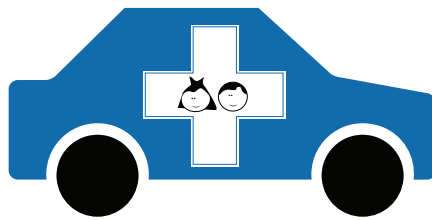


Annual Report 2019 - 2020



Artwork by Sophia, Age 8



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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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 Chidgey

Funding & Communications Manager

Beverley Hoyle



Chairman's Report



The year 2019/20 whilst being another successful year for the Charity, it was dominated by events that happened in February and March. The Covid-19 pandemic saw the whole nation commence a 'lockdown' to reduce the contagion spread of the virus. The Charity was greatly impacted going into the following year.

During 2019 the charity introduced a new database and migrated through many changes. The transition to the new database required the staff to maintain both systems until we could confidently trust the operation of the new one. Our staff maintained extra work for nearly six months and deserve the gratitude of the trustees for their forbearance.

TfSC is one of the voluntary organisations that have brought a unique experience to the delivery of health and social care services in communities throughout Greater Manchester.

By being an active voice at neighbourhood level, the charity has brought help to families with sick children and the charity's volunteers have demonstrated, with great generosity, how proactive local volunteer support can help children and families thrive, even in the most difficult of circumstances.

By working with the Local Care Organisations and networks, the charity has continued to deliver a much needed and valuable service. Providing a volunteer based transport service enables local people to be directly involved in addressing health inequalities by helping children and families access services.

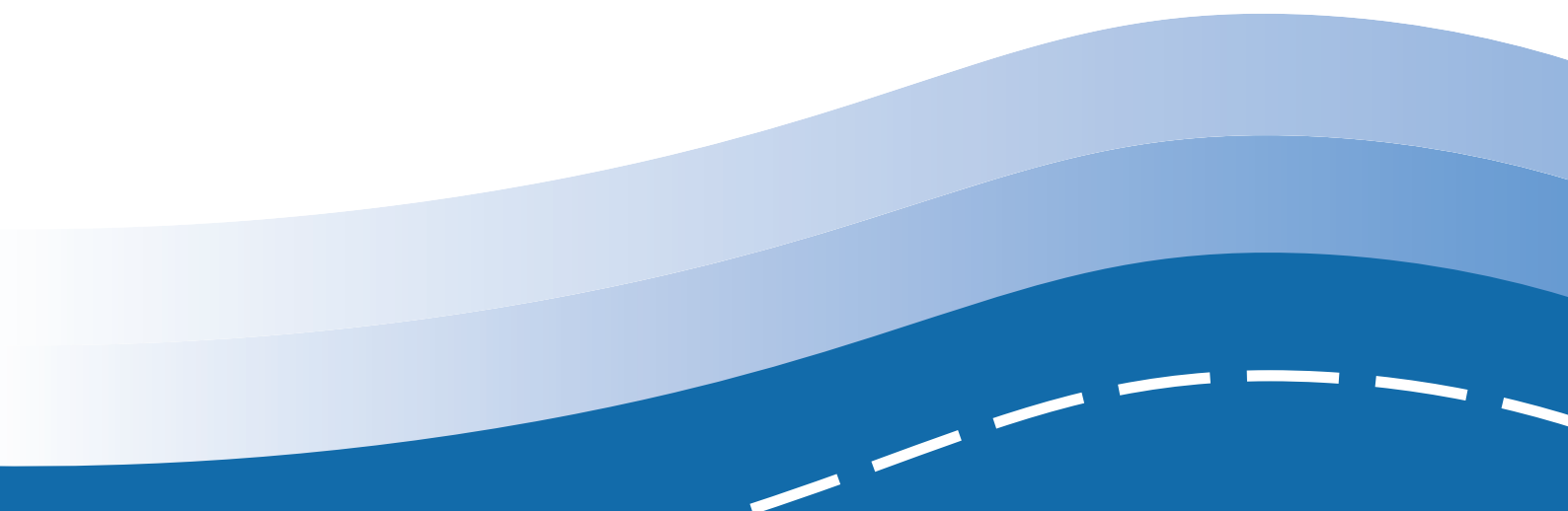
The Charity's community volunteer drivers and staff work hard to ensure that these families have fair and equitable access to receive vital healthcare, and ensuring they are not prohibited by lack of money for transport.

In 2019 the charity published a five year forward business plan which is aligned to assist social care delivery plans, and demonstrates the vital role that our charity plays in identifying a local problem, and delivering an agreed solution.

