

**Manchester and District
Transport for Sick Children**

A Volunteer Driver Scheme helping
to transport children to hospital and
clinic appointments



Combined annual report 2005–06



Transport for Sick Children

Manchester and District
Transport for Sick Children
Reg. Charity No. 1035066

Transport for Sick Children Ltd
Registered Charity No. 1110618
Registered Company No. 5454582

This Annual Report combines the final Report of Manchester and District Transport for Sick Children from 1st April 2005 to 30th September 2005, when the operation was transferred to Transport for Sick Children Ltd, and the first Report of Transport for Sick Children Ltd from 1st October 2005 to 31st March 2006.

Transport for Sick Children Ltd.
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Trustees (01/04/05 – 30/09/05)

Chair Carol Bagnall (from July 2005)
Vice Chair Pat Brunt (from July 2005)
Treasurer Sally Sweeney Carroll
Chair Sarah Drake (to July 2005)

Rosie Jones (to August 2005)
Lily Lloyd (to August 2005)
Geraldine Pickering
John Sagar
John Adams (from July 2005)
Roger Watts (from July 2005)
John Perry (from September 2005)

Directors (after Incorporation 01/10/05)

Chair Carol Bagnall
Pat Brunt
Treasurer Sally Sweeney Carroll
Company Secretary Sarah Drake
John Adams
John Perry
Geraldine Pickering
John Sagar
Roger Watts

In accordance with the Articles of Association all the Directors must resign at the first Annual General Meeting of Transport for Sick Children Limited on 23rd September 2006. The following, being eligible, offer themselves for re- election:
John Adams, Sally Sweeney Carroll, John Perry, Geraldine Pickering, John Sagar, Roger Watts.

Staff

Manager
Prue Yeoman

Transport Organisers
Judith Oxley
Jo Senior
Claire Bickley (from October 2005)

Administrators
Christine Stevens (to July 2005)
Cath Claffey (October 2005 to February 2006)

Volunteer Recruitment
Graham Fletcher (January to June 2005)

Our thanks to

GMPTE	Partner Jason Hiley at PKF Accountants and business advisers	Kathryn Graham and Sarah Healey at Cobbetts	Partner Paula Cole and Carly Sutherland at Beachcroft
	 Accountants & business advisers		
Clare Garvey, John-Paul Johnston			

Chairs' foreword



Sarah Drake and Carol Bagnall

Welcome to the twelfth and final annual report of Manchester and District Transport for Sick Children and the first report of Transport for Sick Children Ltd.

Our charity was established in 1994 'to relieve the need and sickness of children by the provision of voluntary transport to and from hospitals, clinics and out patients departments for such children and their carers who reside in and around Manchester.'

Starting in 1977 as part of the Manchester branch of Action for Sick Children, by 1994 the scheme had grown so large that it needed to become a charity in its own right.

From April to July 2005, Sarah Drake acted as chairman. During this time, while the volunteers and staff eagerly got on with doing the actual work of helping children to reach their health-related appointments, the Trustees, especially Pat Brunt (helped by her very kind husband Bob) spent much time and energy preparing the move to becoming an incorporated business. At the AGM in July, Sarah handed over the baton to Carol Bagnall who writes the rest of this foreword.

First and foremost I would like to thank Sarah for the excellent leadership of the scheme over the past six years. Her exceptional knowledge and true understanding about what the charity means to the families and the referrers we serve is second to none and she certainly has been a 'hard act' to follow, but a great support to me within her current role as Company Secretary.

It has been my privilege to chair the scheme when it became a company limited by guarantee, which is another development that recognises the important work we do. I too would like to reiterate Sarah's thanks to Pat and Bob Brunt for their unstinted work during this time.

I am proud to report yet another wonderful year for the Charity with continued increase in our activity, having helped 825 children and their families. The organisation goes from strength to strength,

developing according to the needs of children and the ever-changing demands of the NHS, especially those currently around the changes to children's services throughout Greater Manchester.

