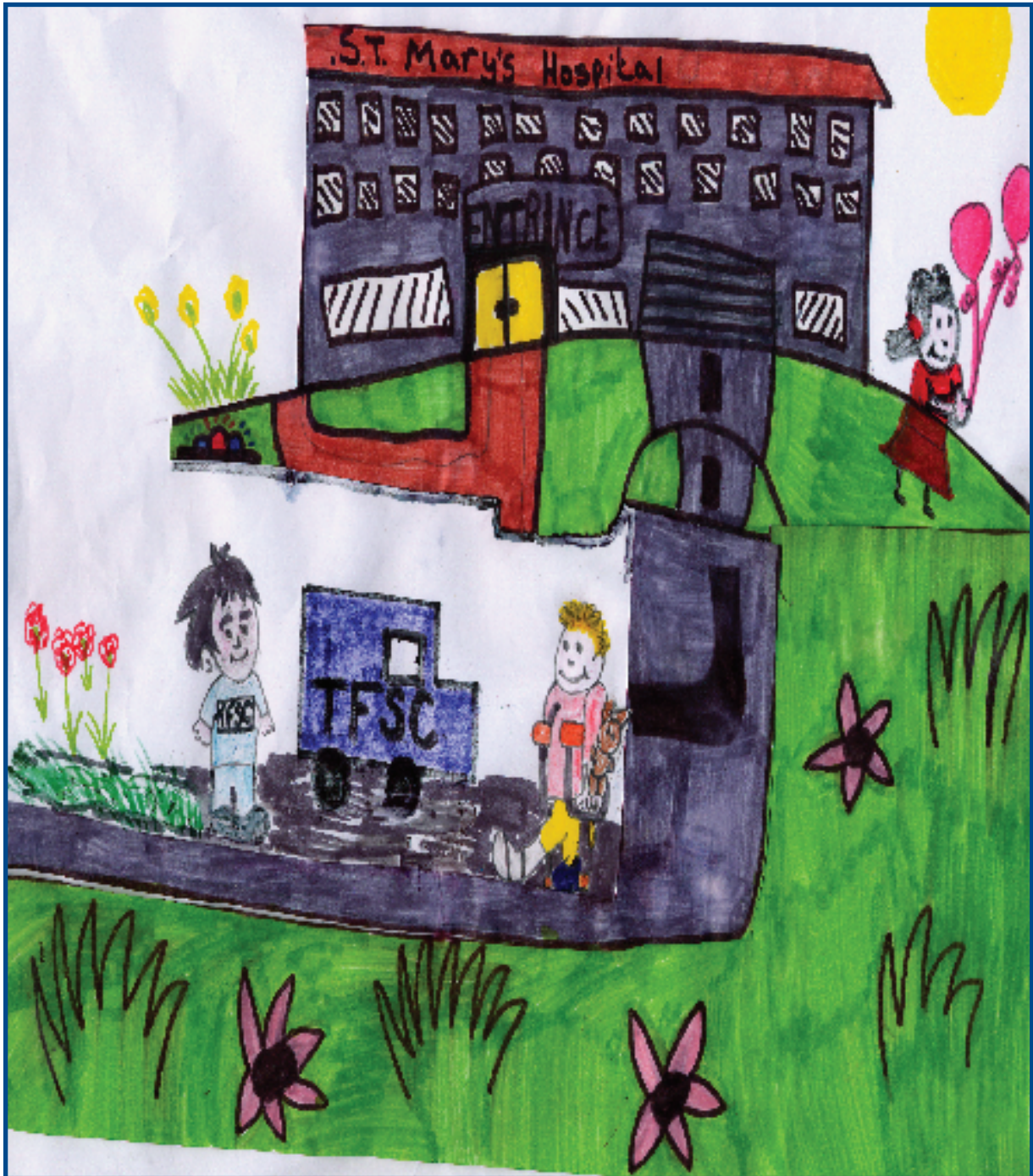


# ANNUAL REPORT 2008-2009



Artwork provided by Chester, Year 4 Abbey Hey Primary School, Gorton, Manchester

## TRANSPORT FOR SICK CHILDREN

A volunteer Driver scheme helping to 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.  
Registered Office  
Units 1-4 Crown Industrial Estate  
Kenwood Road  
Reddish  
SK5 6PH

