

Town Clerk

From: Sally Preston <sally@dawlishcommunitytransport.co.uk>
Sent: 18 January 2023 11:38
To: Town Clerk; Enquiries
Cc: Valerie Jeffery; 'David Rudall'; David Cox; Iain Palmer; Joan Atkins
Subject: RE: Grant to ETCTA
Attachments: ETCTA AGM Full Annual Report & Accounts 2021-2022.pdf

Importance: High

Categories: Iain

Dear Teignmouth Town Councillors

In March 2021 Teignmouth Town Council grants committee awarded East Teignbridge/Dawlish Community Transport £1,500, recurring for two years.

As we approach the end of this grant period I am writing to ask if you would consider extending this further? Sustainability remains the most challenging element and one that is so difficult to fund. Funds, and most other elements, are not as they were in the past and we must reach out for funds to continue.

In previous years SLA's and Grants from our local Councils have complemented all that we do yet at this time we have become very much needy of these to enable the Charity to sustain. Once again, we seek assistance to cushion the core costs, the day to day running of the Community Transport service, to understand what baseline funds we have available to assist the service for the forthcoming year. All funds such as SLA's and Grants allocated are spent back into the community through the provision of all that we offer – here to serve in the community, for the community.

Much of our transport is specialised and without it so many people would struggle or be unable to get out. Particularly those with greater needs is the noticeable increase of bookings of our specialised wheelchair passenger transportation – advanced training and expertise is required (and has been a key focus in this last year) to train drivers and support our more vulnerable people (children and adults) in the community; passengers, their carers, husbands, wives and families needing to get to medical, hospital and wellbeing appointments, and to see loved ones in Nursing Homes and hospital. And, the many groups we assist with transport using our minibuses, bringing people together; aiding independence and reducing isolation – our caring, quality and professional transport service.

Our Annual Report (for the last financial year 2021-2022) is attached and evidences our annual costs/overheads, operations and good work. This does not reflect the period from March 2022, the significant increase in many of the overheads nor the huge rise in vehicle fuel costs; more information available from April 2023. But I can provide additional information/reports if required, to support our cause sharing what we have been doing and celebrating the successes achieved in spite of the countless difficulties.

I look forward to hearing back from you

With all best wishes and kindest regards

Sally

Sally Preston

Office Manager
East Teignbridge Community Transport Association
(Dawlish Community Transport)
Barton Hill Car Park
off Barton Terrace
Dawlish
Devon
EX7 9QH

Tel: 01626 888890

Registered Charity Number: 1168994
Company Number: 10250030

We are one of the local causes for Co-op in Dawlish at the moment. Please support us by registering us as your chosen Charity – more details at www.coop.co.uk/membership

**Providing transport for elderly, frail and disabled passengers of any age
Ring and Ride, Community Car Scheme, Shopmobility and Minibus Hire**

VOLUNTEERS NEEDED - please contact to find out more

From: Office

Sent: 13 January 2022 14:49

To: Town Clerk <townclerk@teignmouth-devon.gov.uk>

Cc: Cllr David Cox <david.cox@teignbridge.gov.uk>; Valerie Jeffery <valerie@dawlishcommunitytransport.co.uk>;
'David Rudall' <davidrudall@greenwood-accountancy.co.uk>

Subject: RE: Grant to ETCTA

Hi Tracy

That's absolutely fantastic. I know the email said potentially for the next two years but we did not assume it would be approved; we are delighted.

Sally

Sally Preston

Office Manager
East Teignbridge Community Transport Association
Dawlish Community Transport
Barton Hill Car Park
Dawlish
Devon
EX7 9QH

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VOLUNTEERS NEEDED - please contact to find out more

From: Town Clerk <townclerk@teignmouth-devon.gov.uk>
Sent: 13 January 2022 14:15
To: Office <office@etcta.co.uk>; Town Clerk <townclerk@teignmouth-devon.gov.uk>
Cc: Cllr David Cox <david.cox@teignbridge.gov.uk>
Subject: RE: Grant to ETCTA

Dear Sally

Yes we will be making a payment of £1,500 to ETCTA in March 2022.

Kind Regards

Tracy Rowe

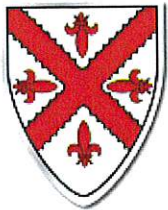
Town Clerk
Teignmouth Town Council
Bitton House
Bitton Park Road
Teignmouth
TQ14 9DF

Tel Main: 01626 775030
DDI: 01626 242085

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From: Office <office@etcta.co.uk>
Sent: 13 January 2022 14:01
To: Town Clerk <townclerk@teignmouth-devon.gov.uk>
Cc: Cllr David Cox <david.cox@teignbridge.gov.uk>
Subject: RE: Grant to ETCTA

Good afternoon Tracy

Forgive me if I have missed a communication but we are looking at our funding etc for the next financial year and ask if you could follow up the email received in March 2021, below; thank you so much.

I hope everyone at Teignmouth Council is safe and well and look forward to hearing back from you.

With all best wishes and a belated Happy New Year to you Tracy

Sally

Sally Preston

Office Manager
East Teignbridge Community Transport Association
Dawlish Community Transport
Barton Hill Car Park
Dawlish
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EX7 9QH

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VOLUNTEERS NEEDED - please contact to find out more

From: Town Clerk <townclerk@teignmouth-devon.gov.uk>
Sent: 05 March 2021 10:29
To: Office <office@etcta.co.uk>
Subject: Grant to ETCTA

Dear Sally

I am pleased to let you know that the March meeting of Teignmouth Town Council grants committee has awarded £1,500.00 to East Teignbridge Community Transport Association and the April meeting of the Full Town Council will decide whether to make a recurring grant of £1,500 to your organisation for the next two years.

