TRANSPORT FOR SICK CHILDREN
A volunteer driver scheme helping to transport children to hospital and clinic appointments
Transport for Sick Children Ltd.
Registered Office:
Williamson House
Williamson St
Reddish
Stockport
SK5 6AA

Telephone 0161 432 7800
Fax 0161 432 8110
E-mail to@transportforsickchildren.org
Web: www.transportforsickchildren.org

Directors

Chair John Sagar
Treasurer John Adams
Company Secretary John Adams
Gaynor Kershaw
Pauline Cope
Eric Houghton

Staff

Transport Organisers
Judith Oxley
Jo Senior
Jacqui Meadows

Administrator
Anna Burns

Volunteer Support Worker
George Stenson
Chairman’s Report

This year has proved to be a very difficult one for the Charity. The concentration of children’s services on the New Royal Manchester Children’s Hospital with some specialised services at North Manchester General and Wythenshawe Hospitals has resulted in an increase in the demand for transport from the most deprived areas of our community. The changes to the NHS have led to significant reductions in the financial support given to the Charity by most of the ten PCTs in the Greater Manchester Area. This has meant that the “quota” system introduced towards the end of last year has had to be continued, refined and applied most rigorously. Thanks to the efforts of the staff the monthly “mileage” costs had been brought within budget by the end of the year.

Despite the financial problems the Charity’s drivers have driven over 86,000 miles to take 1,000 children to some 2,500 health appointments. Our drivers continue to help families attend appointments at Alder Hey, Birmingham Children’s Hospital, Bradford Cochlea Implant Clinic, St. James Hospital, Leeds, Sheffield Hospitals, Newcastle General Hospital as well as the Greater Manchester Hospitals and Health Centres.

The Charity continues to be involved with the implementation of “Making it Better” having representatives serving on the NHS Public Partnership Board and the Greater Manchester, East Cheshire and High Peak Children, Young People and Families network.

Last year I saw the main challenges for this year as:-

• Finding affordable and suitable office space and obtaining sufficient funding to continue our work.

• Unfortunately we have not been as successful in regards to obtaining funding from the PCTs we serve as we were in finding accommodation. We have benefited from a number of donations:- the staff at the Salford Office of John Laing organised a Golf Day and successfully bid for the Group’s Christmas Charity donation raising in all £6,000.

• The challenge for 2012/13 is to increase funding from the PCTs to at least maintain the service at the 2008/9 level.

• The dedicated support of all our volunteer drivers and office staff is essential to the charity continuing to contribute as it does to the well being of so many children and their families. Thank you to them and to the Directors who give their time and expertise to keep the charity working so well.

• We look forward to another challenging year with the implementation of the NHS restructuring programme and the continuance of the cost reduction programme both of which will impact on the charity. I am confident that the team will successfully meet the challenge.

John Sagar – Chairman
Why we do what we do

Just one of the many families we help to reach vital medical appointments and treatment for their children at The Royal Manchester Children’s Hospital.

"Your service has been invaluable for a few of our patients who would have really struggled to get to the children’s hospital and wheelchair centre.”

Diane Love, Team Leader, Paediatric Physiotherapy, Royal Oldham Hospital

“Transport For Sick Children have provided invaluable support for children and families attending outpatient appointments and ward admissions at North Manchester General in 2011-2012. Families who we refer to this service have very little funds and are sometimes too unwell to use multiple public transport services.”

Katie Rowson, Specialist Nurse, North Manchester General Hospital

“Without your invaluable service a lot of our patients would have difficulty in attending hospital appointments. Keep up the good work.”

"Transport for Sick Children have assisted children within our team greatly. Many of our families within the area have complex medical needs and do not have their own transport. The children have several appointments and waiting for hospital transport often proves to be time consuming for the children and their families. This time is very precious in order to maintain a normal life style. The families and children all have positive feedback and value greatly this service. The service has aided comfort for the children and they all appreciate the continuity of the drivers.”

Children’s Community Nursing Team, Kingsway Clinic, Rochdale

"Your service made the hospital trip for the family I work with less stressful, as travelling on public transport is extremely traumatic for them and obviously taxi’s are very expensive. As always the drivers are prompt, polite and courteous - thank you.”

Karen Murphy, Family Worker, Derby Street Children’s Centre, Heywood

"Excellent service: Responsive, reliable and accommodating. Needs continuing support to maintain the service.”

Cleft Lip & Palate Unit, Royal Manchester Children’s Hospital

"Thank you so much – your service has been prompt and helpful, it is good to know you are there. Many thanks once again.”