This is only possible due to the dedication of our magnificent staff and volunteers. Between them they have enabled us to undertake more trips than ever. The year 2005, being the year of the volunteer, made me aware that voluntary work is reported to reduce blood pressure, increase life expectancy and generally enhance your wellbeing. I just hope that our volunteer drivers confirm these 'official' findings!! We are always on the lookout for more volunteers, so do spread the word!

I would like to thank my colleagues, who started my chairmanship as trustees and ended up as directors, for their good humour, help and support over the past nine months. During this time we have successfully recruited three new directors who have brought considerable professional expertise to the board and I am now very proud to hand over the chairmanship to the very committed John Adams.

I hope that this report helps you to really value the work that our charity carries out. As a practising health professional and a regular referrer to the scheme, I can endorse fully that the unique work our charity undertakes really does make a difference by enhancing the lives of many children and families.

Thank you to everyone involved.

Carol Bagnall
June 2006

Charity Manager's report



This year has been both challenging and rewarding and is the charity's most successful period to date. Demand for the service has risen and income and capacity have also increased, allowing us to carry out more trips and help more children than ever.

In the face of change we have remained true to our mission: to reduce the stress felt by sick children and their families by providing access to healthcare in a friendly and supportive way.

Trips undertaken have increased by 16 per cent from 4,446 in 2004–05. For the first time this year they have tipped the 5,000 mark with a total of 5,166 carried out. The number of children helped has risen from 710 to 825. This rise in activity has also seen our internal procedures develop to meet changing demand. Improvements to our monitoring and systems have led to a percentage reduction in wasted trips.

In a move to secure the financial well-being of the charity and reduce reliance on subsidy, we have produced business cases for NHS Primary Care Trusts (PCTs) which highlight the importance and benefits of our work. As a result, PCT funding has increased overall by 65% and in some cases by over 100% to reflect more accurately the work we do for them. MP Andrew Gwynne has supported our work in this area and we are also grateful to commissioners and staff within the NHS who act as advocates for the scheme. The Greater Manchester Passenger Transport Executive continues to provide vital support.

Fundraising efforts have created a 15-fold increase in contributions, taking us from £1,448 in 2004–05 to £22,496. This includes a successful Community Transport Trust Fund bid for a part-time Volunteer Support Worker. We have also been busy recruiting volunteers, with an

initiative led by Graham Fletcher doubling volunteer numbers from 36 last year to 74 in 2005–06.

The charity has been active in communicating its aim to the wider public with a campaign of posters and leaflets designed by GMPTE's promotion department.

Not content to rest on our laurels, we are preparing for the future with a new business plan which has been put in place to co-ordinate with the budget for 2006–07. The main focus of this is the continued expansion of the service across North Manchester.

None of this would have been possible without our incredible team of volunteer drivers, who work tirelessly to provide a friendly, bespoke service for children and their families. Feedback from families and referrers confirms that without them, many children would not reach the healthcare they need.

Special thanks should also go to Transport Organisers Jo, Judith and Claire who, in spite of periods of staff shortage, have maintained an excellent service throughout the year.

We welcomed three new Board members this year: John Adams, John Perry and Roger Watts. They bring new skills and experience to complement our hardworking leadership team.

Thanks once again to everyone who has made 2005–06 such a successful year.

Prue Yeoman
Charity Manager



Children, transport and the NHS

The charity ensures that the interests of sick children and their transport needs are high on as many agendas as possible. We keep informed of local and national trends and strategies within health and community sectors.

In particular our Founder's new role at the Royal College of Paediatrics and Child Health ensures we maintain our focus and influence.

This year we have participated in the huge public engagement and public consultation process on changes to healthcare services undertaken for children, young people, parents and babies in Greater Manchester, East Cheshire, High Peak and Rossendale: 'Making It Better – Making it Real'.

Prue Yeoman gave an influential presentation to a 'Citizens Council'.

Sally Sweeney Carroll is a member of the Patient and Public External Reference group monitoring the process and currently chairs this group. We have spoken up about the transport needs of children and their families. Our comments have been especially recognised by the Overview and Scrutiny Committee of Trafford Metropolitan Borough Council who have quoted our response in their own to the Making It Better Joint Committee.

