

Annual Report

2020 - 2021



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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Directors

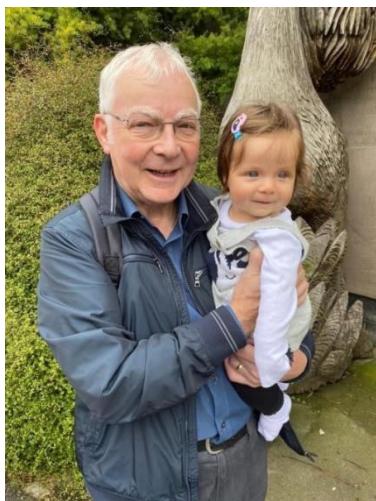
Chair George Stenson
Treasurer Gill Heyworth
Company Secretary Pauline Cope
Gaynor Kershaw
Eric Houghton

Staff

Transport Organisers
Judith Oxley
Julie Livesey
Linda Yates
Marie-Anne Eckersall

Office Manager
Laura Chidsey

Chairman's Report



The year was no other during the history of the Charity due to Coronavirus (Covid-19). We started the year with a national lockdown as a result our service shut down from 23rd March 2020. Many clinics were closed and NHS resources were diverted to battle the Covid pandemic. Working practises were changed to protect volunteers, patients and staff. Personal protective equipment (PPE) was sort by almost everyone and we were fortunate to acquire enough for our needs from Local Authority and NHS sources.

1. Volunteers had to sanitise their vehicles before and after each trip whilst they and their patients wore masks
2. Staff worked in lone working operation with additional cleaning/sanitisation whilst home working was introduced
3. Trustees attended board meeting using computer video conferencing

The availability of vaccines and our people being a priority in receiving vaccinations enabled a slow return to normal service although safeguards continued.

However, despite all these hurdles we succeeded in taking children to hospitals/clinics from 7 journeys in March to 304 in November. I and my fellow trustees are extremely proud of all our Volunteers and Staff for their response in keeping the Charity operating and ensuring children get the treatment they need during very difficult circumstances. Thank you all very much.

Our Volunteers and Staff managed to take **501** children on **2194** journeys to hospital/clinics covering **50,870** miles in the process, a remarkable achievement.

During the year we welcomed new drivers Brian George, John Kirkham, Jill Lee and Beryl Richardson who are very welcome to join a committed band of dedicated volunteers.

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 10 years we have helped over 10,000 children, undertaken 60,000 trips and driven over 1,200,000 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?

'After a 40 year career with a company in the in the Retail Technology industry I decided to retire and spend some time in a volunteer role in the community. After 2 enjoyable years driving for the local ambulance trust I felt I wanted something more community based rather than public sector.

So after some enquiries I found the TfSC volunteer driver role which seemed to be more community focused rather than target driven.

I find the role incredibly rewarding. I've met some really nice families and feel at the end of each drive that I had made a difference to that family and to the wider local community as a whole.

Also the support given by the office team and other driver's means you never feel isolated and are always on hand to support you when the need arises.

Having volunteered for a few local charities since I retired TFSC is by far the most rewarding by a long way'

John Kirkham, 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 the team a call on 0161 443 4122.

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

What do people say about us...

'The service provided to the families we support in Salford is commendable, to have a door to door service to take our most complex and vulnerable children to and from appointments reduces the worries and anxieties for families that they can already be facing when the children are the most complex and poorly, however have numerous appointments to attend to gain the best support from professionals and multiagency teams

To be picked up from home ensures a reliable service for families without the worry of having to use public transport often with equipment which is difficult to take on the transport of larger buggies, portable oxygen or pumps to feed the child and completely takes away the worries of getting to and from appointments on time'

Helen Rothwell, Designated Key Worker

'There are many families that regularly visit the Royal Manchester Children's hospital and without the charity's continued support would find it difficult to attend vital appointments for medical interventions, blood transfusions or x-rays. As a regular referrer I have found the team to be so accommodating and supportive and I know it means so much to the families we care for'

Janette Watson, Paediatric Haematology Social Worker

'Transport for Sick Children is an incredible service, they take the ordeal of getting to and from appointments away, making what can be an already stressful situation a lot easier'

A service user

'The transport is a fantastic service that makes what can be a stressful time getting your child to a hospital appointment a significantly easier process, we really appreciate the service. The drivers are always friendly, polite and professional and have been a life saver for us as we don't drive and would really struggle otherwise. We think it's an amazing service and are so grateful that this is available'.

