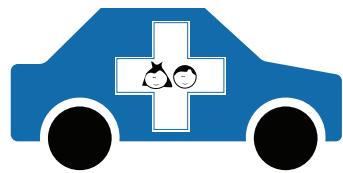


Annual Report 2023 - 2024



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



Transport for Sick Children Ltd.
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Facebook: [@TransportForSickChildren](https://www.facebook.com/@TransportForSickChildren)
Twitter: [@TransportFSC](https://twitter.com/TransportFSC)
LinkedIn: [www.linkedin.com](https://www.linkedin.com/company/transport-for-sick-children/)
YouTube: www.youtube.com/transport+for+sick+children

Directors

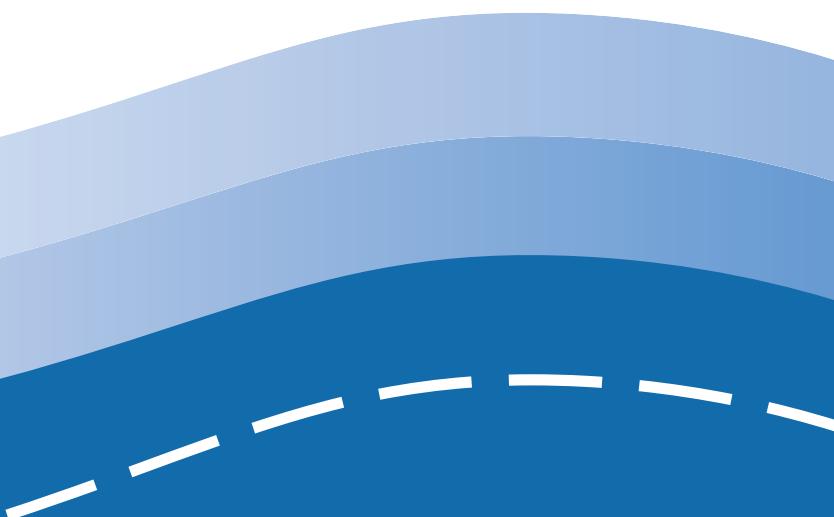
Chair George Stenson
Acting Treasurer Gaynor Kershaw
Company Secretary Pauline Cope
Eric Houghton
Terry Crewe (resigned August 2023)

Staff

Charity Manager
Laura Chidgey

Communications & Fundraising Co-ordinator
Marie-Anne Eckersall

Transport Organisers
Judith Oxley
Julie Livesey
Linda Yates



Chairman's Report



The past three years has seen a colossal impact on all hospitals with the Covid-19 virus leaving them with an unprecedented challenge. So much so that in January 2023 Manchester University NHS Foundation Trust had 420 beds dedicated to Covid patients, a number not far from the peak number of 450. This impacted elective services and added to the number people on waiting lists for surgery etc. Children's elective surgical hubs are now being piloted across the country in a bid to ease waiting times. Going forward the charity will be an important part of the transport offer in the Greater Manchester area for those unable to access them.

Manchester University NHS Foundation Trust has set a vision to improve the health and quality of life of our diverse population by building an organisation that:

- Excels in quality, safety, patient experience, research, innovation and teaching
- Attracts, develops and retains great people
- Is internationally recognised as a leading healthcare provider

They have five strategic pillars to achieve that vision and the Charity's aim is to work with the NHS to the benefit of the children we serve.

Our service to children and parents during the year was hampered by a number of strike days by NHS Consultants, Junior Doctors and Nurses causing cancellations and disruption. However, we still managed to transport 749 children to health appointments on 4,151 journeys over 91,237 miles. On behalf of my fellow trustees may I thank all our volunteer drivers and our office staff for their outstanding efforts to achieve this result. Thank you.

We welcome new volunteers Brian Lindon, Helen Mosscrop, Suzanne Partington and Ali Soleimaninezhad.

