

Annual Report 2018 - 2019



Transport for Sick Children

A volunteer driver scheme helping transport children to hospital and clinic appointments

Transport For Sick Children Limited
Registered Charity No. 1110618 Registered Company No. 5454582



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Julie Livesey
Linda Yates

Office Manager

Laura Chidgey

Funding & Communications Manager

Beverley Hoyle

Chairman's Report



The charity has had another successful year taking disadvantaged children from Greater Manchester to hospitals and clinics.

Our team of dedicated volunteers assisted 872 children with 5,813 journeys covering 127,506 miles in the process. While these figures are less than 2017/18, they reflect the changing nature of the children we are serving.

These changes have resulted in the charity now working with children who have a range of complex medical problems and which require regular on-going treatment. Treatment for specialist conditions is often performed at more distant health care locations such as the Royal Manchester, Alder Hey and Leeds Children's Hospitals. Consequently, the charity has seen an increase in miles driven per child from 96 miles in 2009 to 146miles in 2018/19.

The charity is working closely with other Local Care Organisations to understand the impact that changes to systems have had on families, and to ensure we are not missing children we should be reaching.

During the year we welcomed new volunteers Brian Harman, Chas Harrison, Steph Hodgkinson and John McCullagh to our team. They are very welcome, and the trustees appreciate their time and dedication in the mission we have all set ourselves.

Improved office-based communication systems are helping with workloads due to increased needs assessments, legislative requirements for safeguarding, and data-protection. Office staff have worked tirelessly during the year to ensure that new systems, including a new database, have been installed with the minimum of disruption to the charity's operations.

All of this is just part of working in the continually changing environment of coordinated trips, diverse medical needs, volunteer availability, helping with school attendance, and the vagaries of long-distance journeys.

Working with children who have a wide range of complex medical and social problems has considerably increased the amount of time spent with each child and family.

Safeguarding our children and families is a priority for volunteers, staff and trustees; we are always aware that the charity serves some of our community's most vulnerable members.

Beverley and Laura have been instrumental in developing a joint initiative with Trolex, a leading global supplier of safety and monitoring equipment. Trolex had chosen TfSC as its designated charity for a two year period, the relationship developed so well that staff are using the company vehicle to support the charity's work. This is a unique relationship for both the company and us.

Finally, I wish to thank all our volunteers for their commitment and dedication, all our staff who have worked so hard, and my fellow trustees for giving both time and expertise to the charity.

George Stenson
Chairman

Who we are and what we do

Transport for Sick Children (TfSC) is a charity which operates a volunteer driver scheme. Our team of volunteers drive sick children to hospital appointments throughout Greater Manchester. Our mission is to reduce stress and barriers to a family by enabling children to attend important medical appointments despite any transport, financial or social issues they have.

Over the past 5 years we have helped almost 4000 children, undertaken 32,000 trips and driven over 500,000 miles.

Volunteer drivers (who are all checked for their suitability to work with children) use their own cars to collect the child along with their carer and drive them to their medical appointment. They then wait until the appointment has finished and take them home. Some drivers are out on the road most days and others a few times a month. We supply child car seats and drivers are reimbursed for petrol costs on a monthly basis.

What is it like being a volunteer?

'I'm not one for sitting back so when I retired for a 'second' time I started volunteering for the charity. I've always had driving in my blood and have had a disabled son from the age of 2 (he is now 36). I've been to many hospital appointments and can appreciate the problems faced by parents who are not as fortunate and hopefully my work with the charity will alleviate some of these problems. It is good to be associated with an organisation where the staff are all very willing, obliging, efficient and pleasant. Nothing seems like too much trouble, even when I'm unable to accept a request for transport'
Michael Chadwick, volunteer driver.

The support team

Making the vital link between families, referrers and volunteer drivers is a friendly, experienced team in the office. The support team assigns drivers to appointments and co-ordinates communication between drivers, referrers and carers to ensure trips run smoothly.

Interested in becoming a volunteer?

If you can spare a few hours a week, have your own car and want to help improve the lives and health of children in Greater Manchester then why not consider volunteering for the charity?

If you are interested in becoming a volunteer, please visit our website or give Laura or Beverley a call on 0161 443 4122.

