

Annual Report

2015/16



Chair's Foreword

Accessible transport is the lynchpin for many people, giving them a lifeline to accessing their community. As the new Chair for Westway CT, I am proud to be part of an organisation that is providing that vital piece of infrastructure.

Over the course of the last year Westway CT has worked with over 500 member groups and 2,300 individual people, delivering 326,972 passenger journeys. Local people have as a result been able to benefit from a wide range of services and opportunities, such as educational, cultural and well-being activities, health appointments, shopping and social engagements.

The impact that Westway CT has in terms of social value has been historically difficult to measure quantitatively, but the need to demonstrate the social impact and economic benefits, particularly around demonstrating the value of transport on promoting independence, preventing isolation and loneliness, is clear. Over the last year Westway CT partnered with other community transport providers to determine a robust method for measuring social impact and potential cost savings to voluntary sector, health and social care services. Based on this methodology, it would appear that Westway CT's contribution equates to at least £21,000 a week!

We are also proud to have formed part of a pan-London team for the 2015 Rugby World Cup, providing accessible shuttles for spectators going to and from matches.

Aside from direct transport provision, Westway CT provides a number of related training services for its workforce, its members and the community as a whole, so as to maintain high quality standards and improve employment and volunteering opportunities. This year we delivered 5,948 hours of on-road and classroom training and assessments.

Earlier in the year Westway CT hosted the annual London Strategic CT Forum Conference for the third time; this brought together community transport operators, industry experts and suppliers to discuss a range of sector specific issues and challenges.

2015 also saw the launch of our Innovation Fund: an opportunity for Westway CT to offer some additional support to the voluntary sector, to help get some new projects and activities off the ground. Westway CT, with the intention of maximising resources and beneficiaries, set aside £20,000 of transport credits to encourage members to 'think outside the box' and create fresh opportunities outside peak times. So far, transport credits have been awarded to the Avenues Youth Project, Chelsea Theatre, Hammersmith Community Garden Association, Harrison Housing, Family Lives (Westminster Children's Centre), NICOLA and the Lunch Club for the Blind. Following the success of the first round, Westway CT is running a second round aimed specifically at small charities and groups.

Finally, on behalf of the Management Committee, I should like to thank the staff and volunteers who make Westway CT such a fantastic organisation, as well as all the bodies and individuals who support its work through donations, legacies, grant aid, council service level agreements, contractual and commissioned arrangements. This year these include 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, the Estate of Mrs Sherman and Waitrose.

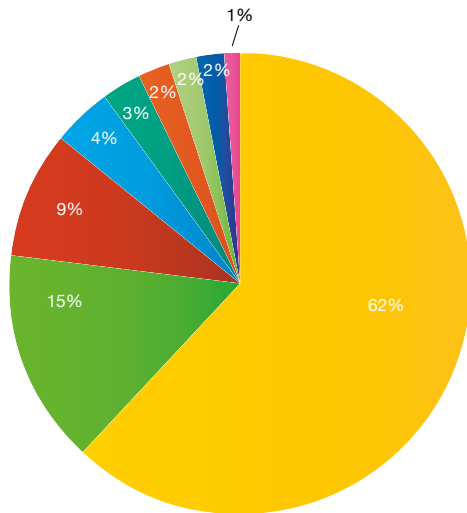
Catherine Pymar
Westway CT Chair



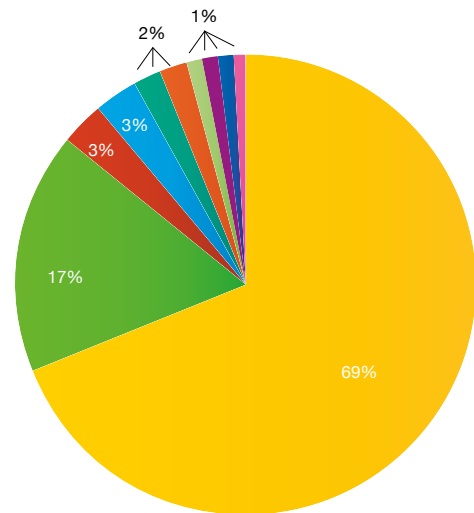
Accounts

Westway CT Consolidated Income & Expenditure Accounts for the Year Ended 31st March 2016

Income



Expenditure



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

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

The audited consolidated financial statements of Westway Community Transport Limited (WCT) for the year ended 31st March 2016 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 £258,511 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, including the purchase of a number of new minibuses in order to comply with the Mayor of London's Ultra-low Emissions Zone.