On behalf of my fellow trustees, I wish to thank all the people involved in another successful year for the charity our volunteers, our staff and trustees.

A handwritten signature in black ink, appearing to read "George Stenson".

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.

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 and carers to ensure trips run smoothly.

What is it like being a volunteer?

'After retiring I realised I needed to do something worthwhile with my time and I've now been volunteering with Transport for Sick Children for 10 years. It gets me out and I enjoy meeting all the different families. The families are so appreciative, it's great being able to help children who would really struggle to get to vital medical appointments otherwise.'



David Smithers, Rochdale

What is it like being a volunteer?

'I've been volunteering with Transport for Sick Children for nearly 8 years now and I really enjoy it. I like meeting the families, a lot of them know me and its like a little community. I love to sing and sometimes in the car I'll have a sing song with the children to help put them at ease.'



Bill Wood, Wigan

'It gets me out and keeps me active. I enjoy meeting new people and taking away the stress that a lot of families have trying to get their children to hospital appointments.'



Norman Dale, Oldham

What do people say about us...

'We have used Transport for Sick Children on a number of occasions to transport the families we support and you have been a life saver. If we did not have you some of the patients that we see would have no way to attend appointments due to transport difficulties. Thank you so much. I think what you do is fantastic and keep up the good work.'

Like I said you are a real godsend in getting our patients to their appointments on time.'

Pam Crosby, Referrer

'I would definitely recommend the service. The service itself is a lifeline for the families I work with and makes dealing with appointments that little bit easier! During any communication with the service, the staff are always extremely polite and more than happy to help with any queries. A big thank you is needed to all involved!'

Charlotte Richards, Referrer

'The work you do is amazing. You help families attend their children's appointments who otherwise wouldn't be able to get them there. The referral process is easy and efficient to complete. Staff are always friendly and helpful if we need assistance/help. You also always reply promptly to our referrals.'

Debra Clowes, Referrer

'The driver was amazing, very kind and we had a lovely conversation I felt completely at ease with him.'

