

# Annual Report

## 2017/18



### Chair's Foreword

Having been involved with Westway CT since its early days, it has been very satisfying to see it go from strength to strength. Over the years the fleet has both grown and diversified in size; we now operate 22 accessible and 23 standard minibuses, 1 goods van, 2 accessible people carriers, 1 accessible car and 4 saloon cars. It gives me much pleasure to see them working hard in Kensington & Chelsea, Westminster, Hammersmith & Fulham and now Camden, contributing in various ways to the jigsaw of assisted transport services across London.

In the last year, the register of Group Transport members grew to 795. We have provided this broad and diverse range of local voluntary organisations, charitable bodies, self-help groups and community service providers with 327,072 subsidised minibus passenger journeys.

The number of registered individuals, residents who have difficulty using mainstream transport because of mobility difficulties and health issues, now stands at 2,811. We have helped these members maintain independent living and social opportunities through 6,892 low-cost shopper bus trips and 7,443 volunteer-driven car journeys. Many of these people also benefit from the free Dial-a-Ride service that we now deliver on behalf of Transport for London, which has amounted to over another 1,100 passenger journeys.

Underwriting our direct transport provision is the offer of related training courses for our members, staff, volunteers and the broader community. Through First Aid, Manual Handling, Health & Safety, MiDAS, PATs, Driver CPC and PCV D1 we not only raise our own quality standards

and those of other transport providers, but we also contribute to upskilling and improving the employability of local people. Our long-term Drive Time Project partnership with Camden Charities has successfully helped many achieve a vocational licence and into permanent driving work with bus and coach companies.

We are very grateful to all those bodies who help finance these services through donations, grants, council service level agreements, contractual and commissioned arrangements. These include the Royal Borough of Kensington and Chelsea (Corporate Services and Adult Social Care), Camden Charities, the City of Westminster, London Borough of Hammersmith & Fulham, Big Lottery Fund - Awards for All, Transport for London and the Tudor Trust.

Our wholly owned subsidiary, Westway CT Trading Ltd, delivers Home to School transport to the Alpha Plus Group and the RBKC & Westminster Bi-Borough area, as well as Health transport for the West London CCG. We appreciate the longstanding partnerships that we have with these clients and their proven support for our overall social objectives.

The trading company annually gift aids any of its profits over to Westway CT, to add value to its other grants and donations. This has been used for an Innovation Fund to support community initiatives. Last year we offered member groups free off-peak transport credits to help kick-start new activities and projects. We now intend to build on this further by providing free minibus driver training (MiDAS) to encourage volunteering and support self-help and low-income groups.

It has been a rewarding first year as Chair. I am very proud of everyone who has contributed to what Westway CT has achieved and all the people that it has helped. On behalf of the Management Committee, I would like to thank our fantastic team of committed, caring and hardworking staff and volunteers.

I pay tribute too, to my fellow trustees who give so freely of their time and diverse expertise to ensure that Westway CT is well governed and remains relevant, sustainable and forward thinking. I am looking forward to the next chapter at Westway CT and helping those within our community who would be isolated without our services support.

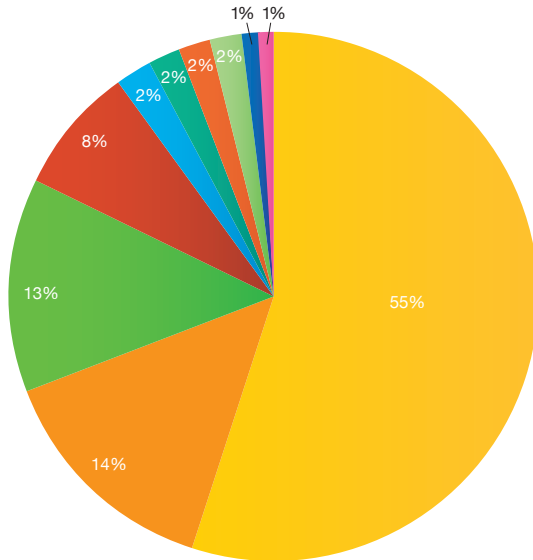


**Colin Simmons**  
Westway CT Chair 2018

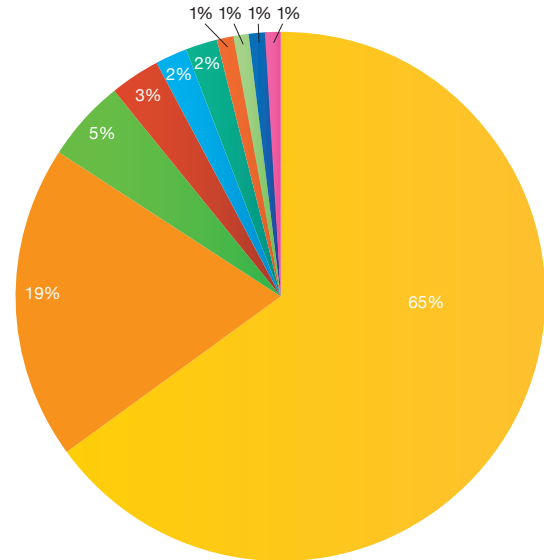
# Accounts

## Westway CT Consolidated Income & Expenditure Accounts for the Year Ended 31st March 2018

### Income



### Expenditure



The audited consolidated financial statements of Westway Community Transport Limited (WCT) for the year ended 31st March 2018 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 four strands: Minibus Services, Services for Individuals, Dial-a-Ride 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 £133,268 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 or lease 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 on request by emailing [info@westwayct.org.uk](mailto:info@westwayct.org.uk)**