A service user



Volunteer Update

Long service awards

Congratulations to Daniel Caldon who has now volunteered for the charity for 5 years:



Daniel Caldon, second from the right

Staff Update

Special recognition for Judith Oxley

25th September 2020 marked 20 years that Judith has been working for Transport for Sick Children. Big congratulations to Judith from everyone at the charity on this fantastic achievement!



Covid 19 Timeline

The following shows the actions the charity has taken to manage and adapt to the challenges of the pandemic and keep everyone as safe as possible:

18 th March 2020	Crisis communications and operations plan put in place. Communication sent out to volunteer drivers, trustees and on Facebook, Twitter and the website. Some older, vulnerable drivers start to self-isolate.
23 rd March 2020	The office closes, trips in the diary are cancelled and referrers communicated to.
Early April 2020	Office team members regularly communicate with the volunteer drivers who live alone. The Office Manager sources PPE for volunteer drivers wanting to come back when the office re opens.
22 nd April 2020	Phone calls to all volunteer drivers to see how they are and discuss the possibility of them re-joining the charity to do a limited number of essential trips with PPE. Additional risk assessments are undertaken.
5 th May 2020	Our first trip for over 6 weeks takes place. The driver is fully equipped with PPE and the family must sit in the back of the vehicle.
11 th May 2020	Office staff return on a rota, all working just 1 day a week to minimise contact. Updated communication on Facebook/Twitter and the website about the re-opening.
6 th July 2020	Staff increase working hours in the office but still following social distancing guidance. Additional signing in procedures are implemented in the office for all visitors, volunteer drivers told to make an appointment before coming into the office.
5 th November	Lockdown 2, the charity continues to provide a limited service with the drivers that have returned. Communication on Facebook/Twitter and the website so stakeholders know the service is continuing to operate.
January 2021	All volunteer drivers and staff are entitled to the Covid 19 vaccine so have the first vaccine and more drivers return to drive for the charity.
April 2021	All volunteer drivers and staff receive their second vaccine and following this the majority return to driving for the charity by the end of May.



Covid community communication

In early March when the country looked like it might possibly be going in to lockdown a crisis communications and operations plan was put in place. This detailed a communication plan and risk assessments for:

- Families
- Volunteers
- Staff
- Referrers
- Commissioners
- Office communications – email, social media, volunteer newsletter.

Initial actions upon lockdown included cancelling trips, an advisory email to referrers and phone/social media updates.

Some members of office staff were able to work from home to continue essential work such as salary and invoice payments and also kept in regular contact with volunteers and commissioners throughout lockdown periods.

Some volunteers also kept in touch with vulnerable families until early May when trips restarted.

Referrers were communicated to through social media and regular email updates.

A big thank you to Oldham CCG, who helped the charity to access both Covid vaccinations for volunteer drivers and office staff early on in the vaccination programme. These vaccines were key to a large number of drivers returning to the service in Spring 2021, helping us to support families again.

In memory of Pat Brunt



During 2021, we were all saddened to hear of Pat's death.

Pat was a fundamental part of the charity for many years. Before joining she was a primary school teacher and having seen many children who would benefit from the charity's work she joined as a volunteer driver in 1992. Pat then became a committee member and helped co-ordinate the formation of the charity, developing management policies and was instrumental in moving the charity to limited company status.

Following her funeral in late March, the charity has been donated £975 from generous relatives and friends to carry on the work that she was so heavily involved in from 1992 to 2007.

The charity sends our sincerest condolences to all of Pat's family and friends.