<http://transportforsickchildren.org/volunteers/>

Safeguarding Training

Safeguarding is a top priority for the charity. The charity's staff and volunteers work hard to ensure that the children and accompanying adults are transported in a safe and caring manner.

TfSC has policies and procedures in place to ensure that children and families feel safe and volunteers feel supported.

All volunteer drivers and staff are checked through the Disclosure and Barring Service (DBS) before they begin volunteering with the charity. Once volunteers commence working with families they undertake safeguarding training and receive updated information when appropriate through the quarterly newsletter. The transport organisers remain in contact with volunteers throughout the journey, giving advice and support.

The training helps volunteers to recognise vulnerable children who are at an increased risk and how to spot possible tell-tail signs of neglect and abuse, and the most appropriate responses required.

Volunteers learn how to record and report instances, or suspected instances, of abuse and neglect, and the correct procedure that should be followed and who concerns should be reported to.

Bolton Clinical Commissioning Group (CCG) provides the charity with guidance for the training to ensure that all legal requirements are met.



Why we do what we do.....

Child helped by TfSC grows up to gain international recognition!



Back in 1999 a number of children came to Manchester as refugees following the massacre of their families in the former Yugoslavia. One of those children, Saranda was only a child at the time and Transport for Sick Children helped her with a number of hospital appointments as part of her recovery.

Now, 20 years later Saranda has moved back to Kosovo, become an MP and has been celebrated as an inspirational leader in Europe by the Obama Foundation and even met the man himself! A truly inspirational woman who Transport for Sick Children is happy to have helped along the way.

EH – Service user, Oldham



“Transport for Sick Children is an essential service which has helped us to get to many appointments over at Alder Hey Children’s Hospital. The volunteers are wonderful and we can’t thank them enough!”

Our Volunteers

Anthony Gregory



It is with great sadness that we have to report the death of volunteer driver Tony Gregory. Tony has been a highly respected member of our volunteering team since 2006; over that time, he has kindly undertaken 638 trips taking sick children to vital appointments.

Tony had been a police officer where he enjoyed working with the local communities. Following his retirement, he was keen to support children and families who he felt did not enjoy the advantages of his own family. Tony enjoyed driving and was trained in advanced driving techniques; so volunteering with TfSC was a natural choice.

The charity sends our deepest sympathies to his wife and family.

TROLEX

A Stockport based company, Trolex, a leading global supplier of gas mining safety equipment, chose TfSC as a local charity to support for two years. The company's chosen charities' receive donations raised by their corporate funding events. Events have included Dress Down Fridays, themed breakfasts and lunches.

We are thrilled that the relationship has been so successful that Trolex has further extended their support. They now kindly provide their company vehicle – a larger people carrier - and a pool of drivers to help in our work.

A larger vehicle is uniquely valuable to the charity. Some of the TfSC families have other children who need to accompany families to hospital appointments. This is a particular problem during school holidays when many families have to cancel vital appointments due to child-care needs. Other families have more than one sick child, and a larger vehicle really helps our work. Access to a people carrier is of significant value at these times.

TfSC is delighted that Trolex has joined our body of volunteers and given us such unique support.

Treasurers Report



Financial review

The Charity's Incoming Resources totalled £153,572 (last year £156,987) in the twelve months to 31st March 2019. The sources of income were as follows:

	2018	2019	%
CCG's	92.6	95.7	
Donations/Fundraising	7.3	4.0	
Bank Interest	0.1	0.3	

Donations totalled £6,006 includes a sum of £2,500 from Fairfield Golf Club and donations from Trolex. It, again, includes a substantial amount from our Volunteer Drivers.

Interest rates in the year have continued to be low. The Charity's need to retain liquidity has precluded long term investment, i.e. one year or more, because of income uncertainty due to changes in health care budgets and the requirement to ensure sufficient, ongoing operational funding.