Payment of the £1,500 should be in your account within the next week.

Tracy Rowe

Town Clerk
Teignmouth Town Council
Bitton House
Bitton Park road
Teignmouth
TQ14 9DF

Tel Main: 01626 775030
DDI: 01626 242085

Mobile: 07999 115681

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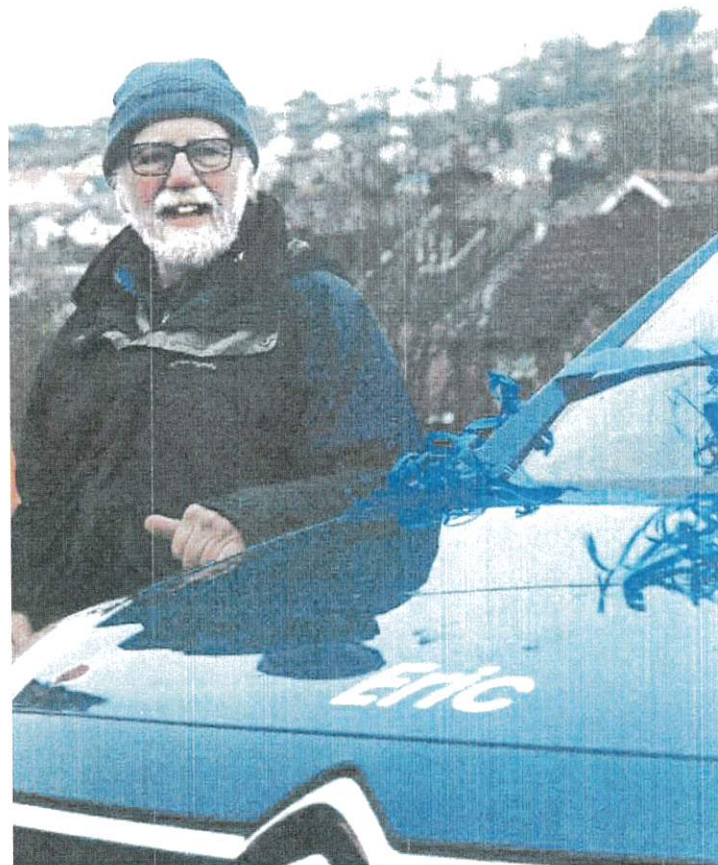
http://www.teignmouth-devon.gov.uk/Privacy_Note_21441.aspx

East Teignbridge Community Transport Association
incorporating East Teignbridge Ring & Ride, Dawlish Community Car Scheme,
Private Hire and Shopmobility

Dawlish Community Transport

Annual Report and Accounts

April 2021 - March 2022



Annual General Meeting held on Thursday 17th November 2022

Registered Charity Number: 1168994
Company Number: 10250030





Dawlish Community Transport

Incorporating East Teignbridge
Ring and Ride, Community Car Scheme,
Private Hire Vehicles and Shopmobility

Barton Hill Car Park
Dawlish, Devon EX7 9QH

T. 01626 888890

E. office@etcta.co.uk

www.dawlish-mobility.co.uk

AGENDA

The Annual General Meeting of East Teignbridge Community Transport Association will be held on Tuesday 17th November 2022 at The Manor, Dawlish

1. Welcome and opening remarks by the Chairman, Mrs Valerie Jeffery
2. Apologies for Absence
3. To approve the Minutes of the last Annual General Meeting held on 23rd November 2021 by Zoom
4. To receive the Chairman's Report for 2021/2022
5. To receive the ETCTA's Office Manager's Report
6. To approve the Financial Statements for the period ended 31st March 2022
7. To elect the Independent Financial Examiner
8. Closing remarks





Dawlish Community Transport

Incorporating East Teignbridge
Ring and Ride, Community Car Scheme,
Private Hire Vehicles and Shopmobility

Barton Hill Car Park
Dawlish, Devon EX7 9QH

T. 01626 888890
E. office@etcta.co.uk
www.dawlish-mobility.co.uk

Minutes of the Annual General Meeting of East Teignbridge Community Transport Association Held via Zoom on 23rd November 2021

Present:

Valerie Jeffery	(Chairman)	Sally Preston	ETCTA staff
David Rudall	(Treasurer)	Sally Bartley	ETCTA staff
Cllr Mary Lowther	(Secretary)	Ian Davies	ETCTA staff
Cllr Val Mawhood	(Mayor)	Friitha Langdell	ETCTA staff
Cllr Lisa Mayne	(Trustee)	Kerry Dunn	ETCTA staff
Cllr Rosalind Prowse	(Trustee)	David Compton	Volunteer
Peter Large	(Trustee)		
Reg Lake	(Trustee)		
Judith Robins	(Trustee)		
Cllr Linda Petherick	(Dawlish Town Council Representative)		
Cllr John Petherick			
Noel Nickless			

Welcome:

The Chairman, Mrs Valerie Jeffery gave a warm welcome to the Mayor of Dawlish Cllr Val Mawhood, staff and volunteers.

Apologies for absence:

Apologies were received from Karen Rose DCC and Lynn Cavill.

To approve the Minutes of the last Annual General Meeting held on 3rd September 2020:

The Minutes were approved as a true and accurate record, by Judith Robins and Cllr Rosalind Prowse, and signed by the Chairman.