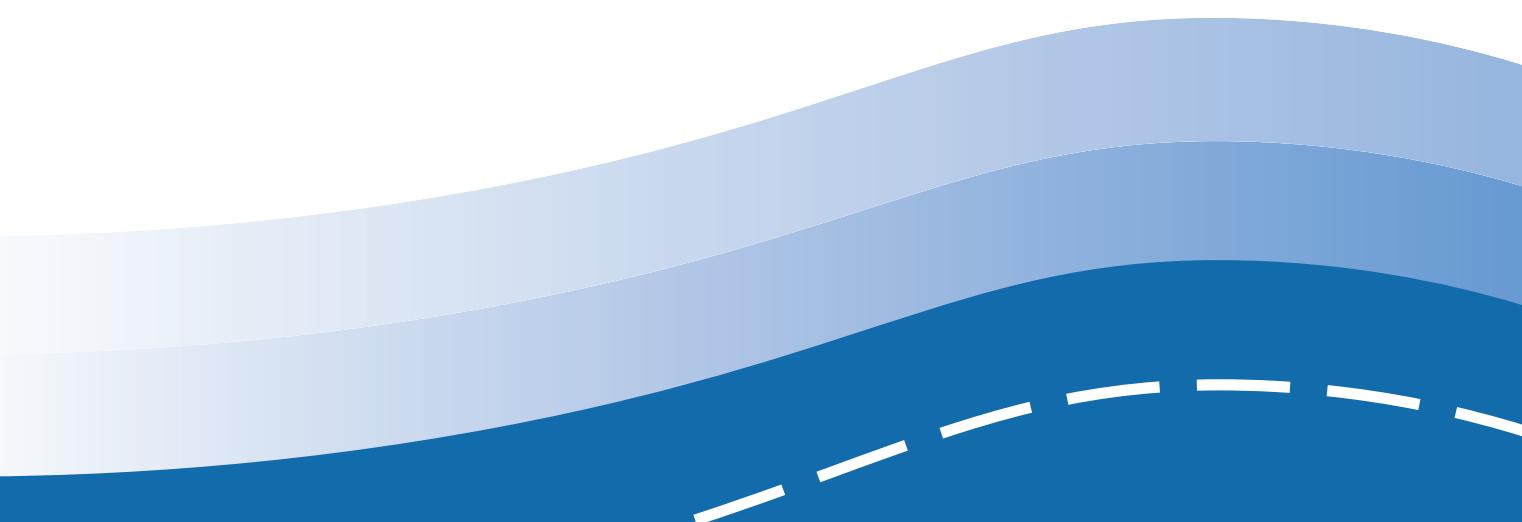
A parent/carer

'I'm so happy with our driver who we've seen a few times now, he's an excellent driver who always gets us to our appointments on time.'

A parent/carer

'The driver was a kind and cheerful person who was lovely to talk to and helped me to get the car seat and pram in and out of the car.'

A parent/carer



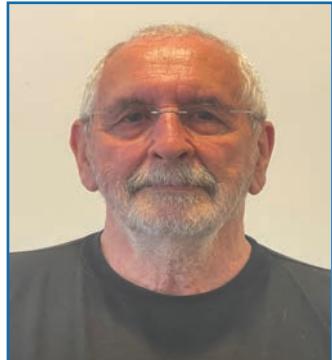
Volunteer Update

New volunteers

Welcome to the new volunteers that joined us in 2023/2024:

Brian Lindon

Brian lives in Heaton Moor, Stockport and covers South, East and North Manchester.



Helen Mosscrop

Helen lives in Horwich, Bolton and covers Bolton, Salford and Bury.



Suzanne Partington

Suzanne lives in Tyldesley and covers Bolton, Salford and Wigan.



Volunteer Update

Ali Soleimaninezhad

Ali lives in Salford and covers West, North and South Manchester.



Long service awards

The charity has a very dedicated team of volunteers.

Congratulations to Brian Harman who has now been a volunteer driver with the charity for 5 years:



Promotional video

In January we produced a promotional video about the charity with the help of Mike Hyde from Reach Out Studios. The video showcases how the charity operates and shows a typical journey with one of the volunteer drivers. Video testimonials were also done for the 3 drivers that took part in the main video, many thanks to David Smithers, Norman Dale and Julie Baum for taking part.



Fundraising & donations

Thank you to Ibby Yousaf for raising a huge £500.00 for the charity making and selling Transport for Sick Children branded pies. Ibby is a child that the charity used to transport and now he's older regularly raises money for charities including Transport for Sick Children.



Treasurers Report



Financial review

The Charity's Incoming Resources totalled £157,387 (last year £162,093) in the twelve months to 31st March 2024. The sources of income were as follows:

	2024	2023	%
CCG's	96.24	92.62	
Donations/Fundraising	1.65	6.46	
Bank Interest	2.11	0.92	

Donations totalled £2,592. It, again, also includes several donations from our Volunteer Drivers and families that use the service. Interest rates have increased during the year resulting in around £3,321 of investment income. 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 2023 are:

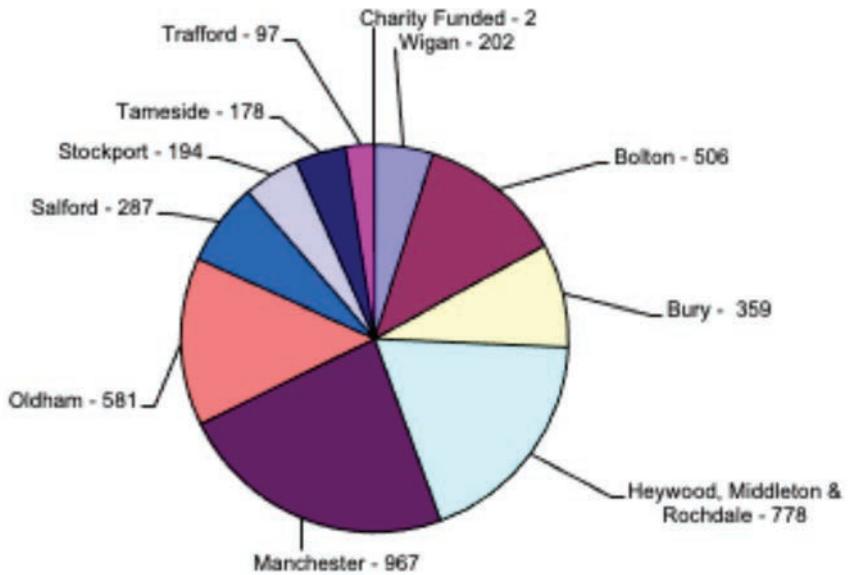
	2024 £	2023 £	Difference £
Employment Costs	77,655	67,575	+10,080
Drivers Mileage	51,541	45,234	+6,307
Rent and Rates	19,446	17,339	+2,107
Governance Costs	2,461	2,109	+352
Telephone	1,207	1,302	-95

The charity has made a deficit of £16,467 compared with a surplus last year of £4,667. £3,336 of the deficit is due to Wigan locality income not being received before the end of the financial year. There has been an increase in mileage costs to reflect the rate change due to increased fuel costs and activity during the year. Employment costs also increased in line with the NHS Agenda for Change published pay scales for all staff. The charity has increased spending around publicity and promotion to recruit more volunteer drivers, this has been desperately needed and will continue into next 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 during this financial year but this will be reviewed during 2024/25.