Kathryn Yellop, Portage Home Visitor, Starting Life Well Inclusion Team, Salford
Why we do what we do

"This service is absolutely essential for a lot of the families that I work with who either have no transport or cannot afford public transport costs. In addition to this, some of our young people with complex health needs could not access public transport due to the equipment that they need with them at all times. The service provided by Transport for Sick Children makes a significant difference to these families in particular, and without this service they would possibly miss some of their appointments which could have an impact on their health conditions."

Claire Rutherford, Record Co-ordinator / Parent Information & Support Disabled Children's Services, Castle Hill Centre, Bolton

"I cannot praise this service highly enough. They help out families that are struggling to attend appointments with our service and they are organised and attend on time and are always helpful with any correspondence. If only everyone was as helpful as they are!!"

Victoria Smerdon, Highly Specialised Orthoptist, Royal Bolton Hospital

"The service has enabled parents and their sick children the opportunity to attend clinical appointments. Ensuring continuity of care for their child can be very stressful for families who do not have their own transport or struggle financially. Many families have commented to the Children's Community Nursing Team how brilliant the service is and how helpful the drivers are. As a team we all agree it is an invaluable resource."

Team Leader, Children's Community Nursing Team, Oldham

"The service has greatly assisted a family who have a disabled child and baby and were struggling to regularly attend important health appointments for both children. The service enables them to have secure access to transport to ensure their health needs are met."

Sophie Smith-Rudge, Student Social Worker, Pioneer Street Children's Centre, Clayton, Manchester

"I started volunteering a few years ago because I had retired from my job and really wanted to do something different. I saw the advert in the paper for Transport For Sick Children and thought "that should keep me busy!". I enjoy volunteering - it gets me out and about. We've all used the National Health Service and I wanted to give something back - especially to those less able than me."

Colin Bradburn - Volunteer Driver, Transport for Sick Children
Treasurer’s Report

Incoming resources totalled £100,456 (last year £98,050) in the twelve months to 31st March 2012. The sources of income were as follows:

\[
\begin{array}{|c|c|c|}
\hline
\text{Source} & \text{2012} & \text{2011} \\
\hline
\text{PCT's} & 89.2 & 92.5 \\
\text{Donations/Fundraising} & 9.2 & 4.4 \\
\text{Bank Interest} & 1.3 & 2.9 \\
\text{Miscellaneous} & 0.2 & 0.2 \\
\text{Total} & 100.0 & 100.0 \\
\hline
\end{array}
\]

There was an increase of income of about £2,000. Income from the PCT’s is tending downwards with the NHS centrally driven cost reduction programme operating. A substantial donation from John Laing (North West) PLC (£6,000) assisted the charity to avoid a loss.

With the determination to prevent any further loss a quota system, where each of the ten PCT’S received a service in line with the funding provided, was introduced. This has been controlled well by all those involved and is a key factor in keeping the costs of the charity down. The quota system has had a massive impact on the volunteer driver workload and morale.

Expenditure has also been managed well. A substantial reduction in Driver’s Mileage cost, of 33 per cent, is because of the operation of the quota system that matched activity to income.

The charity has therefore made a surplus of £5,790 compared with a loss last year of £17,095 which included £2,306 spent on the enforced move of the office.

The charity helped 1,052 children in the year carrying out 4,707 trips and travelled 86,244 miles. The number of children helped and trips made are a consequence of the quota system operated throughout the year.

The PCT funding budgeted for 2012/2013 is held at the same level of last year (£89,000). The charity will continue to operate within the limits of the funding provided. Any further funding reduction must be matched by a cut in the service to match the cut in funding.

The implementation of the “Making It Better” strategy for Greater Manchester, will be completed in 2012 and any final consequences of that strategy should have worked their way into our operations during 2012. The Royal Children’s Hospital is having a substantial effect on the trips we are making. A large percentage of trips made now are to this hospital.

Liaison meetings with Health Visitors continued throughout the year. A Health Visitor survey carried out in the Heywood, Middleton and Rochdale PCT area gave very positive feed back of the charity’s activities.

John Adams - Treasurer
Treasurer's Report

John Adams - Treasurer

The charity was founded. Research is being carried out to ensure that we are capable of meeting the new challenges being made of them.

Funding from NHS Primary Care Trusts is absolutely key to the Charity's operations particularly now that the support received for many years from the Greater Manchester Passenger Transport Executive has been withdrawn because of the charity’s success in increasing the income from the Primary Care Trusts.