Telephone 0161 432 7800  
Fax 0161 432 8110  
E-mail to [@transportforsickchildren.org](mailto:@transportforsickchildren.org)  
Web [www.transportforsickchildren.org](http://www.transportforsickchildren.org)

## **Directors**

**Chair** John Sagar  
**Treasurer** John Adams  
**Company Secretary** John Adams  
John Perry - Resigned June 2008  
Geraldine Pickering - Resigned September 2008  
Roger Watts  
John Whittaker  
Gaynor Kershaw

## **Staff**

### **Transport Organisers**

Judith Oxley  
Jo Senior  
Claire Bickley

### **Administrator**

Anna Burns

### **Volunteer Support Worker**

George Stenson

# Chairman's Report



- The charity continues to grow
- New challenges associated with new Children's Hospital
- Volunteers and Staff vital to organisation

Our services continue to be in demand as the statistics in this report show. The number of children helped increased from 1104 last year to 1271, an increase of some 15%, all helped to attend health appointments by our volunteer drivers. The Greater Manchester Area continues to be our main area of operation but uniquely, geographical boundaries do not deter us: we have added Glenfield Hospital, Leicester to the list of specialist units "out of area" to which we take patients.

The Directors took the decision in 2007, fully supported by the staff, not to replace the Charity Manager. This has necessitated some reallocation of duties and responsibilities but, thanks to all the staff, this does seem to be working well.

This year Tameside Volunteer Centre has recognised the contribution, which our drivers make to their communities. Drivers awarded certificates of appreciation are listed inside the back cover of this report.

Transport Organiser Claire Bickley has once again involved a school in drawing pictures for the front cover of the report. This year the winner is Chester from Year 4 of Abbey Hey Primary School, Gorton, Manchester. Once again thank you Claire.

The Charity continues its involvement 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.

The main challenges for the year ahead are to recruit more drivers to meet the continuing growth in demand and obtain the funding needed to continue our work. There are also the challenges associated with the opening of the new Royal Manchester Children's Hospital and the move of some children's services to North Manchester General Hospital.

The Charity is seeking to encourage others to copy our activities and discussions are at an early stage with organisations in Sheffield. It is not the intention of the Charity to become a National Charity but to replicate the Greater Manchester example.

With out the dedicated support of all our volunteer drivers and office staff the Charity would not be able to contribute as it does to the well being of so many children and their families. Thank you to them and the Directors who give their time and expertise to keep the charity working so well.

We look forward to another successful year.

John Sagar - Chairman

# Why we do what we do



“When I came across a small advertisement in a local newspaper asking for volunteer drivers to transport sick children and their carers to timed hospital appointments I thought to myself “this sounds like just the opportunity to occupy my time and help other less fortunate, who can not for various reasons get to appointments due to lack of transport or long tortuous journeys via public transport.”

I duly phoned the number on the advertisement and had a chat with a young lady who explained the workings of the organisation in brief detail. An application form arrived a few days later. After completing my application I also completed a Criminal Records Bureau check. A few weeks later a copy of my CRB disclosure arrived which meant I was cleared to commence my volunteer career with Transport for Sick Children. It didn't take long for the office to contact me to come in for a general chat and drive around Reddish to show off my driving skills. When my first job is phoned through it's from Rochdale to Fairfield General hospital in Bury. A bit of panic sets in - How do I find the address? How

much time do I allow to get to the address, pick the family up and drive to the hospital for a timed appointment? All goes smoothly in the end and when I get home I celebrate with a nice cup of rosy lea on a job well done. I can see I am going to take to this volunteer driving for the sheer satisfaction of helping a parent and child to have a less stressful time getting to and from the appointment. With the first job successfully completed “bring on more!” are my thoughts and before long more jobs are assigned.

Retirement is long forgotten as more and more of my time is devoted to the ultimate goal of making sure that parents and carers get their sick children to the designated hospital appointment. This is a most satisfying feeling knowing that I have provided a worry free journey so the parent or carer can just concentrate on their child without the stress of using public transport.