Published copies of the plan were widely distributed to funders and supporters and can be viewed at: www.transportforsickchildren.org

A handwritten signature in black ink, appearing to read 'G. 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 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/>



Community Responses to Local Problems

TfSC is one of the voluntary organisations that have brought grassroots experience to the community network conversations that have been taking place. It is these conversations which have shaped the changing delivery of health and social care services in communities throughout Greater Manchester.

By being an active voice at neighbourhood level, the charity has brought the real life experiences of families with sick children into those local conversations, and the charity's volunteers have demonstrated, with great generosity, how proactive local volunteer support can help children and families thrive, even in the most difficult of circumstances.

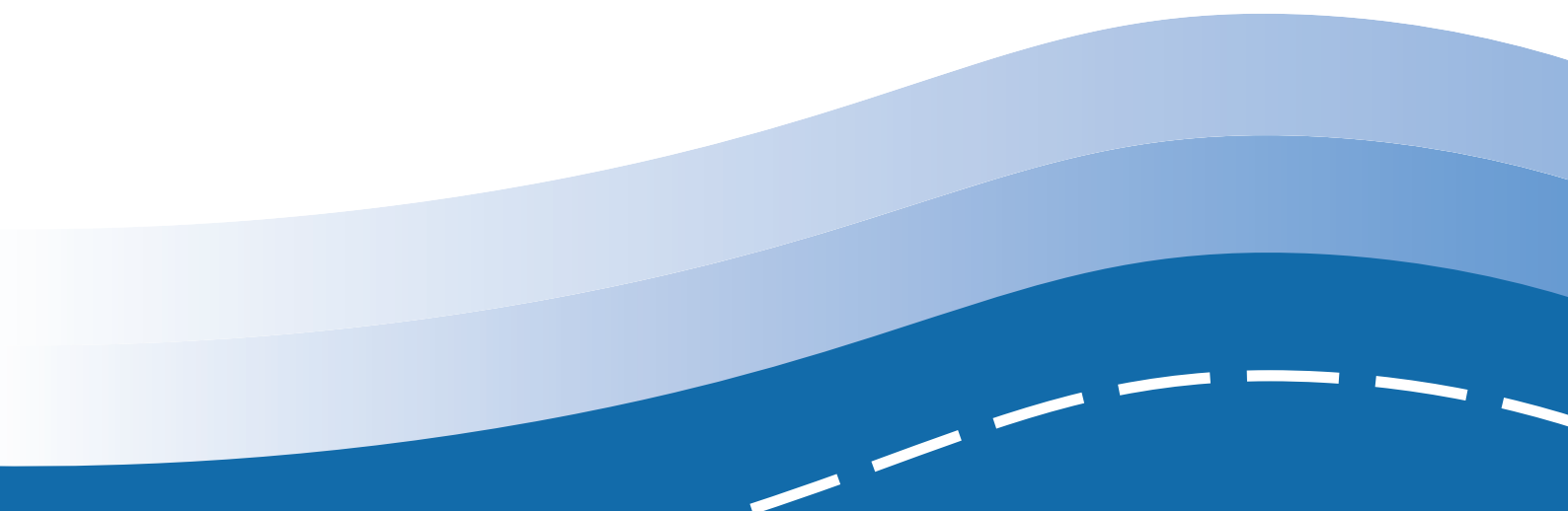
By working with the Local Care Organisations and networks such as the Deal for Communities in Wigan, Thrive in Trafford and Action Together in Heywood, Middleton and Rochdale or the Community Explorers in Manchester, the charity can continue to deliver a much needed and valuable service. Providing a volunteer based transport service, local people are able directly involved in addressing health inequalities by helping children and families access health services.

Through engagement with neighbourhood groups in the heart of districts, the charity ensures that information on the service is accessible to the local network of health visitors, clinicians, general practitioners and relevant community group members, helping to ensure that the charity works with the families who need us most.

Our community volunteer drivers and the charity's staff work hard to ensure that these families have fair and equitable access to receive vital healthcare, and ensuring they are not prohibited by lack of money for transport.

In 2019 the charity published a five year forward business plan which is aligned to social care delivery plans, and demonstrates the vital role that the charity plays in identifying a local problem, and delivering a agreed solution.

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Volunteers

Covid-19

The charity began communicating to volunteer drivers and referrers on the 4th March about the pandemic and how it was affecting the charity. Regular communication has continued as there were developments and the guidelines changed for both drivers and referrers. After the office closed on 23rd March, a number of the team worked from home to continue with work on the office administration until the office re-opened in May.