To receive the Chairman's Report 2020/2021:

Mrs Valerie Jeffery read her report which was tabled. She specifically wished to thank Sally, SallyAnne, and to Kathy for volunteering in the office. Also thanks to all the volunteer drivers who helped throughout the pandemic without whom we couldn't operate.

Her personal thanks to David Rudall for all his support over the last year as Accountant, Treasurer and Trustee.

Three Trustees are standing down: Peter Large, Cllr Rosalind Prowse and Lynn Cavill. The Chairman thanked them for all their contributions and support over the years.

Ros said she felt ETCTA was the most important charity she had been involved with in Dawlish reaching out to all those who are getting older and thanked the charity for "being there".

Peter as the longest standing Trustee going back to the days of Bert and Blackie wished everyone well.

East Teignbridge Community Transport Association

Registered in England & Wales Company No: 10250030 Registered Charity No: 1158994

Registered Office: 5 Pellew Arcade, Teign Street, Teignmouth TQ14 8EB

Valerie thanked Ros and Peter for their wise council over the years.

To receive the Office Manager's Report:

Sally Preston read her report which was also tabled.

To approve the Financial Statements for the year ending 31st March 2021:

David commented that this had been the most unique year ever in his working life and can't compare it to any other – with charity income reduced, old vehicles removed because of high running costs. If the charity had not received funding to replace these vehicles, the overall future would have been very alarming. By being registered for gift aid this has been a boost to funds, but we are in no doubt running at a loss.

David presented the full Annual Accounts, and his report was approved unanimously.

To approve election of new Trustee Mr Noel Nickless:

Cllr Val Mawhood proposed Mr Noel Nickless to become a Trustee, this was seconded by Cllr Lisa Mayne and Cllr Mary Lowther, and carried forward.

To Elect:

Chairman:

Valerie Jeffery said she would stand for another six months as Chairman until the next AGM which will be held in June 2022. This was proposed by Cllr Mary Lowther and seconded by Cllr Lisa Mayne.

Vice- Chairman:

Noel Nickless proposed Reg Lake as Vice-Chairman. This was seconded by Cllr Lisa Mayne and carried unanimously.

All other Trustees:

It was proposed to elect the remaining Trustees en-block and this was agreed

Hon. Treasurer	David Rudall
Hon. Secretary	Cllr Mary Lowther
Trustee	Cllr Lisa Mayne
Trustee	Reg Lake
Trustee	Judith Robbins

To elect Driver Representative of ETCTA:

Ian Davies – proposed by Cllr Lisa Mayne and seconded by Valerie Jeffery and carried unanimously.

To elect an Independent Financial Examiner:

Clare Lillington – proposed by Cllr Mary Lowther, seconded by Valerie Jeffery and carried unanimously.

A.O.B.

Next Trustee meeting to be held at the Manor on 9th December 10.30am.

Close of Meeting:

Cllr Val Mawhood – expressed her heartfelt thanks to everyone at ETCTA, the anonymous donor, the representative of the Lottery. She said we are, in her opinion, much better than professional carer's and we were wonderful.

Signed Chairman

Date

REGISTERED COMPANY NUMBER: 10250030 (England and Wales)
REGISTERED CHARITY NUMBER: 1168994

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2022
for
East Teignbridge Community Transport
Association

Clare Lillington BSc (Hons) FMAAT
Raddon
Station Hill
Chudleigh
Newton Abbot
Devon
TQ13 0EE

East Teignbridge Community Transport
Association

Contents of the Financial Statements
for the Year Ended 31 March 2022

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East Teignbridge Community Transport
Association

Reference and Administrative Details
for the Year Ended 31 March 2022

TRUSTEES

Mrs V Jeffery Chairman
Mrs R M Prowse (resigned 23.11.21)
D R Rudall
P W Large (resigned 23.11.21)
Mrs M K Lowther
Mrs L Cavill (resigned 23.11.21)
Mrs L E Mayne
Ms J A Robins (appointed 23.11.21)
N Nickless (appointed 23.11.21)
R W Lake (appointed 23.11.21)

COMPANY SECRETARY

Mrs M K. Lowther

REGISTERED OFFICE

5 Pellow Arcade
Teign Street
Teignmouth
Devon
TQ14 8EB

**REGISTERED COMPANY
NUMBER**

10250030 (England and Wales)

**REGISTERED CHARITY
NUMBER**

1168994

INDEPENDENT EXAMINER

Clare Lillington BSc (Hons) FMAAT
Raddon
Station Hill
Chudleigh
Newton Abbot
Devon
TQ13 0EE

East Teignbridge Community Transport
Association

Chairman's Report
for the Year Ended 31 March 2022

Looking back on the financial year to 31st March 2022 it has again been very challenging recovering from Covid lockdown restrictions. We have made huge positive steps forward and our staff and volunteers have continued throughout this year to offer a first-class service to our passengers, going the extra mile to ensure they feel confident to travel.

It has been notable that our admin staff have had to cope with very last-minute bookings and cancellations. Not only does this cause additional work but is also very frustrating for our passengers, as usually this is through no fault of their own. In turn this has a 'knock on' effect on our amazing volunteer drivers. Without them there would be no drivers for hospital, surgery and dental appointments. They are all totally committed and always cheerful. We get many messages of thanks from grateful passengers showing their appreciation and telling us of their caring approach.

Trustee meetings have been held by Zoom and lately in person. Throughout the financial year Sally has continued to keep Trustees up to date with the Charity workload, writing in-depth reports for every Trustee meeting.

