

Annual Report

2016/17



Chair's Foreword

Accessible transport is more than just a journey. It allows people to get out of their homes into services, shops, social events, classes and more, removing one of the biggest barriers many people face. It helps bring communities together and keeps people well and engaged in their local community.

This last year has demonstrated how valuable this service is to residents, with Westway CT's Group Transport membership reaching 780 (including members from outlying boroughs) and a Services for Individuals membership of 1,753 Kensington & Chelsea residents and 853 Westminster residents. Staff and volunteers have provided 310,976 minibus passenger journeys, 5,709 car passenger journeys and 7,629 individual shopping trips over the course of the year. Research into the social value of Westway CT and trying to put a figure on this in preventing isolation and reducing the impact on health and social care services, suggests Westway CT's impact equates to around £21,000 a week.

Westway CT isn't just a direct transport provider, it also offers Training Services for members, staff, and the wider community. This year the organisation delivered 5,356 hours of training, including First Aid, Minibus Driver Awareness Training (MiDAS), Driver CPC and PCV D1 training. Provided both in the classroom and on the road, the training up-skills the workforce improves employability and provides volunteering opportunities for local people. Westway CT, in

partnership with Campden Charities, is now in its eleventh year of the Drive Time Project. The total number of unemployed people from the old parish of Kensington who are in paid driving and other work currently stands at 83.

Westway CT has had great success in new contracts and tenders for work. The organisation was successful in its tender to deliver Dial-A-Ride services across Kensington & Chelsea, Westminster, Hammersmith & Fulham and Camden. The organisation has been an important part of the new health and social care work with older adults in West London, providing door-to-door transport from patients' homes to St Charles Hospital in the North of the borough and the Violet Melchett Clinic in the South. The Innovation Fund continues to be a success, providing free off-peak transport credits, offsetting transportation costs and allowing local charities and organisations to try new activities and projects.

Westway CT is a fantastic asset that makes a real positive impact on the lives of local people. The service Westway CT provides wouldn't be possible without its dedicated and passionate staff and volunteers. On behalf of the Management Committee, I would like to thank them for all their hard work over the past year supporting the local community. I would also like to thank them for the ongoing support they are providing to employees, friends and neighbours affected by the Grenfell Tower disaster.

I would also like to thank the bodies and individuals who support the work of Westway CT through donations, grants, legacies, gift aid, council service level agreements, contractual and commissioned arrangements. These include the Royal Borough of Kensington and Chelsea (Corporate Services and Adult Social Care), Campden Charities, West London CCG and Central London CCG, the City of Westminster, London Borough of Hammersmith & Fulham, Big Lottery Fund - Awards for All, Royal Borough of Kensington and Chelsea (Play Service Committee) and the Department of Transport.

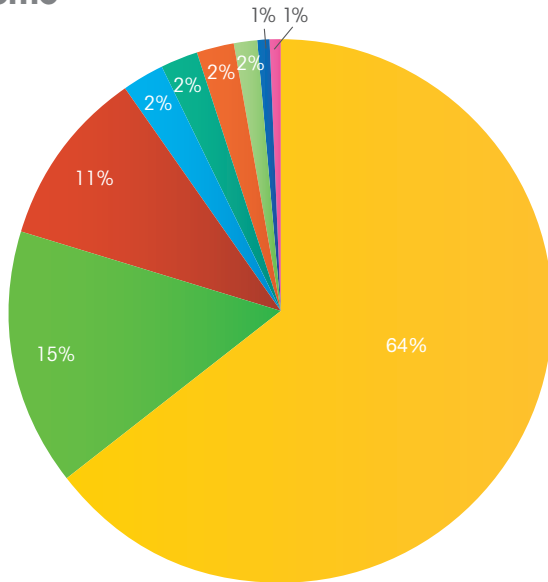
Catherine Pymar
Westway CT Chair



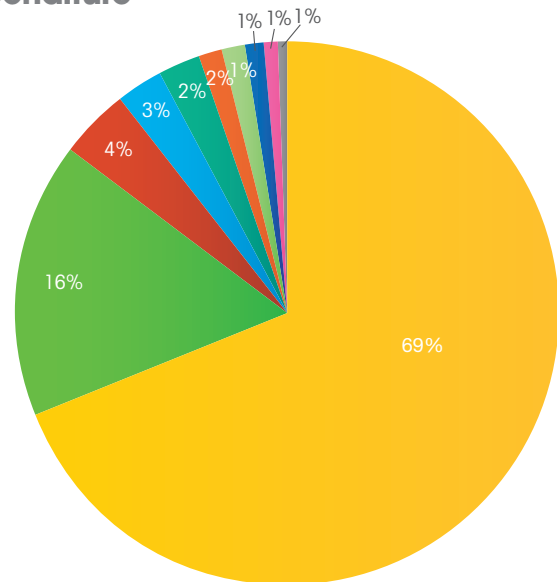
Accounts

Westway CT Consolidated Income & Expenditure Accounts for the Year Ended 31st March 2017