Treasurer's report



Financial review

The Charity's Incoming Resources totalled £149,168 (last year £152,057) in the twelve months to 31st March 2021. The sources of income were as follows:

	% 2021 2020	
CCG's	99.8	95.7
Donations/Fundraising	1.22	4.0
Bank Interest	0.17	0.30

Donations totalled £1,831. It, again, also includes several donations 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 2020 are:

	2021 £	2020 £	Difference £
Employment Costs	59,729	59,221	+508
Drivers Mileage	21,194	48,028	-26,834
Rent and Rates	17,494	17,081	+413
Governance Costs	2,627	2,177	+450
Telephone	825	518	+307

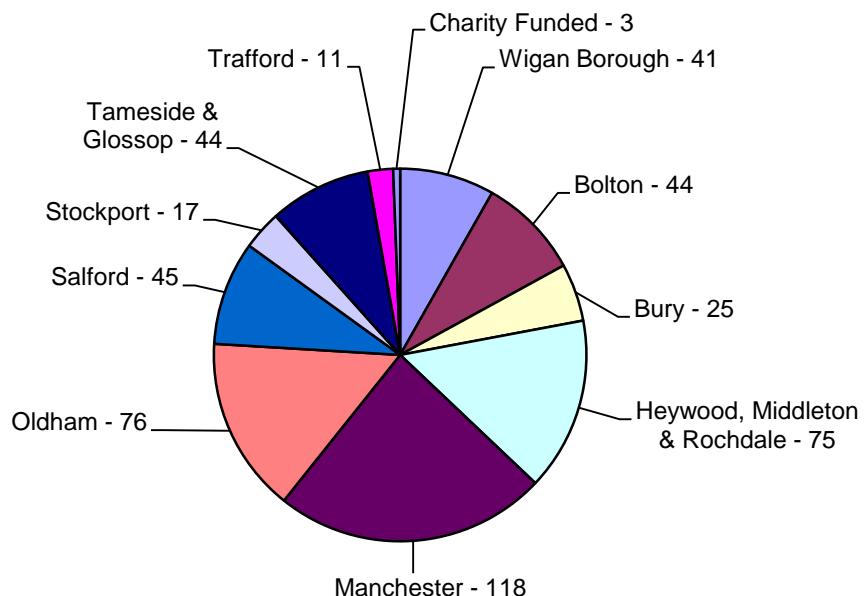
The charity has made a surplus of £39,112 compared with last year of £4,478. Covid-19 has impacted the reduction in driver's mileage costs; activity has fluctuated considerably over the year.

No further spend has been allocated from the £26,168 restricted funds for the Heywood, Middleton and Rochdale area for project development and administrative costs. In order to make best use of this funding, which is outside and additional to our Service Contract in the area, work commenced to undertake a travel training project for older children, so they can become more independent for certain journeys. Whilst the preliminary work was encouraging, the impact of Covid-19 has resulted in a pause in this proposed activity.