## Income

## Expenditure

	£		£
<b>Grant Aid &amp; Council SLAs</b>		<b>All Operations</b>	
Royal Borough of Kensington and Chelsea	170,890	Staff salaries & wages (including NI & pensions)	1,253,912
Campden Charities	32,000	Other staff-related costs	26,919
London Borough of Hammersmith and Fulham	30,000	Premises and insurance costs	53,659
Bus Service Operators Grant (BSOG)	6,030	Office and computer system costs	28,811
Tudor Trust	18,667	Professional and consultancy fees	20,672
	<b>257,587</b>	Vehicle running costs	371,776
		Driver training costs	24,167
User Fees, Membership & Service Charges	1,138,184	Volunteers' expenses	1,506
TFL (MOAT) Commissioned Services	256,930	Marketing and promotions	25,307
3-Borough Commissioned Transport Services	285,262	Bank charges and sundry	20,456
Training services	43,101	Depreciation of vehicles and equipment	91,977
Other services	38,413		
Sundry income	30,834		
	<b>1,792,724</b>		
	<b>2,050,311</b>	<b>Expenditure Total</b>	<b>1,919,162</b>
Interest Receivable and similar charges	2,119	Taxation	-
<b>Income Total</b>	<b>2,052,430</b>		

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 by emailing [info@westwayct.org.uk](mailto:info@westwayct.org.uk)

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## Director's Report

This year has been one of renewal and reaching out. I am pleased to be able to report that our contract with the West London CCG (WLCCG) for Whole Systems has been renewed for another year with the option to extend it for up to a further 12 months. This, in conjunction with our new work with the Kensington & Chelsea Social Council and the WLCCG to provide transport for the 'My Care, My Way' activities, continues to see us playing a vital part within the health sector across Kensington & Chelsea and North Westminster. Westway CT is proud to be able to provide these services as they dovetail well with our purpose and value; helping individuals to stay in their own homes for longer, to be better able to access health appointments and to lead healthier lifestyles altogether. The provision of our affordable, safe and reliable transport services ensures that our members' needs are being met and at the same time we are delivering our core values and meeting our objectives.

Westway CT is now very proud to be providing Dial a Ride services for TfL. We are delivering six routes Monday to Friday with some additional shifts in the evenings and at weekends. Some of our existing drivers were very excited to apply and progress into this new role. However, we still had to actively recruit for additional staff and the team has now significantly increased in size. We had quite a challenge to get everyone DBS checked and trained, order new uniforms and of course, source the new vehicles to be used on the Dial a Ride service. Everyone worked so well together to make it happen, and now it runs like clockwork.

We have stepped up our outreach activities this year to ensure that community groups are aware of our

services and how Westway CT can be used to increase their effectiveness.

We have been promoting volunteering through Westway CT's Innovation Fund – allowing groups to put forward up to two volunteers for free MiDAS training. This is of significant help to an organisation because using a paid driver forms a considerable part of the cost when using our group transport service. Being able to call on a fully trained volunteer can mean that valuable resources can go further. In line with this outreach, we have produced a new booklet, explaining 'how to get the best out of your membership'. This is just the beginning of a consistent, pre-emptive and evolving outreach programme but already we can see that our efforts are being well received.

Along with the merging of the bookings' teams, we have also consolidated our management structure by introducing an overall Operations Manager. This will improve communications across the workforce and create more definite lines of accountability.

Westway CT has met with Government Ministers and MPs to impress on them the detrimental impacts on their proposed changes to operating regimes, and we have also joined other CT operators in a national campaign to promote the value of CT.

Westway CT hosted the London Strategic Community Transport Forum Annual Conference again in March. This year saw the attendance increase to over 100 delegates, and the Department of Transport used our conference to launch and hold its first consultation into the use of Section 19 permits within the Community Transport Sector. The overall consultation response was so high that the government

decided to carry out further research; we will now have to wait until autumn for the outcome.

It has been a fantastic year with its triumphs and challenges. We have made good representation to the Government, prepared for GDPR and grown our team to meet increasing demands. We have lost one service but gained new ones, we have increased our fleet, and our usage figures continue to underline that we are doing the right things to support our members, both individuals and groups.

We have a lot to look forward to in the coming year, and we are going to be raising awareness around the role that transport plays in helping to combat loneliness and isolation. We know that transportation can really be the key to enable people to venture out, remain connected to others and continue to play an active part in the world around them and we will focus on getting this message across to other organisations.

We could not do any of this without the support of the Management Committee, a fantastic staff team and our amazing volunteers. I am proud to be leading this resourceful group of people, and I am humbled at what we have achieved together.



**Andrew Kelly**  
Westway CT Director 2018