For me, I always try to make conversation with the parent or carer to make them feel relaxed on what are sometimes long drives. Of course there are exceptions and I have endured many silent drives but understand that talking will not always be the right thing to do as the uncertainty of what the hospital appointment reveals will always be on their mind especially if it's a first appointment. In most cases a conversation soon starts up which gives a relaxing feeling for the rest of the journey.

The dedication of parents and carers to the needs of their sick child never ceases to amaze me and to be able to be a part of an organisation that provides the link between families and healthcare professionals gives me satisfaction of a job well done.

Lastly I must not forget the back up we volunteer drivers receive from the office staff - thank you George, Anna, Claire, Jo and Judith.”

**Alan Berry, Volunteer Driver, Transport For Sick Children**

“I am one of the Project Workers with The MAP Team, Children's Services. Our team holds the database of children with disabilities and additional needs in Manchester.

I have been working for the MAP team for six years and in this time I have frequently used the Transport For Sick Children scheme and find this service invaluable, as do many of our families who use the service on a regular basis.

I find the team highly efficient, helpful and always willing to go that extra mile to ensure that they accommodate the families that we work with. The team always ensures that drivers are found for our families even at short notice and are willing to drive to any hospital in the area and wait to drive the families home again.

Without this service our families would find great difficulty in attending some of their hospital appointments, some of the hospitals are many miles from the families homes. This makes it extremely difficult for a non-driver to take their disabled or sick child for their hospital appointments.



# Why we do what we do

The service also takes away an immeasurable amount of stress for the families, for example, waiting for buses which may be late, working out routes, walks when getting off the bus which all adds to the stress they are experiencing already by taking their child for a hospital appointment.

A significant amount of children on our database would also find it difficult to travel on public transport, such as those with Autism, ADHD and those who are technologically dependent or very ill."

**Rachel Cooke, Project Worker, Manchester Multi-Agency Partnership for Disabled Children and Young People.**

"I am a project worker for MAP. I am in regular contact with families of children with special needs and therefore use your service often. Our families totally appreciate the service Transport For Sick Children offer as it helps to give them peace of mind with all the medical appointments they have to attend. It is clearly a struggle for many families who do not have transport of their own so having a service where the families can pre-book transport and receive confirmation in good time is reassuring.

I have enjoyed using your service, as the staff are pleasant, polite and competent. I do hope your service continues."

**Lurlaine Francis, Project Worker, Manchester Multi-Agency Partnership for Disabled Children and Young People.**

" I strongly believe that Transport for Sick Children provides an invaluable service to the families that I work with. I have always found your service extremely helpful, courteous and efficient. Families on their part tell me that your service makes a great difference to their lives. Without Transport for Sick Children many of our children would miss out on important medical appointments or face undue hardship.

I take this opportunity to thank you for your wonderful work."

**Fadil Ademi, Early Support Worker, Early Support Service, Ardwick, Manchester.**

"The Health Visiting Team at the Delamere Centre have found the service Transport for Sick Children provides invaluable in addressing the needs of families, particularly those who have little or no form of transport to get to hospital or clinic appointments with their children.

The feedback from parents who have used the service have found it very useful and are pleased with the courtesy and reliability of your staff.

We wish you continuing success and expansion of your services."

**Mary Chaba, Health Visitor, Delamere Centre, Trafford.**



Service users

"My daughter Sophie and I have been using Transport For Sick Children for a number of years now, I have no idea what we would have done if Transport were not around to help. Sophie has Cystic Fibrosis and other health issues - which has meant lots of hospital appointments to travel to. Transport For Sick Children has really helped us out and we've made a wonderful friend in our driver Ronnie."

**Sophie Ball, Ronnie Newbiggin (Transport For Sick Children Volunteer) & Gail Ball - Service users.**

# Treasurer's Report



It is pleasing to report that after another record year of increasing activity the charity's finances are sound. This has been brought about because of:

- Increased income from the Primary Care Trusts
- Increase in level of donations
- Sound control of expenditure.