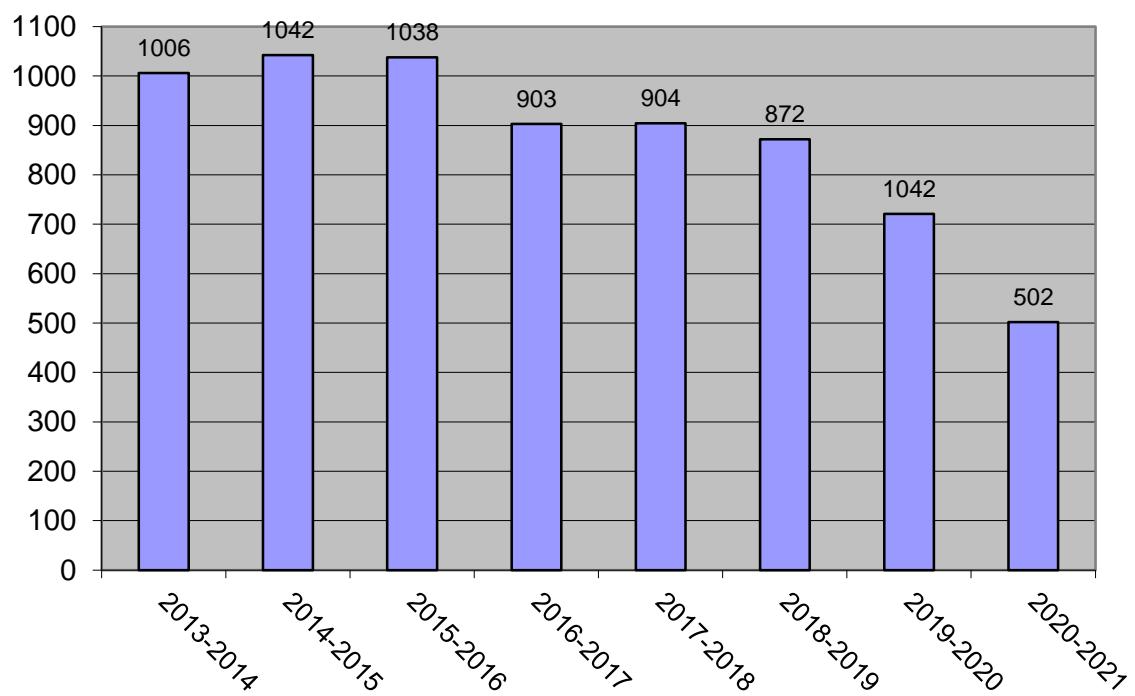
Gill Heyworth
Treasurer

Activity Statistics

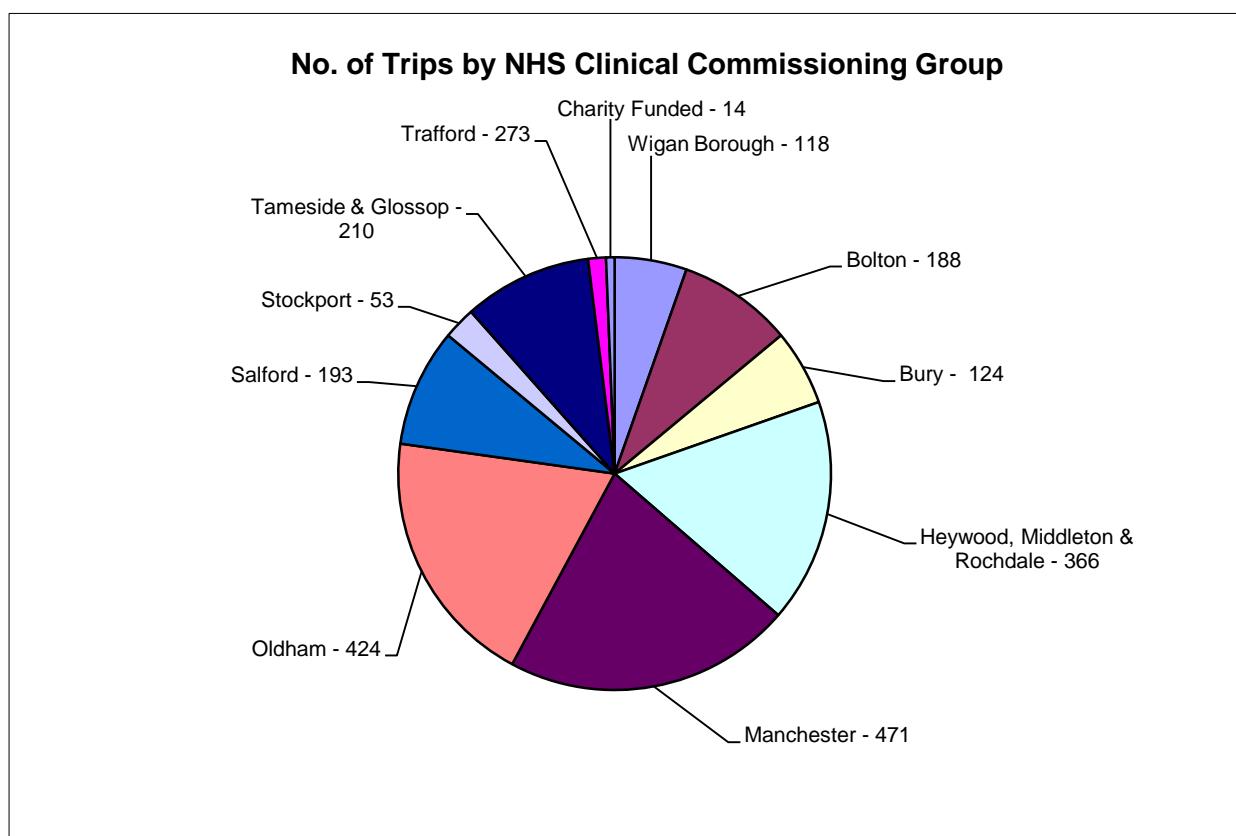
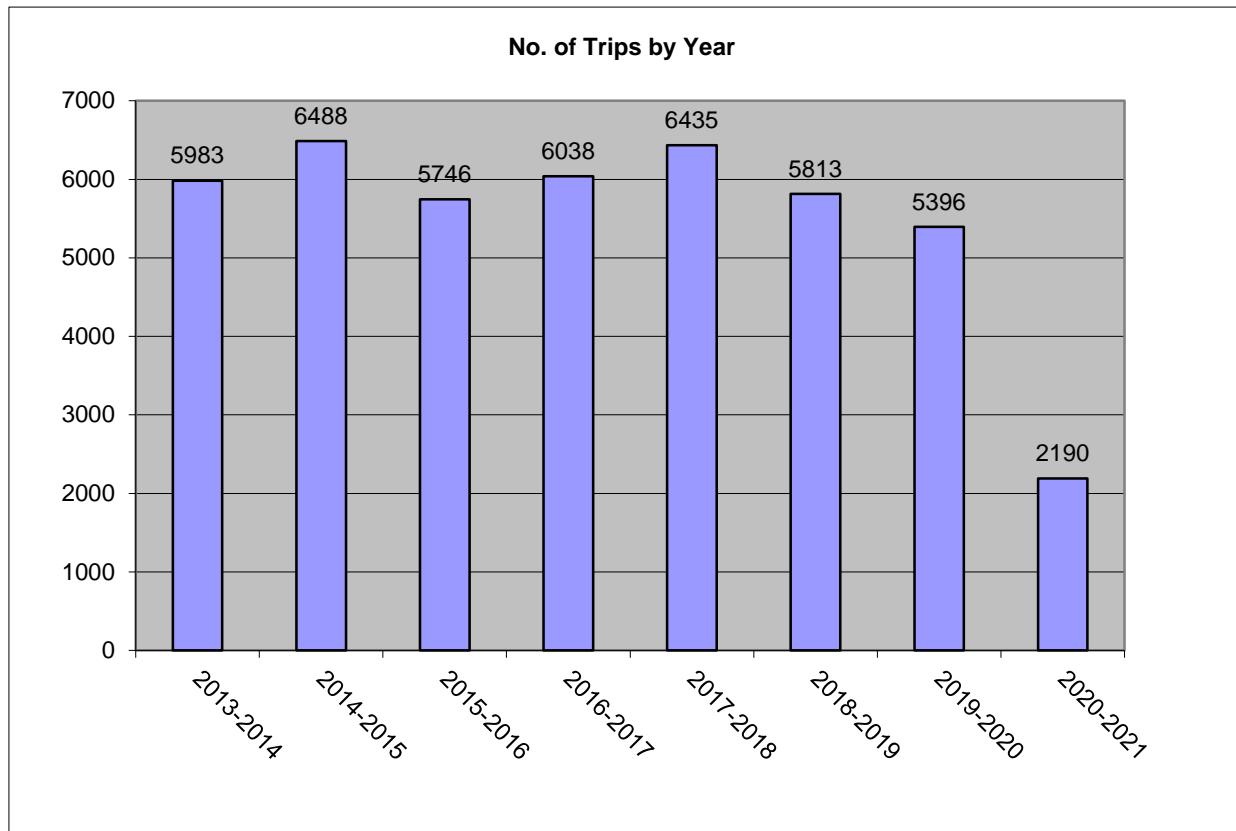
No. of Children Helped by NHS Clinical Commissioning Group



No. of Children Helped by Year



Activity Statistics continued...



Our Thanks To

Volunteer drivers

Christine Brown
Daniel Caldon
John Capstick
Michael Chadwick
Trevor Crookell
Norman Dale
Keith Edwards
Brian George
Bob Gregg
Brian Harman
Chas Harrison
Norman Hignett
Eric Houghton
Wayne Kelsey
John Kirkham
John McCullagh
Bill Mitchell
Ronnie Newbiggin
Beryl Richmond
Norman Robinson
David Smithers
Bernard Ward
Mike Warner
Sheila Whitworth
Stuart Wilson
Bill Wood

Nigel Davies
Winifred Shirley Smith
Roger Parker
Claire Jacks
Gemini Blinds
Emerge Recycling
EasyFundraising
Bryan Goude

Special thanks to

Alice Carroll
Sally Carroll MBE
Karma Creative

Thank you to all of our supporters



Trustee Volunteers

Gaynor Kershaw
Pauline Cope
Eric Houghton
George Stenson
Gill Heyworth

Domestic volunteer

Brian Ridgway

Donors

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