We await the decision of the Joint Primary Care Trust Committee with interest as these changes will have an impact on our services in the future.

Sarah Drake has retired at the end of her term of office as Non Executive Director and Vice Chairman of Trafford Healthcare NHS Trust.

In December 2005 Sally Sweeney Carroll was appointed Chairman of the Patients' and Carers' Advisory Group at the Royal College of Paediatrics and Child Health.

Prue Yeoman is a member of the Greater Manchester Community Transport Forum's Strategy and Development Group.

A presentation was given by Prue Yeoman and Stephen and Anthony Travis (Greater Manchester Communities on The Move) to the Health and Transport Group.

Why we do what we do

Transport for Sick Children provides an invaluable service to parents who don't have easy access to a car. Taking young children on public transport isn't easy at the best of times but our families are faced with taking children with a wide range of special needs to hospital appointments and it makes their lives easier knowing that someone can take them by car.

**Sue Carter, Health Visitor –
Rochdale NHS Primary Care Trust**

The service is very helpful financially and we have other children to look after. One of my children has had several operations at different hospitals and travelling is difficult and would take a long time without the scheme. We try to manage to get to the nearer appointments ourselves. I am very happy with the drivers who are very helpful and friendly.

Mr Khan – father using the service

The staff are very friendly and accommodating even at late notice. They try and marry the same driver with a family, offering a friendly service. Many children here have special needs and disabilities and we work in a very deprived area. I know for a fact that families would not reach appointments without Transport for Sick Children. The feedback from the office when families don't attend when a driver has called and no one is in is also very useful. Overall it's a fantastic service which allows families to be normal.

**Debbie Morrison, Paediatric Staff Nurse,
Health Visiting Team – Cornerstone Centre**

As a driver I hope I make a difference to the children I take to appointments. Parents don't need to stress about where they are going to get transport from. Being a volunteer driver has taught me new skills. It has brought a new dimension to my life. Like the other drivers I strive to be a good ambassador for the charity. If the parents are really stressed I try to take their mind off it with funny anecdotes, by chatting to them and reassuring them that Transport for Sick Children is always here for them. I transport a boy and his mum. At three weeks old he was in Intensive Care and his mum was told to say her goodbyes. I take them to lots of hospital and child development appointments. With professional care and his mother's love and perseverance he has become a happy little boy. He's four now and each month I notice improvements – it's a real success story.

Graham Duggan, Volunteer Driver

The Patient Advice and Liaison Service (PALS) provide a support service for patients, families, carers or any visitor to the hospital who requires help with a concern or needs advice.

Transport for Sick Children provides an invaluable service to our families, helping with the transport needs of our patients when they find difficulty in obtaining transport to the hospital by any other means. The volunteers always respond in a caring and helpful manner.

The following cases are just a few where TFSC have made a valuable contribution in helping our service

- *Transport for a mother visiting was a problem, as she could not use public transport and did not speak any English. Greater Manchester Passenger Transport Executive was contacted and bus timetables and information was requested to be sent to the mum in Urdu, on how to travel from Longsight to Booth Hall Children's Hospital. In the meantime, Transport for Sick Children was booked to collect mum from her home and bring her back after visiting her daughter. On discharge they called at the office and the mother and daughter expressed a deep gratitude for the PALS Service and the interventions that were actioned including the services of the Transport for Sick Children Service.*
- *A child was on the Burns Unit at Booth Hall Children's Hospital. Dad was unable to access money which was required for nappies etc. The family live outside the Manchester area and had no means of getting home for a change of clothes etc. TFSC were contacted and they kindly found a driver who was willing to take the parent home. In the meantime the child was being transferred to Sheffield hospital and TFSC took the mother to hospital from their home address.*
- *A mother rang PALS distraught as she did not have a car and her child was being admitted to hospital at 7.30 am. Mum had four young children and no family or friends who could take her and the child to hospital. Once again TFSC provided an excellent service, and a few days later mum rang PALS to thank us for all our help which we could not have done without TFSC.*

The Patient advice and Liaison Service would like to thank you for all the support you have given to the Division of Children's Services within the Trust over the years.