Operations are currently well replicated in Birmingham, Liverpool and Sheffield. The application for funding to The Third Sector to allow our operations to be a factor. Mileage accomplished was 120,635 about 2,000 miles down on the previous year. This is out of line with the number of children carried and while no definite cause has been established, there has been a 7.7 per cent down on the previous year. This is out of line with the number of children reaching the most vulnerable children. The number of trips achieved is 6,429, Operationally 1,241 children were carried, which is 30 less than the previous year is as follows:

Incoming resources totalled £106,045 (last year £132,889) in the 12 months to 31st March 2010. The reduction of income, of about £22,000, compared with the last financial year is major. This is largely due to the NHS Primary Care Trusts income down because of PCT income down £5,000 over budget from one PCT. During the year the financial year is as follows:

MANCHESTER - 292
BOLTON - 68
TAMESIDE & GLOSSOP - 74
STOCKPORT - 53
SALFORD - 58
ASHTON LEIGH & WIGAN - 60
OLDHAM - 147
TRAFFORD - 43
HEYWOOD MIDDLETON & ROCHDALE - 211
BURY - 46

Expenditure has been controlled but the price of petrol and diesel has put pressure on drivers and will be an issue unless the Inland Revenue change the allowances level.

Donations were substantially down with one of our sponsors unable to host a golf day for us this year, because of the economic situation we had to move to new accommodation in 2010. While having to move to new accommodation in 2010 the search for a more economical location will continue. It is not expected that income will exceed expenditure in the next financial year. A reduction in our reserves is inevitable unless the income can be increased, despite the economic climate, to allow the charity to continue to grow.

Activity Statistics

Number of Children Helped by NHS Primary Care Trust

Number of Children Helped
Activity Statistics cont.

Number of Trips

Number of Trips by NHS Primary Care Trust

- Trafford: 194
- Ashton Leigh & Wigan: 228
- Tameside & Glossop: 245
- Stockport: 284
- Salford: 283
- Oldham: 584
- Manchester: 1411
- Bury: 307
- Heywood Middleton & Rochdale: 859
- Bolton: 312

- 2001-2002: 3752
- 2002-2003: 3377
- 2003-2004: 4436
- 2004-2005: 5166
- 2005-2006: 6183
- 2006-2007: 6833
- 2007-2008: 6963
- 2008-2009: 6429
- 2009-2010: 6967
- 2010-2011: 4707
- 2011-2012: 584

Lisa Chalmers, Health Visitor, Oldham
It really is a wonderful service that you run at Transport for Sick Children.

Ruth Trickett, Health Visitor, Oldham
Thank you very much for providing transport for a family in my care recently. It means that this family and others can have huge concerns of not getting their children to hospital appointments.

A service user and her 3 year old daughter
I really rely on Transport for Sick Children and just don’t know what we would do without their help. The drivers are really good.

Aisha Mustafa, Support Worker
...
**Activity Statistics cont.**

### Income by NHS PCT

- **Manchester** 38%
- **Oldham** 13%
- **Heywood Middleton & Rochdale** 13%
- **Salford** 4%
- **Bolton** 5%
- **Bury** 4%
- **Stockport** 6%
- **Tameside & Glossop** 4%
- **Trafford** 7%
- **Ashton, Leigh & Wigan** 5%

### Income %

- **NHS/PCT & HA** 89.22%
- **Other** 0.02%
- **Interest** 1.28%
- **Fund Raising & Donations** 9.47%
Our Thanks To

**Volunteer Drivers**

<table>
<thead>
<tr>
<th>Stewart Bale</th>
<th>David Haworth</th>
<th>William Mitchell</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sean Bell</td>
<td>Eric Houghton</td>
<td>Tony Mundey</td>
</tr>
<tr>
<td>Alan Berry</td>
<td>David Kelly</td>
<td>David Naylor</td>
</tr>
<tr>
<td>Tom Bevan</td>
<td>Wayne Kelsey</td>
<td>Ronnie Newbiggin</td>
</tr>
<tr>
<td>Colin Bradburn</td>
<td>Keith Lear</td>
<td>Norman Robinson</td>
</tr>
<tr>
<td>John Capstick</td>
<td>David Lees</td>
<td>Irene Sagar</td>
</tr>
<tr>
<td>Denis Edgar</td>
<td>Stuart Lodge</td>
<td>John Sagar</td>
</tr>
<tr>
<td>Bernard Fawley</td>
<td>Tony Loftus</td>
<td>Bernard Ward</td>
</tr>
<tr>
<td>Tony Gregory</td>
<td>Victor Longden</td>
<td>Sheila Whitworth</td>
</tr>
<tr>
<td>David Hardwick</td>
<td>Geoff Lucas</td>
<td></td>
</tr>
</tbody>
</table>