Our part-time admin staff, Sally, Sally-Anne, Fritha and Ian work tirelessly to ensure the wheels turn smoothly. As a volunteer in the office I appreciate this is not a normal office working environment as everyone who steps over the threshold is welcomed and given undivided attention.

I would now like to say a few words on the work they undertake on a daily basis.

Firstly Sally, without Sally there would be no Community Transport as Sally gives 110% everyday, not just in the office but representing us in the wider Community. Thank you Sally for all that you do over and above the work of Office Manager.

Sally-Anne works meticulously providing the figures required for the Car Scheme, BSOG and Teignbridge Council as well as taking group bookings. She also undertakes the shopmobility bookings which can be very challenging especially in the Summer season.

Fritha joined us last November and has embraced our Car Scheme pairing the many requests for transport with a volunteer driver.

Ian started with us as a volunteer but is now our Fleet Co-ordinator organising our vehicle health checks, servicing and MOT's, and has qualified to train our volunteer drivers as well as driving Ring and Ride once a week.

On behalf of us all I wish to thank them for their passion and hard work for our charity.

My thanks and appreciation to Kathy for volunteering in the Office.

Turning now to our Drivers who are also employed on a part-time basis.

We have two public service contracts TN187 and TN886 partially funded by Devon County Council.

Paul is our anchor man, driving the TN187 connecting people at Dawlish Warren to Dawlish via Sainsburys twice a week. Paul also does shopmobility scooter and wheelchair maintenance and delivery, cleans our fleet of vehicles and general maintenance.

Kerry drives our TN886 from Teignmouth, Shaldon through the villages to Newton Abbot also twice a week. This is a valuable service as without this service the people living in the area would have no access to public transport.

Nigel drives our Ring and Ride to Newton Abbot and The Willows and also plans and drives our popular Tuesday trips.

I must also mention Bob, who is a volunteer who never says no, and also steps up to cover the driving for any of our services when staff take annual leave or are unwell.

As you can see our drivers are committed to Community Transport and offer an outstanding service. Paul, Nigel, Kerry, Ian and Bob - thank you.

East Teignbridge Community Transport
Association

Chairman's Report
for the Year Ended 31 March 2022

My personal thanks to David for all his support over the past year. As our Accountant, Treasurer and Trustee, David does so much for us, often unseen, but I appreciate his personal input into our Charity as well as the work undertaken by his staff at Greenwood Accountancy.

Cllr Linda Petherick is the Dawlish Town Council representative at our Trustee meetings Thank you Linda for your advice and wise counsel.

Sally is brilliant at leading local fundraising opportunities as well as finding new ways of raising our profile. It is always difficult to attract funding for day to day running expenses.

We are very grateful to Devon County and Dawlish Town Council for their Grants. We receive a grant from Teignbridge District Council, this is not automatic, and requires in depth information immediately at the end of each quarter. This is called a Service Level Agreement and is by no means guaranteed and will now be reviewed by the Council each year.

We desperately need a volunteer or trustee with the skills to look and apply for suitable grant application opportunities. Nowadays grant applications also need detailed financial information and reports to accompany an application, and this cannot be achieved by the part time admin team we employ.

Cllr Lisa Mayne has had to stand down as a Trustee due to pressure of work as Mayor of Dawlish, and I thank her for her service to the charity.

We are actively going out to the local community to attract new Trustees who can bring their life skills and experience to assist us.

Ladies and Gentlemen, we are a successful Charity and are privileged to serve our community but recognise to achieve success we must all pull together, Trustees, Staff and Volunteers.

Valerie Jeffery
10th November 2022

East Teignbridge Community Transport
Association

Report of the Trustees
for the Year Ended 31 March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS102)(effective 1 January 2015).

Governing document

The charity is a charitable company limited by guarantee and has no share capital. In the event of a winding up the liability of the members is limited to £10 each and is governed by a memorandum and articles of association. The charity is also a registered charity (RCN 1168994)

OBJECTIVES AND ACTIVITIES

Objectives and aims

To relieve frail, elderly or disabled persons and community groups principally within East Teignbridge and South East Devon, by the provision of transport services.

Public benefit

The trustees are aware of and have taken note of the Charity Commission's guidance relating to public benefit.

Financial position

The charity raised sufficient income in the year to maintain its ongoing work. The income for the year was £218,507 (2021 £276,544) and expenditure £181,169 (2021 £149,520) which gave a surplus of £37,338 (2021 £127,024). The surplus added to the funds at the end of 2021 give £427,337 at the year end. This consists of vehicles costing £300,597 and cash at bank of £126,780.

Reserves policy

The trustees are aware of the need to maintain reasonable reserves and monitor the finances closely. The year end balance is sufficient to maintain at least three months expenses.

East Teignbridge Community Transport Association

Report of the Trustees
for the Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Office Manager Report

For the registered Charity of East Teignbridge Community Transport Association; trading, and better known as, Dawlish Community Transport, based in the Barton Hill Car Park - a not-for-profit charity covering the wider area of East Teignbridge.

Our primary objective has always been and continues to be supportive of people in the community, principally within the area of benefit, by the provision of transport services; providing accessible, affordable and supported transportation to individuals who are not able to use public transport, or where no suitable public transport is available - in a supportive, caring, calm and safe manner.

Known as the Community Car Scheme; a service offering a vehicle and volunteer driver for medical and health appointments, to hospital, GP, dentist, opticians, etc and accommodating as many social and wellbeing visits as we are able. The norm would be assisting to Day Centres, activities and visiting of relatives, to those last journeys out with loved ones for people nearing end of life, all undertaken exclusively by trained volunteers - funded by passenger contributions, community donations and a small percentage by our local grants that overall assist our entire operations.