Expenditure has also continued to be well controlled and is reviewed at every Board meeting. Key changes in the year compared to 2018 are:

	2019 £	2018 £	Difference £
Employment Costs	49,063	46,199	+2,864
Drivers Mileage	53,261	53,481	-220
Rent and Rates	15,811	14,880	+931
Governance Costs	1,644	1,533	+111
Telephone	1,437	1,886	-449

Employment costs have increased due the recruitment of an additional of a team member for April 2019 that better allows the Charity to fulfil its activities. Driver's Mileage has reduced slightly overall this year. Rent and Rates increases show the impact of the new office location but now also includes Heat Light and Water costs.

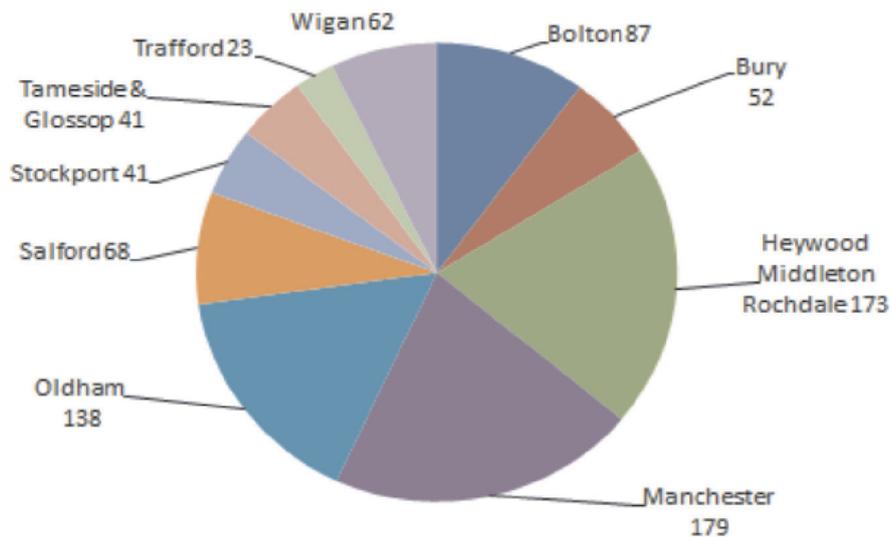
The charity has made a surplus of £17,635 compared with last year of £22,378. If the result for the year is related to only the CCG income of £146,968 against operational costs, it shows a CCG contribution to reserves of about £11,000 and about £6,000 from donations, totalling around £17,000. The income against spend in all the CCG areas the charity serves is closely monitored.

The devolution of the Health and Social Care budget is ongoing and the continued efficient management will enable the Charity to support the delivery of community based health service to support significant improvement in the health of our children.