Income



Expenditure



- User Fees, Membership & Service Charges
- 3-Borough Commissioned Transport Services
- Royal Borough of Kensington & Chelsea
- Campden Charities
- Training services
- Other services
- London Borough of Hammersmith & Fulham
- Other Grants: BSOG & Big Lottery Fund
- Bank interest and sundry income

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

The audited consolidated financial statements of Westway Community Transport Limited (WCT) for the year ended 31st March 2017 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, Services for Individuals 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 £193,589 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

Income

Expenditure

	£		£
Grant Aid & Council SLAs		All Operations	
Royal Borough of Kensington and Chelsea	195,010	Staff salaries & wages (including NI & pensions)	1,151,792
Campden Charities	46,000	Other staff-related costs	9,079
London Borough of Hammersmith and Fulham	30,000	Premises and insurance costs	49,799
Bus Service Operators Grant	6,199	Office and computer system costs	26,279
Big Lottery Fund - Awards For All	9,967	Professional and consultancy fees	17,099
	287,176	Vehicle running costs	270,669
		Driver training costs	11,530
User Fees, Membership & Service Charges	1,202,384	Volunteers' expenses	1,560
3-Borough Commissioned Transport Services	282,316	Marketing and promotions	38,386
Training services	42,982	Bank charges and sundry	21,711
Other services	39,223	Depreciation of vehicles and equipment	67,386
Sundry income	2,036		
	1,568,941		
	1,856,117	Total	1,665,290
Interest Receivable and similar charges	2,762	Taxation	-
Total	1,858,879		

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

Director's Report

It has been a year of anticipation and building for the future. The year started with a lot of discussion about the Dial a Ride contract. Should we go for it or not? Well of course we did, and it was always going to be so.

The process started and it involved everyone in the organisation contributing to our tender submission. Our bid was comprehensive and very well written. The organisation's processes and procedures were quality tested and scrutinised to a level of detail one would expect when bidding for a public-sector contract. We were successful and have started delivering six Dial-a-Ride routes.

Following this success, we moved onto the renewal of our contracts for our Home to School services with Alpha Plus. After talks of reducing runs and maximising the use of our vehicles, we were delighted to be able to put through some suggested savings. We are pleased to report that we have negotiated a 3-year contract that will benefit both parties and takes into account the impact of the rising London Living Wage.

Our partnerships with the WLCCG and CLCCG have been renewed so that the Westminster Health Link and Whole Systems Transport continue to facilitate much-needed links to healthier lifestyles as well as activities that enable people to mix and make new friends.

Our video, 'It's more than just the numbers' which we launched last year, has been a big success, shared and liked on social media and viewed by hundreds of people. This has been a valuable tool that demonstrates the social value we contribute to our local

community. This work is now even more important as we engage with government in the review of Section 19 minibus permits in the year ahead. The Social Value work undertaken across the sector will be even more valuable when we meet with Ministers and MPs to get them to change their views and sensibly reform the legislation, reducing the impact on the very many people who are reliant on the services of Community Transport organisations across the country. Westway CT will be at the fore front of the lobbying campaign, along with our colleagues in the London CT Sector.

Our Group Transport Minibus membership remains high as we continue to get new members joining from RBKC and our surrounding areas. We are undertaking a complete review of our membership of our Services for Individuals and are part way through a program of development that will see our services reach out more to people that are in need of them.

It's been an amazing year with its ups and downs. The recent disaster at Grenfell has shown how resilient an organisation we are. I am so very proud of my team, some of whom have lost family and their homes and yet have carried on throughout this terrible time with a 'business as usual' attitude, doing their bit in supporting a community in shock.

Westway CT has supported its employees with financial assistance and the offer of counselling for those who need help processing the situation. We have taken steps to provide the affected families with some practical help - a new initiative that will offer the free use of a goods van to help with removals when they finally get re-housed.

Westway CT will willingly do its part in rebuilding our community in the days, weeks and months ahead. I feel so proud to be associated with such a wonderful and caring group of people, who once again have stepped up to the challenge and done all they can to support their neighbours and friends at a time of need.

We have a lot to be thankful for and look forward to. We have great teams in the Management Committee and the staff, who, along with our fantastic pool of volunteers, makes the organisation well placed to meet the needs of our community in the future.

Andrew Kelly
Director