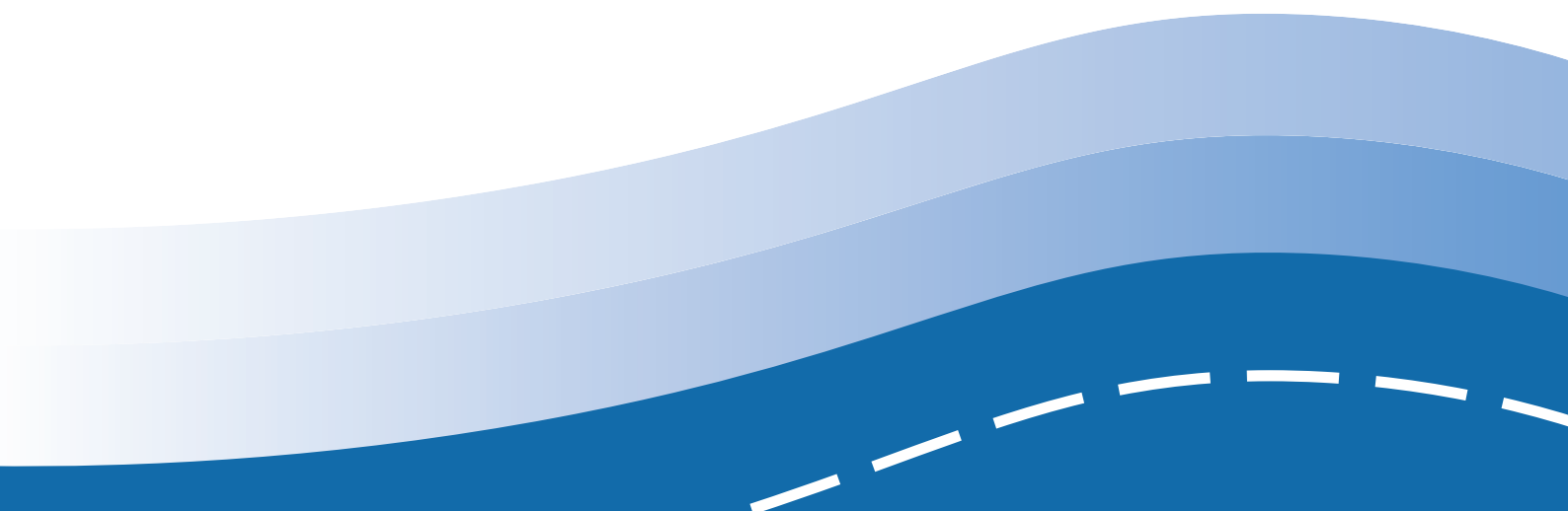
Driver open days

In March 2020, the Charity held a driver open afternoon. This was an opportunity for three of our volunteer drivers to come in to the office for a few hours to learn more about the management roles in the office, how the office runs, share experiences and discuss how we all work together better. There were a number of great suggestions made and improvements to be looked in to. Among these were changes to the referral form to ensure we obtain more information earlier on in the process and a driver Whatsapp group to share any parking tips or traffic disruptions. We look forward to running more open days in the future, bearing in mind Covid-19 guidelines.

Driver satisfaction survey

This year a driver satisfaction survey was sent to all our volunteer drivers. There was a 60% response rate and a majority of positive comments about the charity and their volunteering experience. The majority of drivers are happy with their volunteering experience and 88% of respondents would recommend volunteering for the charity to family and friends. 100% of respondents felt that their volunteering needs were fulfilled.

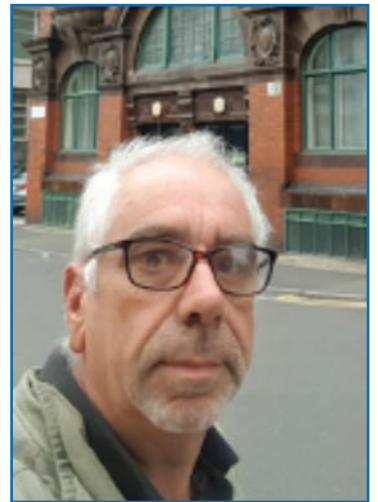
Drivers feel up to date with information about the charity and all drivers are either 'very aware' or 'aware' of safeguarding requirements. A number of respondents felt that people had only 'sometimes' or 'rarely' heard of the charity which is understandable as the service is mainly promoted through health and social care networks.