A staffed aspect of Community Transport provision is our Ring and Ride door to door essential shopping/daily task service. Enabling independence and social contact, offering trips to nearby towns; a time when friendships develop, and trust grows; reducing isolation. A fine example is the expansion of this, our annual gathering at The Langstone Cliff Hotel when passengers come together for Christmas lunch.

Putting the essentials aside once a week, we offer the well-known Tuesday trips, a highlight for many - a leisurely day out with others, out and about in the community visiting some of the beautiful places around us.

Our group bookings element offers social opportunities for local affiliated groups to encompass a wider social element giving scope to attend further activities or events, utilising the minibuses as much as possible, driven by our trained volunteers. Our staff driving team are included in volunteers when they step into this role.

On to our community bus routes, being the TN187 and TN886 which service the more rural areas; without these, the few who use them would have no alternative in getting to central towns and wholly rely on these twice each per week.

Shopmobility (hiring of scooters and wheelchairs), a thriving service during the holiday season; with little in the winter months, yet potential to do more.

All vehicles, a fleet of cars and minibuses are converted to cater for most abilities; to support those less mobile to full adaptations and equipment to carry wheelchair passengers, mobility scooters and aids to shopping essentials - bespoke fitted with ramps, lowered steps or tail lifts.

A summary of Dawlish Community Transport under normal operations.

Coming out of Lockdown, we suspected it would be very hard moving into unknown territory still in such uncertain times, and we were not wrong; nobody expected Covid-19 and all that it entailed. This Report/AGM is once again being presented later than anticipated following a very disruptive year, yet it highlights and acknowledges the wonderful community we have around us.

We were able to part with the remaining older vehicles and welcomed replacements, dropping from 11 pre lockdown, to 5, and starting the new financial year back up to x8 (x4 cars & x4 minibuses), thanks to community contributions and overwhelming anonymous donations, as well as our first larger Lottery grant success. All services were once again active, yet the wellbeing and group minibus transportation was yet to resume for social activities. Ring and Ride was very slow to rebuild in number and days it travelled, whilst it remained under strict Government Guidance restrictions of social distancing deeming it not financially viable, with only a maximum of 8 passengers able to travel on our larger vehicles - numbers halved. Funds were drastically impacted, not only transportation revenue but monies received from other organisations/support within our community who could not offer the donations they had in the past.

East Teignbridge Community Transport Association

Report of the Trustees
for the Year Ended 31 March 2022

But hard work paid off and we had a great fleet of vehicles to provide the best services possible. Our capacity of staff and volunteers was at its lowest and it was a concern, until our two colleagues, who are now fully embedded, Ian Davies and Fritha Langdell joined us, giving us an amazing team.

We were able to pull together a short video ready to face next steps; focussing on the day-to-day operations in the best way possible as our key focus as well as the safe practice of journeys, whilst Trustees were to concentrate on new Trustee recruits. Slowly slowly we moved forward, reinstating our popular Tuesday trips and offering the Group transport back out to the community, yet unable to take back on the regular bookings i.e. weekly church bookings, with so few minibus drivers on board.

As demand rose for transport and with the need to increase our income, we were able to reduce the social distancing element yet continued wearing face coverings, lateral flow test and vehicle sanitisation; with safety of all being paramount. With a successful grant from Devon County Council between January and March we were able to continue with the Tuesday trips whilst numbers fluctuated.

Covid and illness hit the charity with three staff off in a short space of time, as well as volunteers. Absence of team members impacted on our ability to deliver/cover roles and formed part of the disruptive period. With fewer volunteers returning since the initial lockdown, it has been a difficult balance. Yet the unconditional commitment and loyalty of those on board however are reflected in the hours given to the charity; phenomenal.

Sadly, it was farewell to the remaining older minibus Ruby but a very warm welcome to Lottie in October 2021; after much research, understanding of passenger need and learning, came our new fully adapted 17-seater multi-purpose high spec minibus now on the road and serving the community. Fully equipped to transport most abilities, equipment and luggage - our automatic accessible Mercedes Sprinter.

A reason, and welcomed celebration was held in November 2021 to acknowledge our gratitude and share our additions to the charity, our thanks to the astounding anonymous donation and our successful National Lottery Community Fund grant application.

By the end of the year 2021-2022, with a level of social distancing in place, restricted travelling, funds had diminished week on week and the financial impact was evident. With travelling passenger numbers overall being significantly lower than pre-Covid our revenue was minimal. Safety of our team (staff, volunteers and passengers) remained a priority yet there was great concern how much longer this could be sustained.

During the earlier times of the pandemic, we were fortunate to be successful in receiving financial support by way of grants and this crucial time to enable us to stay afloat and continue operating, but they became minimal. Primary are the donations and financial support we receive from other community based fundraisers and individuals; yet another source of funding that was, expectedly, minimal in those challenging times. With events and activities not possible we could not fundraise, also bearing relevance to our loss of funds of almost two years.

It will take more time to determine how many passengers we may have lost during the Covid period, but with our good reputation, recognition of services and our intention to continue raising awareness within the community we remained optimistic that we would find our feet once again; but not without risk and it did not look positive for the foreseeable future.

Alterations and cancellations of many medical appointments were more evident than ever; time will identify reasons, but our suspicions would anticipate it being a reduced staffing in hospitals etc as cases rose. We also saw passengers contracting the virus and many too hesitant to travel.