Fran Colrein, Secretary to the Patient Advice and Liaison Service – Booth Hall Hospital

Treasurer's report



Carol Bagnall and Ann Roberts

As always our income is spent on achieving our charitable purpose namely relieving the need and sickness of children by the provision of voluntary transport.

This year has seen immense change for the charity. Expansion of activity, the necessary move into more appropriate accommodation, set-up costs, more staff, phone lines and computers have all inevitably increased our costs to nearly double the previous year. However we have seen a record year for income, to well over £150K, especially from the NHS Primary Care Trusts.

As well as meeting the requirements of the Charity Commission, Companies House brings greater responsibilities for our charity Directors. Incorporation has involved the Royal Bank of Scotland's transfer of our accounts from MDTSC to the new TSC Ltd which has been lengthy and not without problems.

Our staff coped very well during these many changes. Rising very professionally to the challenges posed while we recruited new staff to manage our expansion, their priority has always been to ensure that the transport needs of the children are paramount. Our expansion, especially in the number of volunteer drivers, has resulted in a great need for appropriate car seats. So a big thank you to The District Nursing Fund (£1.5K) and Lifeline 4 Kids (£3K).

The success of our Urban Bus Challenge three year grant, through the support of GMPTE, has provided us with this tremendous opportunity for expansion this year and into the future. Our special thanks to Gill Heyworth and her colleagues at GMPTE for their

continued support and championing of our work, especially for families who cannot use public transport and do not have their own car.

Our increased funding also includes over £15K for a new Volunteers' support worker from the Community Transport Trust Fund.

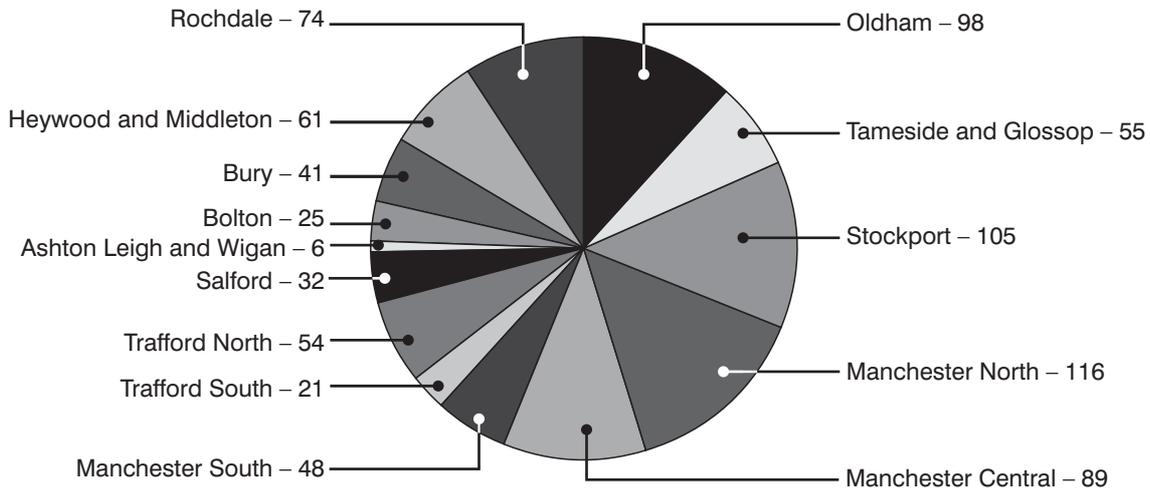
Many thanks to our drivers and friends who have donated to the charity; some of you, such as the Heywood fete committee, have supported us for many years and your support makes a very big difference. We are now benefiting from 'Gift Aid' donors and would welcome more! Thanks to Ann Roberts, one of our referrers, who chose to support us during her year as Lady Captain at Chorlton cum Hardy Golf Club.