What is it like being a volunteer?

As a relatively new driver it has been an interesting, and sometimes eventful, 12 months. Being able to help families that would otherwise struggle to get to their vital medical appointments is very rewarding. Also meeting a broad range of children with a wide variety of complex medical issues (many of which I had never heard of) often makes a trip different in some way. I enjoy getting to know families from various backgrounds and countries, the majority of whom cope amazingly well in sometimes very difficult circumstances'

Trevor Crookell, volunteer driver



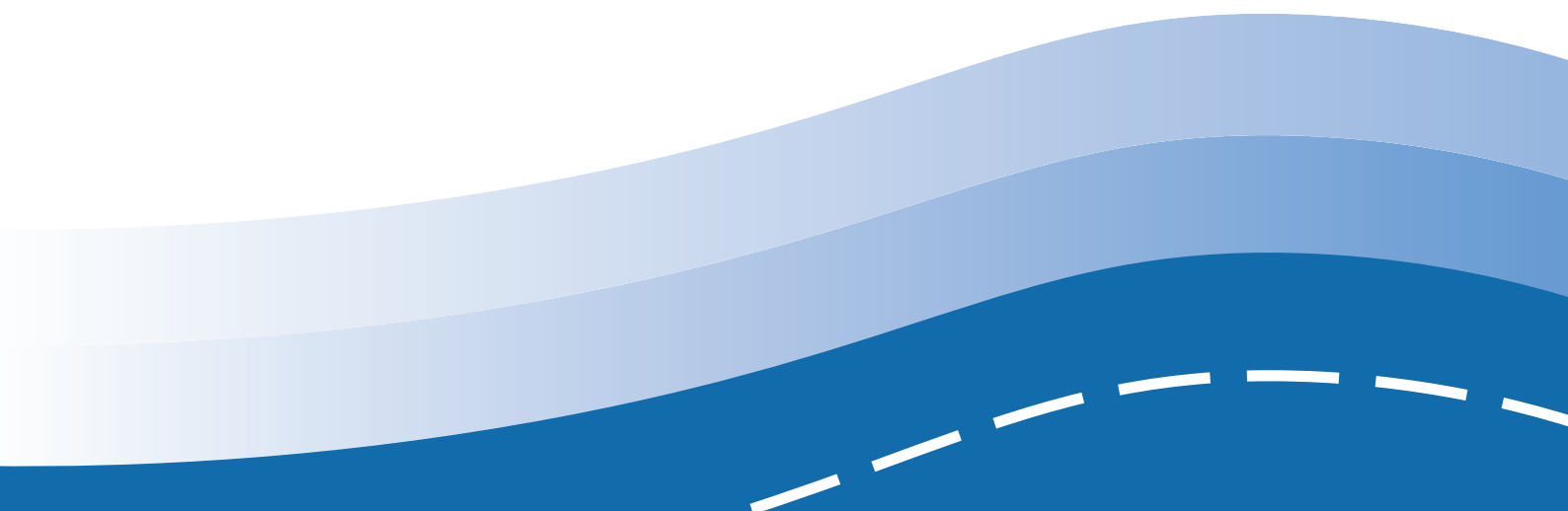
'I have volunteered for the charity for eight years having taken early retirement from my job in finance. At that time I felt the need to do something useful with my spare time and saw an advert in the MEN for a volunteer driver taking children to hospital appointments. I find the role gives me some personal satisfaction in being of assistance to the families. The help and consideration given from the office staff is most useful and I am never put under pressure to accept a trip'

Stuart Wilson, volunteer driver



New drivers

A big welcome to Trevor Crookell, Norman Hignett and Mike Warner who joined us as volunteer drivers during this year.



Long service awards

At our Christmas party in December we held a mini awards ceremony in recognition of the number of drivers who have been volunteering with the charity for a long time. Drivers received a certificate, badge and bottle of wine to say thank you for their commitment over the years.