We commend and thank our small yet committed team for covering, going above and beyond their main duties; we managed to sustain the services we offer, and gradually saw a small increase in passengers; those returning and several new.

Successful in becoming one of Co-Op's supported charities for another year was grasped with open arms; not only for its funding benefits but also to aid awareness of all that we do and promote the store to our passengers.

Devon County Council once again accepted a Grant application which enabled us to purchase vehicle dash cams, a few bodywork/cosmetic repairs to vehicles and additional vehicle cleaning equipment. Grants that proved invaluable in financing equipment and our services, that otherwise would not have been possible.

East Teignbridge Community Transport
Association

Report of the Trustees
for the Year Ended 31 March 2022

A special thanks must be noted to Yeo Valley; not just for this year, but for several now they have quietly contributed to our bank account: some used for specific items and some to support sustainability. You are truly remarkable.

Forever hopeful we scheduled several small fundraiser/showcase opportunities for the new year ahead, instrumental to our charity.

When an opportunity arose, we accepted and partnered with other CT organisations to deliver a Devon based pilot project; time limited and strictly budgeted, known as 'Stronger Together.' With our need to recruit more volunteers, and funds as they were, we agreed to engage in this wider community project, stemmed from a successful Devon County Council bid to the UK Government's Community Renewal Fund which led to funding of a new training initiative. Our element being smaller yet developing, was to offer new training opportunities for a wide age group, small businesses/organisations including charities, and aimed at facilitating the potential for creating new jobs, volunteering opportunities, upskilling, accredited and online training, and improve connectivity across Devon. Our charities are known particularly for helping their older, less able and disabled communities but the overall project was to encompass a new set of beneficiaries for the whole community. As a community transport service in this area, it also was an opportunity for a recruitment drive of new volunteers to the charity and the ability to offer specific courses directly related to transport. Support as a charity that could prove very beneficial in sustaining all that we do and assist us to move forward, and did.

Ian our Fleet Co-ordinator and I worked together to create a programme of activities, with support from our colleagues within our team, and a shared co-ordinator from another Community Transport within the collaboration.

With a delayed start from January to March (the end of the reporting year), the six-month delivery of services will be shared in more detail in the next report; but I can confirm we reached, and exceeded, the desired outcomes, identified and evidenced benefits and good reason for any unfulfilled successes and gaps in provision. We worked with some wonderful people in our great community and benefitted from new volunteers recruited and a new member of staff.

Such a relief - and encouraging - as we were able to take next steps in restructuring all that we do, as we began to learn and understand new trends.

Our admirable gent, the one and only, Eric Smallridge, a volunteer driver with DCT since 1993 was nominated by us for a National CTA Award and received a Special Commendation for his impressive contribution. So very sadly, due to his health, he reluctantly had to retire from his driving. Therefore, this was the perfect opportunity to acknowledge his commendable support over many years.

Farewell was also to our oldest and historic car John Boy II, and there was little question as to the new name of our next replacement car, and we welcomed our Citroen Berlingo now named Eric.

Ahead of the pandemic we knew the charity was in a very problematic position, unable to raise enough funds to replace older vehicles. Sustainability being one element with costs ever increasing; setting aside substantial sums of money for such bespoke vehicles was unachievable as the escalating repair costs of older vehicles just kept coming. A potentially irreparable cycle was emerging. But, we overcame this and now have fantastic, reliable and suitable vehicles. Saved from having to launch a community funding appeal; funds that were beyond our reach.

The Stronger Together project, community efforts, funding, volunteer and staff support has enabled our wheels to keep turning; our core objective - without wheels or our community there is no service.

Our sincere thanks to our local Dawlish and Teignmouth Town Councils, Devon County and Teignbridge District Councils. Without such funds to assist with delivery and sustainability of the services we provide; without them we would be unable to survive at this time. Invaluable contributions include Gerald's Supermarket, Dawlish Women's Institute, St Gregory's Men's Breakfast Club, Cofton Holidays, Cosens Institute, Lady's Guild, Dawlish Garden Society, Dawlish Crafters, Dawlish Water Rotary, Celia Trust, Ted Hockin/Paella Night, Anchor Inn/Quiz Night, Salem Lodge, Co-Op, Langstone Cliff, Open Daw disbursement donation, Devon Access to Services, TDC Cllr L Goodman-Bradbury, U3A - funds gifted for specific projects or for us to put to the best use where needed.

East Teignbridge Community Transport Association

Report of the Trustees
for the Year Ended 31 March 2022

To those associated with Community Transport; Karen Rose at Devon County Council (Community Transport Adviser) and Tim Lamerton from Devon Access to Services; responding to the random to crucial questions I throw at them. My knowledge and experience will never come to theirs, thank you.

We thank each and every group, organisation and individual for their support and generosity.

As shared previously, a true figure of those still able to use our services will take more time to measure; but the continual increase of new registrations shares the need for a Community Transport service in this locality, covering not only Dawlish but far wider across the East side of Teignbridge.

Actual numbers in the financial year April 2021-March 2022:

COMMUNITY CAR SCHEME:

Passengers carried	1293
Journeys to/from medical appointments/activities	1754
- Health appointments	1018
- Social/wellbeing	10
Wheelchair bound passenger journeys	245
Total appointments cancelled	908
Volunteer Car driving hours (exclusive of minibus drives)	2293
Mileage	21871

RING AND RIDE:

Passengers carried	897
Wheelchair passengers	58
Mileage	4697

TN187 and TN886:

Passengers	1572
Mileage	7413

SHOPMOBILITY Equipment Hire

Excluding the multi hires to various community events - 163
(inc. Devon County, Honiton, Melplash and Mid Devon Shows)

Minibus hires for affiliated groups/services/activities - 04

Total passenger miles driven this financial year 45,589 miles

Sustainability of the overall service is the hardest to fund, but this data and feedback evidences the beneficiaries.

