care backgrounds, my fellow trustees bring with them a great deal of expertise and experience.

I am delighted to have been asked by them, sadly as outgoing Chair, to announce the launch of the Westway CT Innovation Fund. From time to time we use our reserves to purchase new vehicles. This year we have decided to include something more tangible. Whilst we can make a general statement to the effect that our trading arm, WCTT, contributes to our charity, in the past we have not been able to point to any specific charitable activity. We have decided that part of the money gift aided across from our Trading Subsidiary, be used to set up a fund that can support initiatives suggested and delivered by our members.

We are looking to work with the K&C Foundation to administer the application and awards process. Specifically, we plan to make available a fund of £20,000 towards transport costs. Applicants will need to demonstrate and submit a proposal for how they would use

up to £5,000 worth of transport to allow them to do something new for their organisation. For example, this free transport may enable a new lunch club for the elderly, or extra trips for vulnerable adults or disadvantaged children. Hopefully our members will come up with lots of innovative ideas, allowing us to help and kick start new activities.

On a more personal note, as I have briefly alluded to, this was my last year as Chair of Westway CT. I have been involved with Westway CT for over six years, the last four as Chair. However, with an imminent family move out of London, I feel that Westway CT would be better served by a Chair with continued close links to London and the Tri-Borough area.

It is a sad moment for me, but I am reassured by the fact that Westway CT has managed to weather some challenging issues in recent years and has come through stronger for it. I therefore have no qualms about handing over this role to a new Chair. There will no doubt be other challenges ahead but with wonderful new opportunities such as the Innovation Fund and with such a great team of trustees, volunteers and staff, I am sure that the new Chair will find their tenure as rewarding as I have. It just leaves me to say thank you to everyone for their help and guidance over the years.

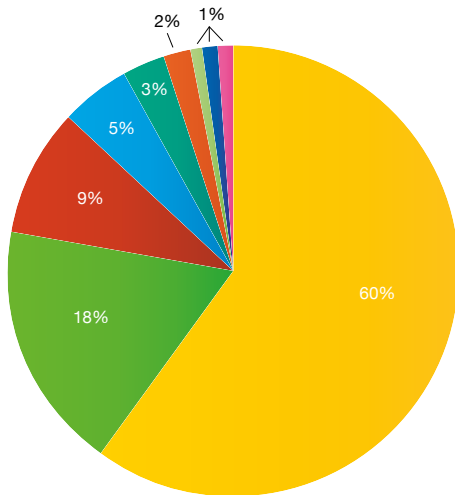
Dominic Wynniatt-Husey
Westway CT Chair



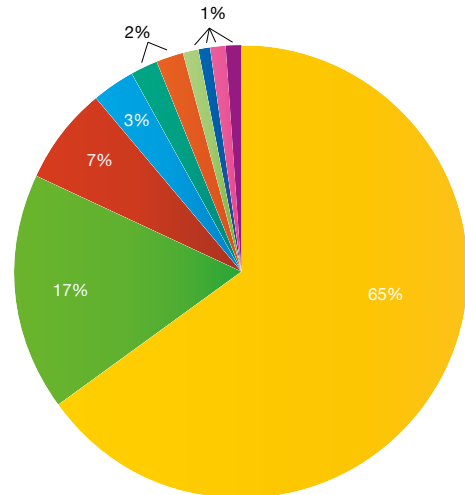
Accounts

Westway CT Consolidated Income & Expenditure Accounts for the Year Ended 31st March 2015

Income



Expenditure



- | | |
|--|--|
| ● User Fees & Membership | ● Training services |
| ● 3-Borough Commissioned Transport Services | ● Other Grants: BSOG, Peter Stebbings & Awards for All |
| ● Royal Borough of Kensington & Chelsea | ● London Borough of Hammersmith & Fulham |
| ● Campden Charities | ● Bank interest and sundry income |
| ● Other services | |

- | | |
|--|---|
| ● Staff salaries & wages (including NI & pensions) | ● Office and computer system costs |
| ● Vehicle running costs | ● Marketing, promotions & events |
| ● Depreciation of vehicles and equipment | ● Professional and consultancy fees |
| ● Premises and insurance costs | ● Other staff-related costs |
| ● Driver training costs | ● Bank charges, sundry & volunteer expenses |

The audited consolidated financial statements of Westway Community Transport Limited ('WCT') for the year ended 31st March 2015 include the activities of Westway CT Trading Limited as well as WCT.

WCT's principal activity is the provision of community transport services to voluntary organisations, particularly those operating within the Royal Borough of Kensington & Chelsea (RBKC).

WCT provides a range of low-cost, user-friendly and flexible community transport services to a variety of users, both groups

and individuals, in order to meet their transport needs sensitively and professionally and to widen social opportunities.

WCT provides its services through three strands: Minibus Services, Door-to-Door Services, and Training Services.

WCT formed a wholly owned subsidiary in the name of Westway CT Trading Limited ("WCTT") in line with the recommendations of the Charity Commission so as to undertake commercial trading activities that do not fall within WCT's primary charitable purpose, but which are performed on behalf of WCT.

Overall the Society made a surplus of £85,499 as shown in the group accounts, which include all trading activities. This surplus will be used to ensure the continuity and expansion of WCT's operations.