Incoming resources totalled £132,889 (last year £142,868) in the 12 months to 31 March 2009. Compared to the previous year it was down by about £10,000. This reflects the loss of the Urban Bus Grant in the last financial year but also the increase of income achieved from the Primary Care Trusts of £17,574. Contracts linked to performance have been agreed with the majority of the Primary Care Trusts covering the Greater Manchester area to assist in making the funding more secure. The NHS is always under pressure to reduce costs. To underline the financial gain that the NHS makes by investing in the Charity a study is in preparation to establish the financial cost to the NHS if the children did not attend their appointments.

The Greater Manchester Transport Executive continued their support at the same level as the last financial year. As the income from the Primary Care Trusts makes the Charity's work self-supporting, the backing from the Executive must be expected to reduce.

In the year to 31 March 2009 the sources of income compared to the previous year were as follows:

	2009	2008
	%	%
NHS Primary Care Trusts	71.2	51.0
Urban Bus Challenge Grant	Nil	20.0
GMPTE	12.0	12.0
Fundraising )	12.9	6.0
Donations )		7.0
Bank Interest received	<u>3.9</u>	<u>4.0</u>
	100.0	100.0

Donations remained high. The Manchester Mastlift organisation, for the second year, ran a Golf Day which raised over £3,000. Our thanks must be given for all our donations, especially those from our Volunteer Drivers. Interest earned on our reserves was down of the order of £1,000 because of the substantial drop in interest rates in the second half of the financial year caused by the economic crisis.

Total expenditure increase by about £4,000. Within that, a reduction of £6,000, approximately, was achieved in management costs because the year has been operated without a Charity Manager. An increase in Driver's costs was caused by the increased price of fuel in the year, requiring an increase in the Drivers mileage allowance and the total mileage achieved increasing from 115,810 in 2007-2008 to 122,099 in 2008-2009.

All our funding is unrestricted, that is it is given without a specific use attached.

However, we must be sensitive to the fact that the funding received from major sponsors is to support the activities in the Greater Manchester area. Expenditure on developing the Charity's work in other locations has been small and an alternative funding source is being pursued for the development and installation of similar activities to our own through the resources of the Third Sector.

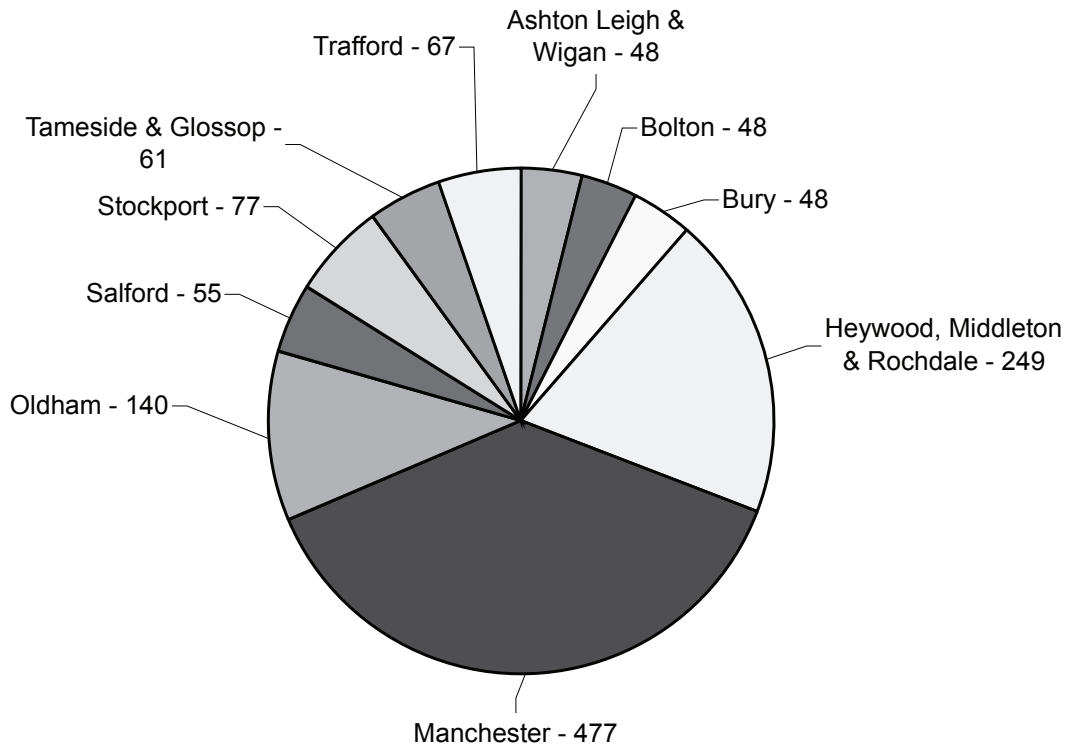
The key financial risk for the Charity is a substantial change in funding. During the year under review however, our reserves came under severe threat. Our bankers are the Royal Bank of Scotland and during October 2008 our total funding appeared at risk. Fortunately that was avoided by the nationalisation of the bank. As a result however £50,000 of our funds have been removed from the Royal Bank of Scotland to another bank to reduce risk.