Special thanks to Clare Garvey for making sure our staff and the Inland Revenue are paid on time! As Treasurer, I would like to express thanks to Jason Hiley, Senior Partner at PKF. PKF have given us huge help with our accounts over the past 10 years and I would not have been able to fulfil my role as Treasurer without their support.

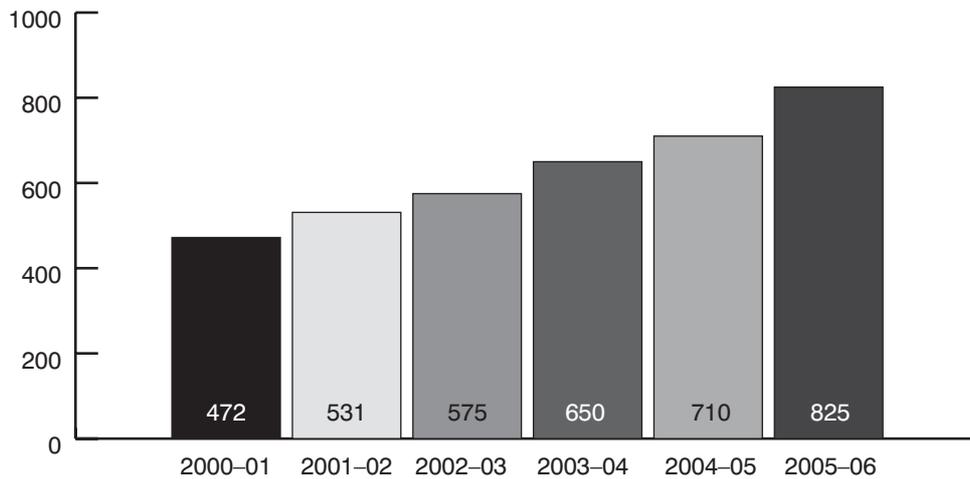
Sally Sweeney Carroll

Activity statistics

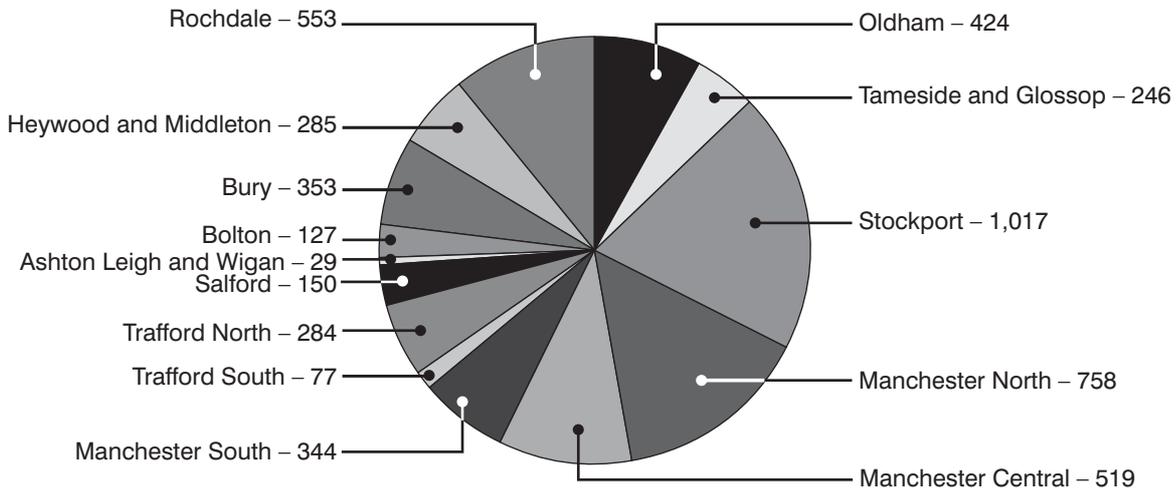
Number of children helped by NHS Primary Care Trust