A full set of audited consolidated financial statements can be obtained by request or from our website at www.westwayct.org.uk

Income

Expenditure

	£		£
Grant Aid & Council SLAs		Operating costs	
Royal Borough of Kensington and Chelsea	163,900	Wages and salaries	1,003,510
Campden Charities	89,000	Employer's national insurance	74,915
Hammersmith and Fulham Council	12,500	Pension contributions	15,196
Bus Service Operators Grant	5,799	Recruitment	1,754
Peter Stebbings - Training Post Grant	10,000	Staff training and travel	7,098
Big Lottery - Awards for All	4,430	Agency Staff	5,344
	285,629	Premises costs	39,817
		Insurances	6,874
		Telephone, postage and fax	13,250
User fees & service charges	1,053,884	Printing, photocopying and stationery	8,902
3-Borough commissioned transport services	317,219	Computer support and other costs	12,152
Membership and user registration	9,231	Audit fees	5,950
Training income	40,761	Other professional fees	8,714
Other services	59,283	Marketing and promotions	24,958
Donations	738	Subscriptions and publications	2,151
Capital grants fund movement	3,750	Vehicle running costs	293,293
Sundry income	3,589	Driver training fees	39,553
	1,488,455	Volunteers' expenses	3,163
		Bad and doubtful debts	536
		Bank charges and interest	1,394
		Sundry expenses	6,632
		Depreciation of fixed assets	111,199
	1,774,084		
Interest receivable and similar charges	1,433		
Total	1,775,517	Total	1,686,355
		Taxation	3,663

The purpose of these pages is to provide a summary of the Westway CT's income, expenditure and year end position. This summary is derived from the audited accounts and is not a full representation. This report may not be sufficient to give a full understanding of the Westway CT's finances. A copy of the full annual accounts and auditors report can be obtained from the Westway CT's offices at 240 Acklam Road, W10 5YG or on our website www.westwayct.org.uk

Director's Report

I find it hard sometimes to sit down and try to summarise a year's work in a few words, but I am sure you will agree with me that it is about how we do things that matters, more than the numbers. The numbers however do have their place and it is important we monitor them to ensure we are meeting the needs of our diverse community.

Last year we decided to look back to our roots and focused on the opportunities that Westway CT facilitates by being an ethical employer, a local procurer of services, a deliverer of quality community based transport services, a provider of accredited vocational training courses and a creator of environments where citizenship can flourish through volunteering.

Westway CT has always strived to Create, Enable and Facilitate these core values within its day to day activities and by doing so we create the caring roots and ethos of an organisation we are all proud to be part of.

Providing accessible, safe and affordable transport and training are quite tangible things we can measure. We have always been keen to explore the knock on effects, or added value, that Westway CT Contributes to our Community.

With this in mind we have been working with other Community Transport (CT) organisations based in other London Boroughs to devise a methodology to calculate a cash value for Social Value.

Together we have attracted some interest from The Cabinet Office who are very interested in endorsing and adopting our model and methods of calculating Social Value. We will start collecting data on the 1st of October and will have 3 months of data to present when we launch the scheme in January 2016.

This year has seen Westway CT venture out into Mainstream Bus Routes for TfL. We applied for a London Service Permit in order

to run some rail replacement services from London Bridge and Blackfriars Station to Borough Market over the Christmas period while station and line repairs took place. This was a new experience for us and the process was rigorous and complex and had to be completed in quite a short time period. The upside to this is that we have been informed that going through it again is much easier next time. So we will be looking for more opportunities that are similar to this.

We have had to increase our fleet this year, in order to have the resources to meet demand and with our commitment to replace vehicles we have managed to add two new vehicles to the fleet and replace six. This is always a challenge for us, particularly now as we will have to meet the Zero Emissions Standard by 2020. We are also fortunate to have been informed that we are to receive a legacy from one of our Door to Door users that has sadly died. We will purchase a vehicle with the money we have been left in memory of Mrs Phyllis Sherman.

Our Social Enterprise credentials are secure and we have been re-awarded the Social Enterprise mark again for the third year in a row. We do generate income from the commercial elements that are operated by our trading arm and those surpluses are donated back to the society to further enhance the generous grant that we receive from RBKC Corporate Services to subsidise the work that Westway CT do for Groups and Individuals in Kensington & Chelsea.

Our work in Hammersmith has now been recognised by Hammersmith & Fulham Council with the award of a grant to provide CT services and our work in Westminster is being funded under a contract with Westminster. Funding for our work with the CCG has been renewed for another year meaning the Health Link will continue to get people with a lesser mobility to health and wellbeing related appointments.

Looking forward into next year we have been asked to expand our Health Link style transport services to assist with the new Whole Systems Centres based at St Charles Hospital and Violet Melchett Clinic and will be providing both pre-booked and on-demand journeys.

In addition, following on from the successful 2012 Olympic Games Shuttle service Westway CT worked with other CT's to provide, we have been invited to take part in the Rugby World Cup next year so we will be making plans to get people to and from Twickenham and the Queen Elizabeth Park for some exciting Rugby.

It is good to talk about the past year but even more exciting to be able to share just a glimpse of what is to come and I look forward to telling you all about it in more detail next year.

Andrew Kelly
Westway CT Director & Company Secretary