**Trustee Volunteers:**

| John Adams            | John Laing Charitable Trust |
|                       | Emma Porter               |
|                       | Heywood Charities Fete    |
|                       | Delta Legal Solicitors    |
|                       | Rochdale District Installed Masons |
|                       | Ronnie Newbiggin          |
|                       | Mrs M Kissack             |
|                       | John Sagar                |
|                       | Rochdale Infirmary        |
|                       | Appointments Booking Staff|
|                       | Rochdale Special          |
|                       | Educational Needs Service |
|                       | Mrs A Jones               |
|                       | Ronnie Newbiggin          |
|                       | John Adams                |
|                       | Richard Armitage Transport|

**Donors:**

<table>
<thead>
<tr>
<th>Electro-Test (PAT) Services LTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>NW IT Solutions</td>
</tr>
<tr>
<td>Green Reaper Recycling</td>
</tr>
<tr>
<td>Quality Save</td>
</tr>
<tr>
<td>Gaynor Kershaw</td>
</tr>
<tr>
<td>Sally Carroll</td>
</tr>
<tr>
<td>Carol Bagnall</td>
</tr>
<tr>
<td>Pat Brunt</td>
</tr>
<tr>
<td>Sarah Drake</td>
</tr>
<tr>
<td>Bernard Ward</td>
</tr>
<tr>
<td>Barbara Schickhoff-Brown</td>
</tr>
<tr>
<td>Tony Loftus</td>
</tr>
<tr>
<td>Stewart Bale</td>
</tr>
<tr>
<td>Alan Berry</td>
</tr>
<tr>
<td>Tony Gregory</td>
</tr>
</tbody>
</table>

**Other Volunteer:**

| Brian Ridgway | |
Transport For Sick Children
Awards 2011-2012

In 1977, Sally Sweeney Carroll was persuaded by a former colleague to transport a local family in distress for daily therapy to hospital. With the help of close family members she succeeded. From these small beginnings a highly successful registered charity has grown that now, over 30 years later, transports 1100 children a year to over 7000 (2010-2011) healthcare appointments throughout Greater Manchester. Sally’s abilities, energy and contribution to services for children were recognised with the award of an MBE in the Queen’s birthday honours. Everybody connected with the charity is delighted for Sally, an honour well deserved.

Sally Sweeney Carroll MBE

John Sagar has a long history of serving others. This is evident in the number of years and organisations that he has worked for during most of his adult life. John felt the need to improve the life of others and make his local community a better place to live. The organisations John has served in:

- Lions Clubs International
- The Scout Association
- Citizens Advice Bureau
- Mersey Basin Trust
- National Library for the Blind

John is currently chairman of the charity and both he and his wife Irene are volunteer drivers. The Badge of the Order of Mercy is in recognition of his charitable works.2010,

John Sagar receiving The Badge of the Order of Mercy from Lord Lingfield

<table>
<thead>
<tr>
<th>Year</th>
<th>Award Category</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>Stockport Volunteer of the Year</td>
<td>Norman Robinson</td>
</tr>
<tr>
<td>2010</td>
<td>Order of Mercy, League of Mercy</td>
<td>Sarah Drake</td>
</tr>
<tr>
<td>2010</td>
<td>Pat Brunt, Order of Mercy, League of Mercy</td>
<td>Pat Brunt</td>
</tr>
<tr>
<td>2008</td>
<td>Barbara Donaghue, Rochdale Volunteer of the Year</td>
<td>Barbara Donaghue</td>
</tr>
<tr>
<td>2007</td>
<td>Winners of the Manchester Community Award</td>
<td>John Capstick</td>
</tr>
<tr>
<td>2009</td>
<td>Salford Volunteer of the Year</td>
<td>John Capstick</td>
</tr>
</tbody>
</table>

Artwork for the front cover this year was provided by Harwood Park C.P. School in Heywood. The charity was delighted with the quality and enthusiasm shown in the drawings. Some of their work is shown below.

- Taylor, Maple Class, aged 11
- Courtney, Elm class, aged 9
- Shauna, Willow class, aged 9
Thanks to just some of our supporters

NHS

Heywood Charities Fete Committee

GREEN REAPER

Electro-Test (PAT) Services Ltd

Delta Legal Solicitors

NW IT Solutions

H.G.C. (FORMED 1910)

John Laing
making infrastructure happen