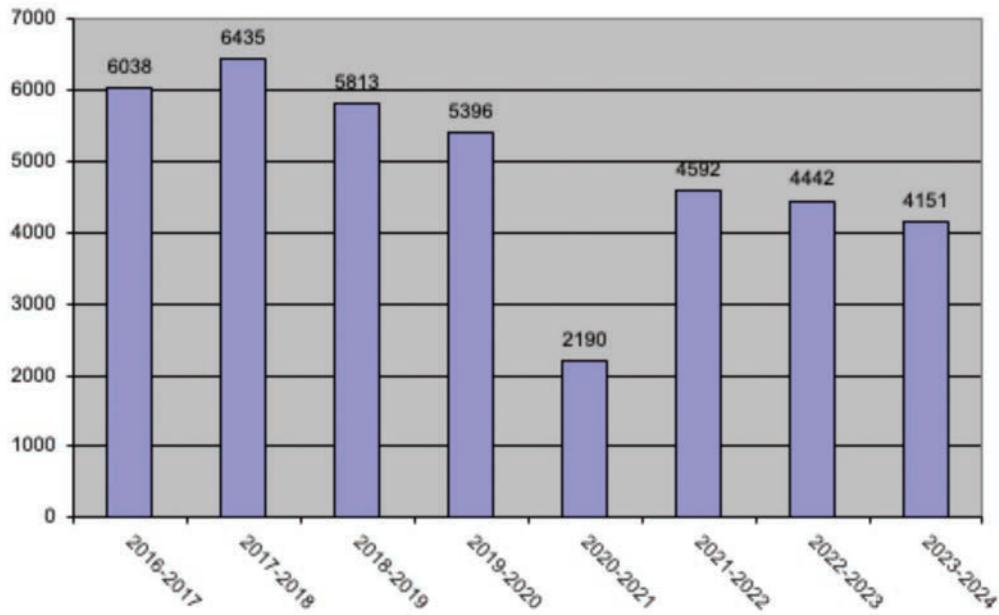
**Gaynor Kershaw
Acting Treasurer**

Activity Statistics

Number of trips by district

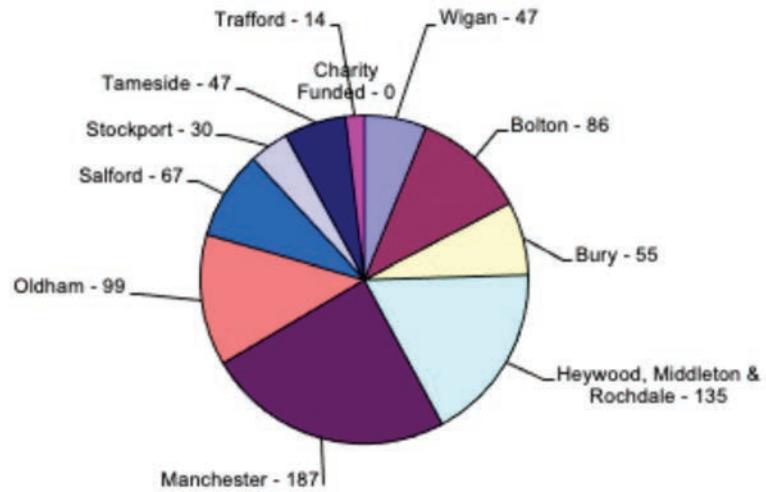


Number of trips

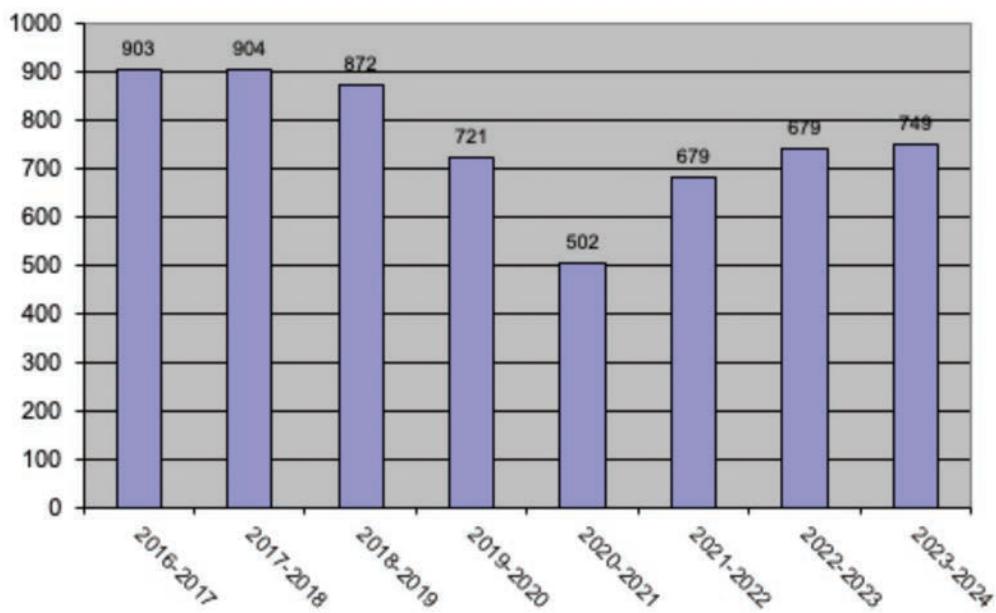


Activity Statistics continued...

Number of children helped by district



Number of children helped



Our Thanks To

Volunteer drivers

Karen Adam
Julie Baum
Roger Burgess
Helen Burke
Christine Brown
Daniel Caldon
John Capstick
Ursula Cross
Bradley Curran
Norman Dale
Keith Edwards
Brian Harman
Alan Hayes
Paul Horrocks
Norman Hignett
Eric Houghton
Wayne Kelsey
John Kirkham
Brian Lindon
John Ling
John McCullagh
Bill Mitchell
Helen Mosscrop
Ray Nightingale
Suzanne Partington
Peter Roberts
Norman Robinson
David Smithers
Ali Soleimaninezhad
Maurice Ward
Mike Warner
Stuart Wilson
Bill Wood