Trends:

" Data included shares a common occurrence of cancellations by passenger/hospital - appointments booked but hospitals etc are re-scheduling at short notice or making alternative plans i.e. phone consultation over physical appt

" A noticeable decline in passenger mobility which is currently being monitored closely, at the time of booking and by volunteer drivers

Plaudits:

" A passenger upon hearing that our social excursions will be returning: "They're back, the trips. I've been staring at four walls for far too long; I can't wait to see people again. I don't care where we're going, I'm just glad to be going out." PP

East Teignbridge Community Transport
Association

Report of the Trustees
for the Year Ended 31 March 2022

"A response from a donated contribution of monies to DCT, from a small local business: "I am so pleased that we are able to help, even in a small way. I always feel that the smaller local charities really need outside help. For me, the fact that our friend works with you, makes it more personal. Keep up the good work." RK

" "I just want to help to keep you going; it must be so very hard for the charity" SC - a car scheme travelling passenger donated £35

" Passenger Feedback: "thank you to you all for helping me out in my time of need."

" Volunteer Feedback - "you're brilliant, DCT is brilliant. So glad to be a part."

" A £20 Christmas donation received from a regular passenger - "for the office girls and all the lovely drivers, my thanks for taking me to and from hospital appointments. Please buy some munchies to enjoy with teas and coffees." Margaret E."

" "Thank you for the wonderful journeys we have travelled on and made such a happy difference to both our lives. Looking forward to next year." Written in a Christmas card from a couple aged 89 and 95 years who travel up to x3 times per week on our Ring and Ride service. B & J.

" A donation from a near by business shared their joy in being able to support. "We are more than happy for you to spend the money on whatever you think fit, we are just pleased that we can help, even in a small way. All the very best to you and your team, you do a fantastic job."

" To all at DCT Admin team, who have mastered the art of spinning plates, juggling balls and keeping us all smiling throughout the year. Vehicle management and maintenance team, who keep the fleet in such good nick that every single one is a pleasure to drive. And to all our fellow drivers, Very best wishes for a great Christmas and New Year to you and all your families. From a driver volunteer SB.

I personally share my thanks to every member of our team of volunteers - drivers, admin, fundraising helpers and all (helping on stalls, baking cakes, the Easter Bunny run to Santa's Elves). To Cllr Linda Petherick our Council Representative, Neil Salter from Dawlish Beach Cams who produced our initial video, website and remains with us, and to all who quietly help behind the scenes, with anything and everything we ask of them. And to our staff team, who go above and beyond their paid roles and give much time voluntarily, also throwing themselves into the random missions put upon us. Welcoming our newer volunteers, we also acknowledge and wish all the very best to volunteers who have stepped down in the last year, we miss you and thank you for all you have done.

To those present at the AGM and those reading our annual report, thank you.

If you know anyone in the community who might benefit from the provision of transport or in becoming a volunteer please do pass on our details, and please continue to support us.

Sally Preston
07-11-22

STRUCTURE, GOVERNANCE AND MANAGEMENT

Approved by order of the board of trustees on 10 November 2022 and signed on its behalf by:

Mrs V Jeffery - Trustee

Independent Examiner's Report to the Trustees of
East Teignbridge Community Transport
Association

Independent examiner's report to the trustees of East Teignbridge Community Transport Association ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Clare Lillington

Clare Lillington FMAAT
FMAAT
Clare Lillington BSc (Hons) FMAAT
Raddon
Station Hill
Chudleigh
Newton Abbot
Devon
TQ13 0EE

11 November 2022

East Teignbridge Community Transport
Association

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2022

	Notes	31.3.22 Unrestricted funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies		118,461	60,373
Charitable activities			
General		77,699	79,026
Other trading activities	2	22,344	137,137
Investment income	3	3	8
Total		<u>218,507</u>	<u>276,544</u>
EXPENDITURE ON			
Raising funds		126	20
Charitable activities			
General		181,043	149,500
Total		<u>181,169</u>	<u>149,520</u>
NET INCOME		37,338	127,024
RECONCILIATION OF FUNDS			
Total funds brought forward		390,039	263,015
TOTAL FUNDS CARRIED FORWARD		<u>427,377</u>	<u>390,039</u>

The notes form part of these financial statements

East Teignbridge Community Transport Association

Balance Sheet
31 March 2022

	Notes	31.3.22 Unrestricted funds £	31.3.21 Total funds £
FIXED ASSETS			
Tangible assets	8	300,597	251,538
CURRENT ASSETS			
Debtors	9	1,949	5,011
Cash at bank and in hand		125,431	134,676
		<u>127,380</u>	<u>139,687</u>
CREDITORS			
Amounts falling due within one year	10	(600)	(1,186)
		<u>126,780</u>	<u>138,501</u>
NET CURRENT ASSETS			
		<u>427,377</u>	<u>390,039</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>427,377</u>	<u>390,039</u>
NET ASSETS			
		<u>427,377</u>	<u>390,039</u>
FUNDS	11		
Unrestricted funds		<u>427,377</u>	<u>390,039</u>
TOTAL FUNDS		<u>427,377</u>	<u>390,039</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 10 November 2022 and were signed on its behalf by:

V Jeffery - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Scooters	- 20% on reducing balance
Vehicles	- 20% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

East Teignbridge Community Transport Association

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

2. OTHER TRADING ACTIVITIES

	31.3.22	31.3.21
	£	£
Fundraising & donations	<u>22,344</u>	<u>137,137</u>

3. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
Deposit account interest	<u>3</u>	<u>8</u>

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.22	31.3.21
	£	£
Independent Examiner's fee	150	150
Depreciation - owned assets	40,225	27,961
Surplus on disposal of fixed assets	<u>(3,000)</u>	<u>(5,750)</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

6. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.22	31.3.21
Management	1	1
Office staff	2	2
Drivers	7	7
Escort	1	1
	<u>11</u>	<u>11</u>

No employees received emoluments in excess of £60,000.