Driver name	Number of years service
Keith Edwards	5
Neil Grayson	5
Bob Gregg	5
David Smithers	5
Stuart Wilson	8
Eric Houghton	10
John Capstick	12
Wayne Kelsey	12
Norman Robinson	12
Sheila Whitworth	18
Bill Mitchell	22
Ronnie Newbiggin	24

Treasurers Report



Financial review

The Charity's Incoming Resources totalled £152,057 (last year £153,572) in the twelve months to 31st March 2020. The sources of income were as follows:

	%	
	2019	2020
CCG's	95.7	96.6
Donations/Fundraising	4.0	3.01
Bank Interest	0.3	0.35

Donations totalled £4,578 this includes a donation of £1,000 from Amazon Community Fund, £750 from Vernon Building Society and also £715 from Daniel Snape (Covenzis) for his Tough Mudder fund-raising activities. It, again, 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 2019 are:

	2020 £	2019 £	Difference £
Employment Costs	59,221	49,063	+10,158
Drivers Mileage	48,028	53,261	-5,233
Rent and Rates	17,081	15,811	+1,270
Governance Costs	2,177	1,644	+533
Telephone	518	1,437	-919

Employment costs have increased due to the addition of another member of staff in April 2019, bringing the total staff team up to 6. Rental costs have increased in line with inflation. Driver's Mileage has reduced overall this year, due to fewer miles covered.

The charity has also invested in a new database system and website development during this year.

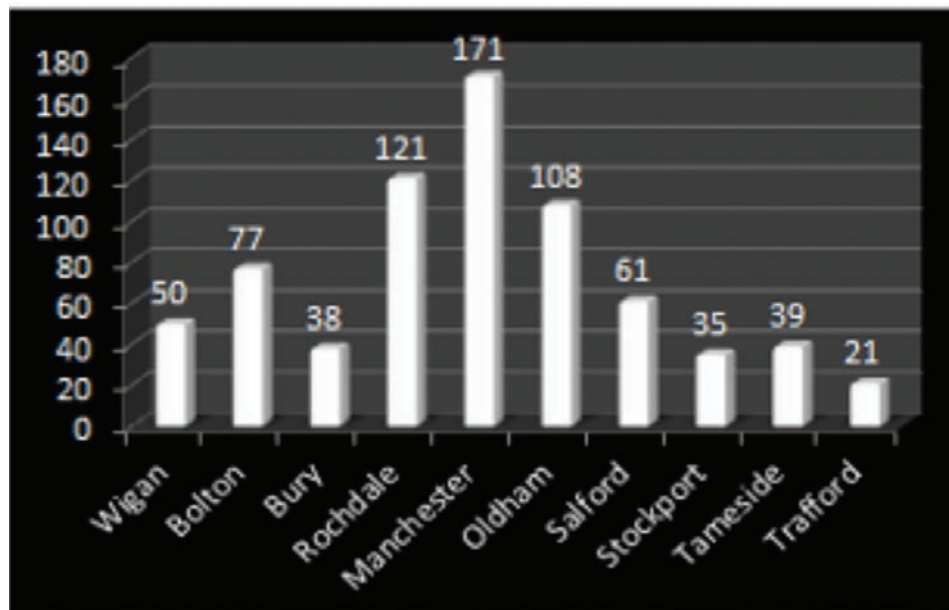
The charity has made a surplus of £4,478 compared with last year of £17,977. If the result for the year is related to only the CCG income of £146,945 against operational costs, it shows there has been no CCG contribution to reserves this year. The income against spend in all the CCG areas the charity serves is closely monitored.

A spend of £3,832 has been allocated from the £30,000 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 resulted in a pause in activity.