Trustee Volunteers

Gaynor Kershaw
Pauline Cope
Eric Houghton
George Stenson
Terry Crewe (resigned August 2023)

Domestic volunteer

Brian Ridgway

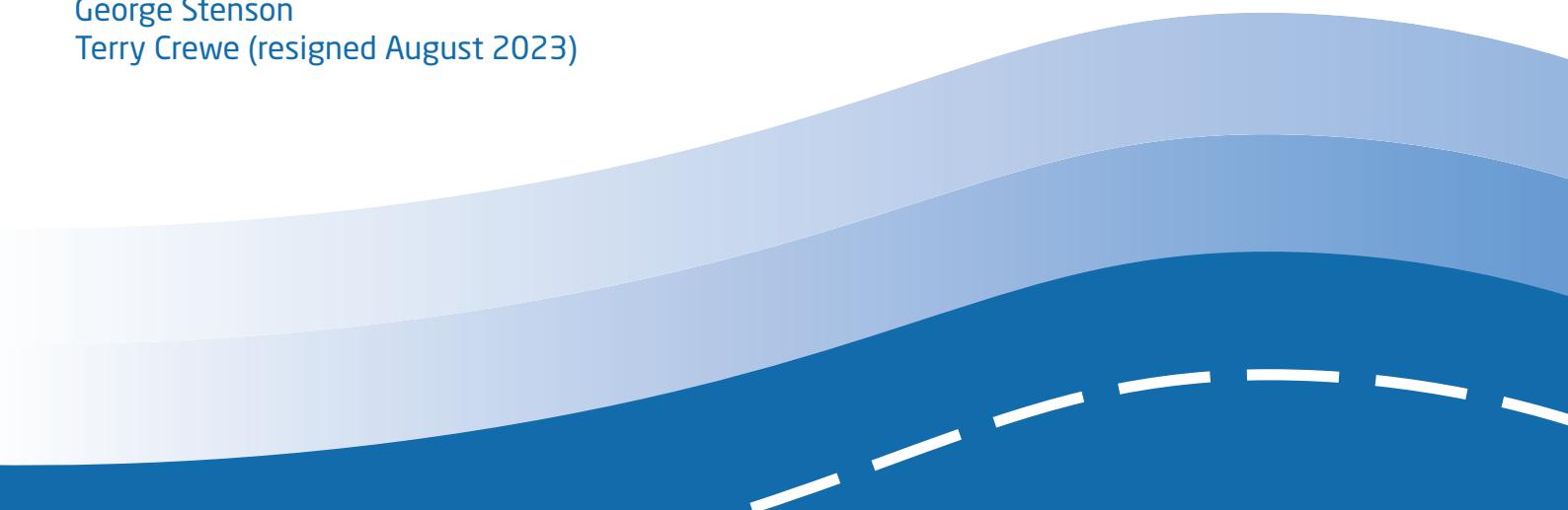
Special Thanks to:

Mike Hyde

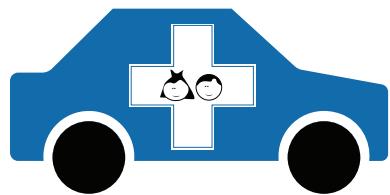
Donors

Ibby Rafiq
Daniel Snape
Matthew Jenkinson
Rachael Ntongo
Alice Carroll
Lianne Walker
Lucy Hopes
Adele Litchfield
Mike Warner
Keith Edwards
David Smithers
Kelise Hampson
Ayeza Shah
Aspinall family
Ahil Shah
Dawood & Ziyad Mohammed
Bertie Anders
Vincent Jackson
Gianna Owolah
Daisy-Mae Green
Bailey Smith
Allana Rostron
Christopher Allen
Mohammed Sufyan
Eloise Daly
Harmony Jones
Amir George

Anonymous donors via Enthuse platform







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