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £
INCOME AND ENDOWMENTS FROM	
Donations and legacies	60,373
Charitable activities	
General	79,026
Other trading activities	137,137
Investment income	8
Total	<u>276,544</u>
EXPENDITURE ON	
Raising funds	20
Charitable activities	
General	149,500
Total	<u>149,520</u>
NET INCOME	127,024
RECONCILIATION OF FUNDS	
Total funds brought forward	263,015
TOTAL FUNDS CARRIED FORWARD	<u><u>390,039</u></u>

8. TANGIBLE FIXED ASSETS

	Freehold property £	Scooters £	Vehicles £	Totals £
COST				
At 1 April 2021	139,696	14,070	282,231	435,997
Additions	-	214	89,070	89,284
At 31 March 2022	<u>139,696</u>	<u>14,284</u>	<u>371,301</u>	<u>525,281</u>
DEPRECIATION				
At 1 April 2021	-	7,987	176,472	184,459
Charge for year	-	1,259	38,966	40,225
At 31 March 2022	<u>-</u>	<u>9,246</u>	<u>215,438</u>	<u>224,684</u>
NET BOOK VALUE				
At 31 March 2022	<u>139,696</u>	<u>5,038</u>	<u>155,863</u>	<u>300,597</u>
At 31 March 2021	<u>139,696</u>	<u>6,083</u>	<u>105,759</u>	<u>251,538</u>

East Teignbridge Community Transport
Association

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade debtors	1,949	5,011
	<u>1,949</u>	<u>5,011</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	-	546
Other creditors	600	640
	<u>600</u>	<u>1,186</u>

11. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	390,039	37,338	427,377
	<u>390,039</u>	<u>37,338</u>	<u>427,377</u>
TOTAL FUNDS	<u>390,039</u>	<u>37,338</u>	<u>427,377</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	218,507	(181,169)	37,338
	<u>218,507</u>	<u>(181,169)</u>	<u>37,338</u>
TOTAL FUNDS	<u>218,507</u>	<u>(181,169)</u>	<u>37,338</u>

Comparatives for movement in funds

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
Unrestricted funds			
General fund	263,015	127,024	390,039
	<u>263,015</u>	<u>127,024</u>	<u>390,039</u>
TOTAL FUNDS	<u>263,015</u>	<u>127,024</u>	<u>390,039</u>

East Teignbridge Community Transport
Association

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

11. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	276,544	(149,520)	127,024
TOTAL FUNDS	<u>276,544</u>	<u>(149,520)</u>	<u>127,024</u>

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

East Teignbridge Community Transport Association

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	31.3.22	31.3.21
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Gift aid	26,805	-
Grants	90,883	19,300
Furlough grant	723	10,045
Other income	50	31,028
	<hr/>	<hr/>
	118,461	60,373
Other trading activities		
Fundraising & donations	22,344	137,137
Investment income		
Deposit account interest	3	8
Charitable activities		
Fares & hire charges	33,769	30,435
Shopmobility income	5,557	3,430
School contract income	25,172	29,136
Concessionary fare reimburse	1,758	2,307
Car forum	11,443	13,718
	<hr/>	<hr/>
	77,699	79,026
Total incoming resources	218,507	276,544
EXPENDITURE		
Raising donations and legacies		
Fundraising expenses	126	20
Charitable activities		
Wages	82,761	77,687
Pensions	586	513
Rent & Rates	2,320	2,231
Insurance	4,670	1,000
Light and heat	1,683	1,259
Telephone	1,852	511
Postage and stationery	762	412
Advertising	1,299	807
Fuel	10,683	6,908
Vehicle insurance	10,001	12,302
Vehicle maintenance	12,094	13,223
Staff travel expenses	18	28
Office cleaning	1,163	705
DBS checks	165	31
Hospitality	297	96
Carried forward	130,354	117,713

This page does not form part of the statutory financial statements

East Teignbridge Community Transport
Association

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	31.3.22	31.3.21
	£	£
Charitable activities		
Brought forward	130,354	117,713
Licences, subscriptions & plan	3,746	4,397
Office/IT equip purchase & rep	-	1,388
Other office costs incl repair	2,863	1,450
Bank charges	534	432
Depn of scooters	1,259	1,521
Depn of vehicles	38,966	26,440
Loss on sale of tangible fixed assets	(3,000)	(5,750)
	<u>174,722</u>	<u>147,591</u>
Support costs		
Governance costs		
Independent Examiner's fee	150	150
Accountancy and legal fees	6,171	1,759
	<u>6,321</u>	<u>1,909</u>
Total resources expended	<u>181,169</u>	<u>149,520</u>
Net income	<u><u>37,338</u></u>	<u><u>127,024</u></u>

This page does not form part of the statutory financial statements