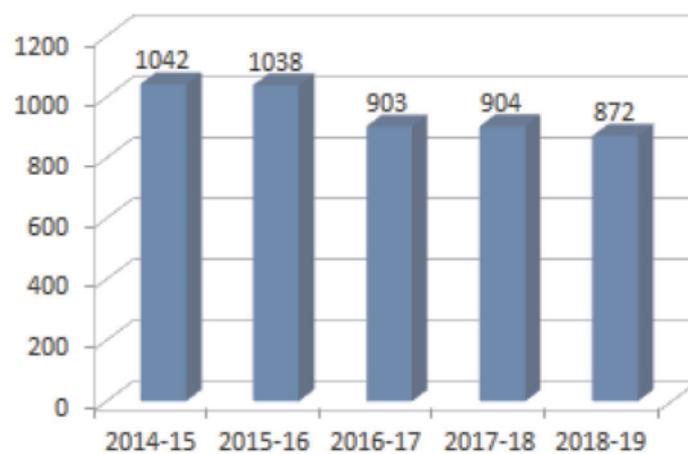
Gill Heyworth
Treasurer

Activity statistics

No: of Children Helped by Clinical Commissioning Group

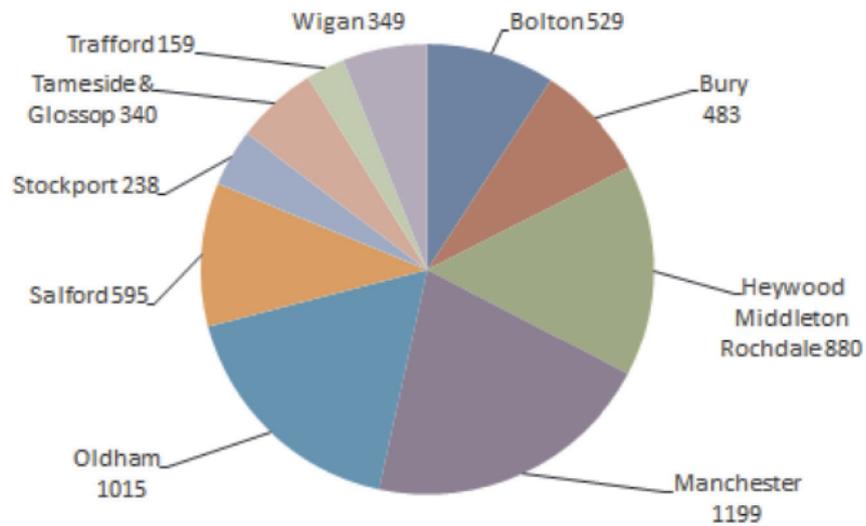


No: of Children Helped by Year

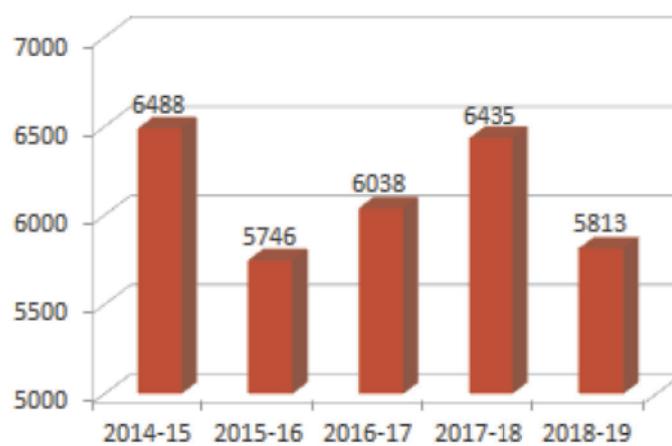


Activity statistics cont.

No: of Volunteer Journeys by Clinical Commissioning Group



No: of Volunteer Journeys by Year



Our Thanks To

Volunteer Drivers:

- Christine Brown
- Daniel Caldon
- John Capstick
- Michael Chadwick
- Norman Dale
- Denis Edgar
- Keith Edwards
- Judi Ellis
- Kevin Gore
- Neil Grayson
- Bob Gregg
- Tony Gregory
- Brian Harman
- Chas Harrison
- Eric Houghton
- Wayne Kelsey
- Alan Leyland
- Tony Martin
- John McCullagh
- Bill Mitchell
- Tony Moore
- Chris Murray
- Ronnie Newbiggin
- Sam Pownell
- Dilip Ratan
- Norman Robinson
- John & Irene Sagar
- Michael Scanlon
- David Smithers
- Bernard Ward
- Sheila Whitworth
- Christine Williams
- Trevor Williams

- Stuart Wilson
- Bill Wood

Trustee Volunteers:

- Gaynor Kershaw
- Pauline Cope
- Eric Houghton
- George Stenson
- Gill Heyworth

Domestic Volunteer:

- Brian Ridgway

Donors:

- Heywood Charities
- Adele Litchfield
- John & Irene Sagar
- Emerge Recycling
- Asda Eastlands, Manchester
- Mr & Mrs Szablinskj
- Sam Pownell
- Bernard Ward
- David Smithers
- Bob Gregg
- Ronnie Newbiggin
- Neil Grayson
- Kevin Gore
- Chas Harrison

- Eric Houghton

- Stuart Wilson
- Norman Robinson
- Tony Gregory
- Keith Edwards
- Sheila Whitworth
- Pat Brunt
- Carol Bagnall
- Sarah Drake
- Sally Carroll MBE
- Chris Murray
- Bill Mitchell
- Tony Martin
- Norman Dale
- Wayne Kelsey
- Bill Wood
- EasyFundraising
- TROLEX

Special Thanks to:

- Alice Carroll
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- Fairfield Golf & Sailing Club
- Timothy Guiney ExSite Communications Ltd
- Manchester Evening News
- GMCVO
- Halfords
- Convenzis

Thanks to just some of our supporters



Fairfield Golf & Sailing Club