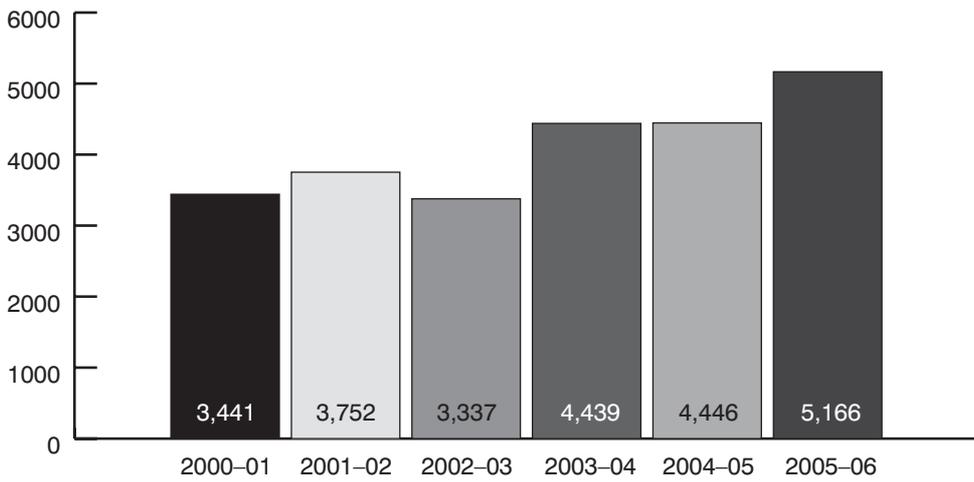
Number of children helped



Number of trips by NHS Primary Care Trust

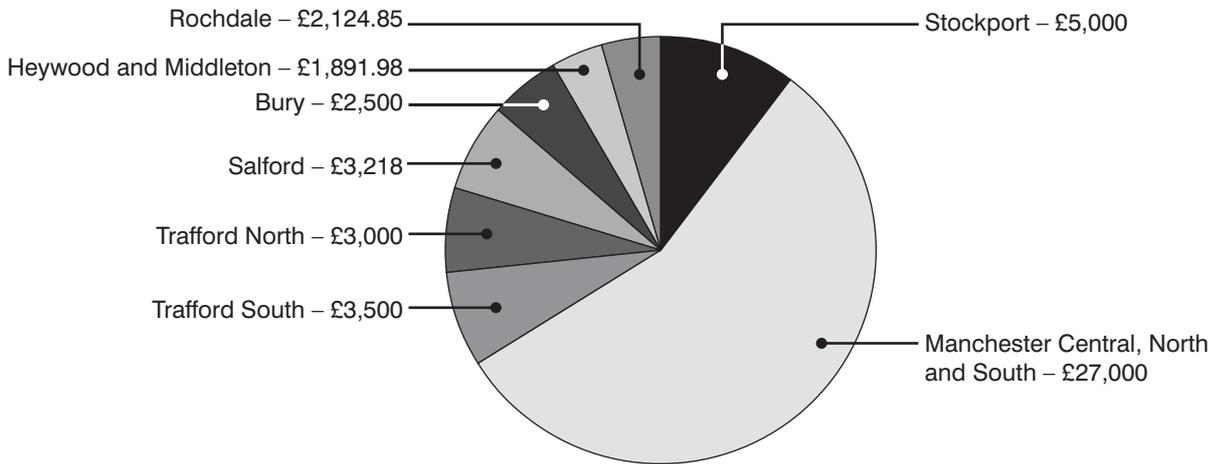


Number of trips

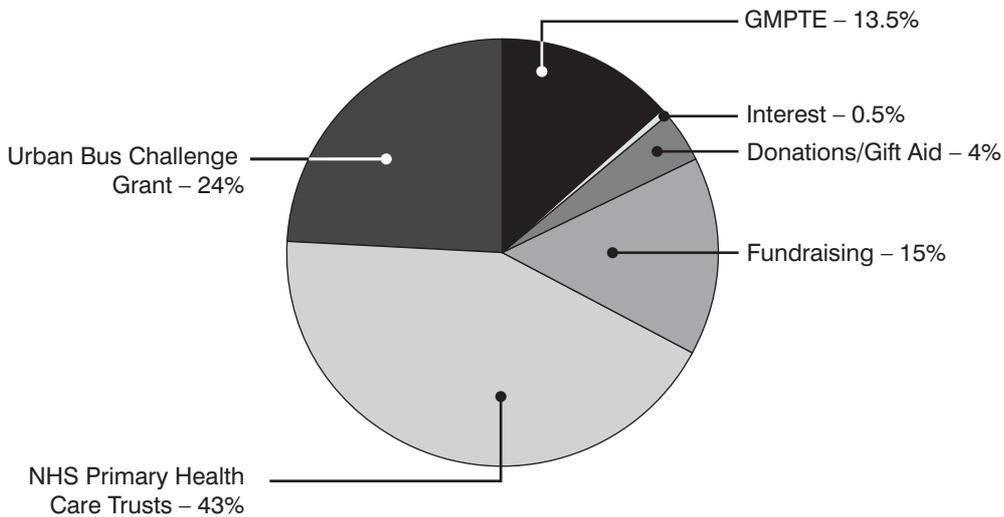


Funding statistics

Income by NHS Primary Care Trust



Income



Our thanks to

Volunteer drivers

Anthony Aimson

Clare Barker

Chris Berry

Tom Bevan

Ray Bilton

John Brown

Pat Brunt

Tony Budgett

John Clark

Bill Clune

Peter Coster

Lenny Cope

Paul Coppage

John Cosgrove

Andrew Crawley

John Davies

Marian Dellow

Barbara Donoghue

Sarah Drake

Graham Duggan

Brian Foster

Bob Friedman

Bill George

Brian George

Esther Goulden

Anthony Gregory

Jenny Gilpin

George Green

Lee Matthew Haselden

George Haworth

Michael Heyes

Liz Hirst

Bernard Hargreaves

Joseph Horricks

Ken Horricks

Brian Howarth

Ian Hurdley

Douglas Jakeman

Maureen Jakeman

Eira Jones

David Kelly

Christine King

Stuart Lodge

Tony Loftus

Bill Mitchell

Noel Monkman

Norman Morlidge

Davis Naylor

Ian Roy Neden

Ronnie Newbiggin

Deirdre Newman

Glen Poole

Alston Rigg

Norman Robinson

Denis Royle

Irene Sagar

John Sagar

Anne Shelley

Alan Simpson

Barbara Schickoff-Brown

Sally Sweeney Carroll

Keith Smith

Pete Smith

William Ronald Spencer

Sylvia Taylor

Reginald Thulborn

John Turner

Jack Ward

John Whittaker

Andrew Wright