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	167,000	Wages and salaries	980,785
Campden Charities	66,000	Employer's national insurance	74,445
Hammersmith and Fulham Council	30,000	Pension contributions	17,913
Bus Service Operators Grant (BSOG)	6,503	Recruitment	1,810
Peter Stebbings - Training Post Grant	5,000	Staff training and travel	10,311
	274,503	Agency Staff	22,396
		Premises costs	35,899
User fees and service charges	1,099,957	Insurances	6,746
3-Borough Commissioned Transport Services	277,809	Telephone, postage and fax	11,526
Membership and user registration	9,041	Printing, photocopying and stationery	7,413
Training income	42,529	Computer support and other costs	11,034
Other services	60,319	Audit fees	6,465
Donations	30,153	Other professional fees	7,188
Capital grants fund movement	3,750	Marketing and promotions	10,829
Sundry income	1,956	Subscriptions and publications	4,137
	1,525,514	Vehicle running costs	256,697
		Driver training fees	22,254
		Volunteers' expenses	3,859
		Bad and doubtful debts	380
		Bank charges and interest	1,254
		Sundry expenses	8,693
		Depreciation of fixed assets	39,996
	1,800,017		
Interest receivable and similar charges fff	1,532		
Total	1,801,549	Total	1,542,300
		Taxation	738

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

When looking at our statistics, it is very encouraging that we continue to deliver even more services to a wider reach of people as each year passes. I have been lucky to have been steering this ship for the last 14 years and I am always humbled, proud and pleased by the innovative approach that Westway CT takes when looking at providing services that make such a difference to people's lives. Each year we seem to pull the proverbial rabbit out of the hat. The statistics speak for themselves but as our new promotional video clip demonstrates, it is about 'more than just the numbers'.

Of course none of the last 25 years would have been possible without some special relationships with the Royal Borough of Kensington & Chelsea (RBKC) and some individuals who all those years ago saw the need for community transport. Our thanks go out to them, for the foresight they had setting up what was then KCCT. Our success today is a testament that shows that a handful of like-minded individuals can, and have, made a real change that has enhanced the lives of our members and users. And from those humble beginnings, there has been great growth.

The relationship with RBKC has been one that has developed from that of a dependent youngster with a high level of dependency that needed nurturing, to that of a mature partnership that has developed its own independence, but still has the need for some mutual support.

It is worth noting that there was a shrewd, early awareness that a core element of support was crucial to our success story. It is early days for our neighbouring boroughs, but as we expand our services into the Hammersmith & Fulham and Westminster areas we would welcome that this principle be adopted. Providing a core element of support is a fantastic investment, as currently for every £1 of grant received, Westway CT generates at least another £7. This support is required to enable us to continue to be successful in the future.

Westway CT Trading clearly plays its part in making Westway CT a little bit more sustainable, so the starting of the trading company in 2008 was again another good move. The services it delivers are all helping to support some of the elements of Westway CT that will always need some level of subsidy. We are particularly proud to have recently launched the Westway CT Innovation Fund that sees some of the profits from the trading company being used to support our smaller member organisations by encouraging new thinking, new activities and new and interesting ways of supporting their communities.

It is hard to believe that the organisation which started in 1991 from a corner of someone's desk at the North Kensington Amenity Trust and only 6 minibuses, has grown into the organisation it is today, supporting over 500 Group Transport members with a fleet of 48 vehicles. I don't think it was ever envisaged that one of the outcomes would be employment opportunities, but we are pleased today to be providing over 50 local jobs and recycling our £1.8 million turnover back into the local economy by employing people, purchasing goods and services locally whenever we can.

Westway CT is a good working example of a successful social enterprise organisation and we are happy to have been holders of the Social Enterprise Mark for over 4 years.

Westway CT has a bright future and we are looking forward to further developing our work in our neighbouring Boroughs and with the Health Sector.

The ethos of fairness and quality has clearly stood us in good stead both with our members, volunteers and staff; we continue to work with them to ensure that their needs are met long into the future.

We have a fantastic mix of individuals with a range of professional skills on our Management Committee, staff team and volunteer pool. Not only do they work with tremendous energy and commitment to help Westway CT grow and thrive, but most importantly they all have an unflinching belief in what we do and stand for.

Andrew Kelly

Westway CT Director & Company Secretary