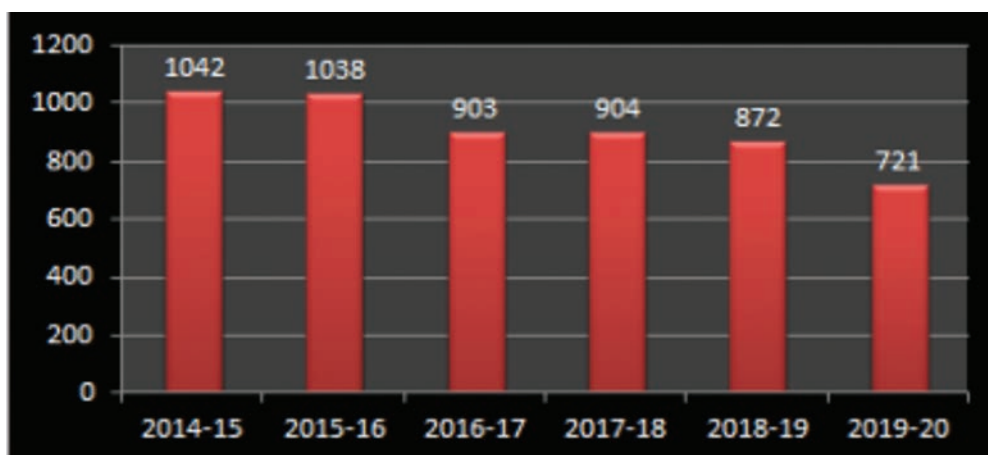
Gill Heyworth
Treasurer

Activity statistics

No: Children Helped by Clinical Commissioning Group

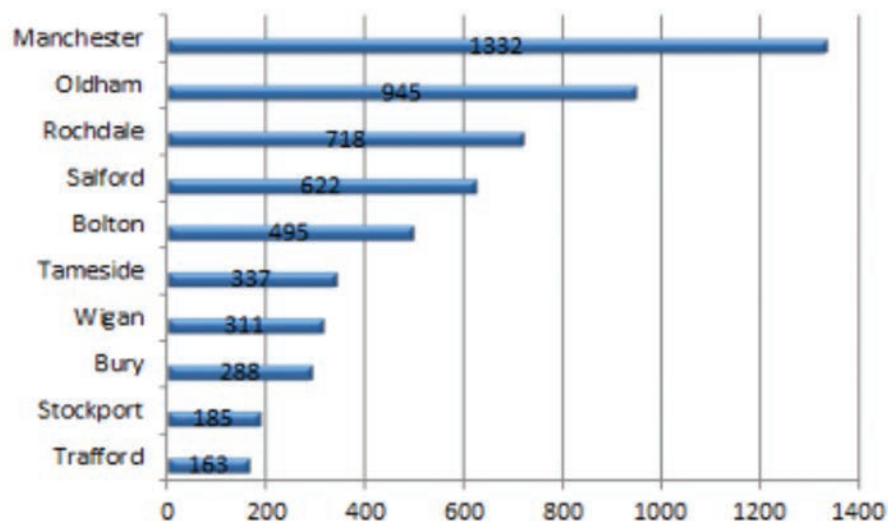


No: of Children Helped by Year

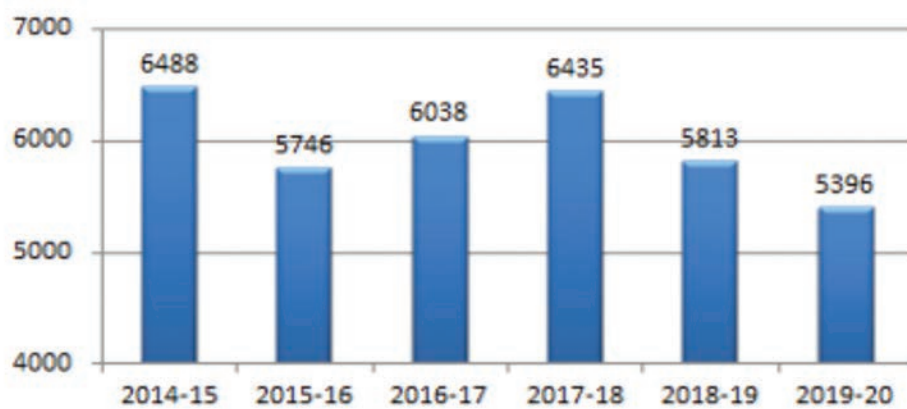


Activity statistics cont...

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
Trevor Crookell
Norman Dale
Keith Edwards
Paul Fletcher
Kevin Gore
Neil Grayson
Bob Gregg
Brian Harman
Chas Harrison
Eric Houghton
Wayne Kelsey
Alan Leyland
Jon McCullagh
Bill Mitchell
Tony Moore
Ronnie Newbiggin
Sam Pownell
Dilip Ratan
Norman Robinson
John & Irene Sagar
David Smithers
Roy Thorley
Bernard Ward
Mike Warner
Sheila Whitworth
Christine Williams
Trevor Williams
Stuart Wilson
John Wrigley
Bill Wood

Trustee Volunteers:

Gaynor Kershaw
Pauline Cope
Eric Houghton
George Stenson
Gill Heyworth

Domestic Volunteer:

Brian Ridgway

Donors:

Adele Litchfield
Emerge Recycling
Mr & Mrs Szablinskj
Sam Pownell
Bernard Ward
Norman Robinson
Ronnie Newbiggin
Kevin Gore
Norman Robinson
Keith Edwards
Pat Brunt
Sally Carroll MBE
EasyFundraising
Convenzis
Amazon Community Fund
Vernon Building Society

Special Thanks to:

Alice Carroll
TROLEX
GMCVO
Halfords

Thanks to just some of our supporters