Sheila Whitworth

Cliff Wignall

Janet Wyatt

John Yates

Donors

Anne Shelley

Barbara Clutton

Barbara Donoghue

Carol Bagnall

Children's Starlight Unit,
Wythenshawe Hospital – Sister
Victoria Howarth and colleagues

Charnwood Nursery Trustees

Chorlton cum Hardy Golf Club

David Kelly

Dr Wendy Rankin

Felicity Goodey

Gaddum Centre

Graham Duggan

Heywood Lions Club

Heywood and Middleton
Charities Fete

Jane Clayton

Jane Roberts

Lifeline 4 Kids

Manchester District Nursing Institute

Mohammed Miya's family

N Creswell

Parish of St. Barnabas Church,
Littleborough

Pat Brunt

Rochdale Childcare Information
and Recruitment Service –
Bernadette Gee and colleagues

Ronnie Newbiggin

Ron Spencer

Stuart Lodge

Picture yourself as one of our

Super **HEROES**

We are looking for volunteer drivers to take children to vital health appointments.

You don't have to be superhuman to help us. All you need is:

- a caring attitude;
- a clean driving licence;
- a reliable car; and
- a telephone.

You decide on how much of your time you want to give us and when it suits you best. The rewards come from knowing you've made an incredible difference to the children and their families.

To find out how you can help us phone:

0161 432 7800



Transport for Sick Children

THE VOLUNTEERS
TRANSPORT FOR SICK CHILDREN

Registered Charity No. 1110618