Financial reserves equal to six months' operating costs continues to be the policy, to allow time for decisions to be made to allow the Charity to continue its work. At the end of the financial year the charity had reserves in excess of one years' operating expenditure at the planned rate of expenditure for the forthcoming year.

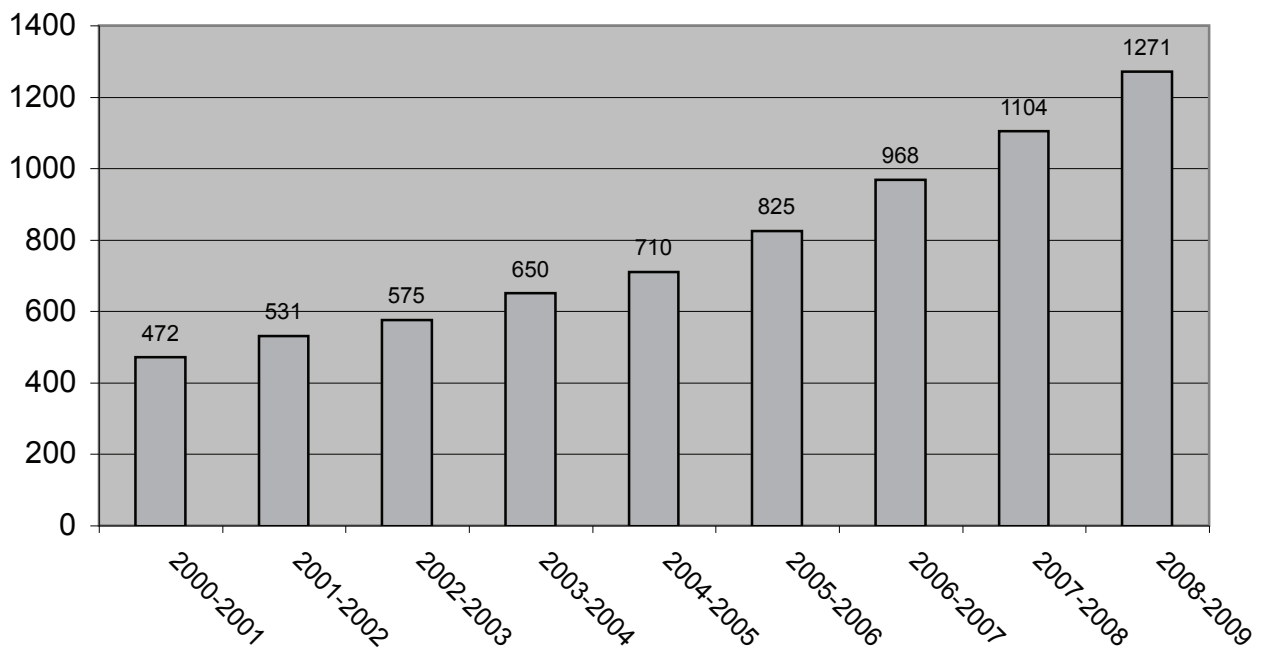
John Adams - Treasurer

# Activity Statistics

## Number of Children Helped by NHS Primary Care Trust

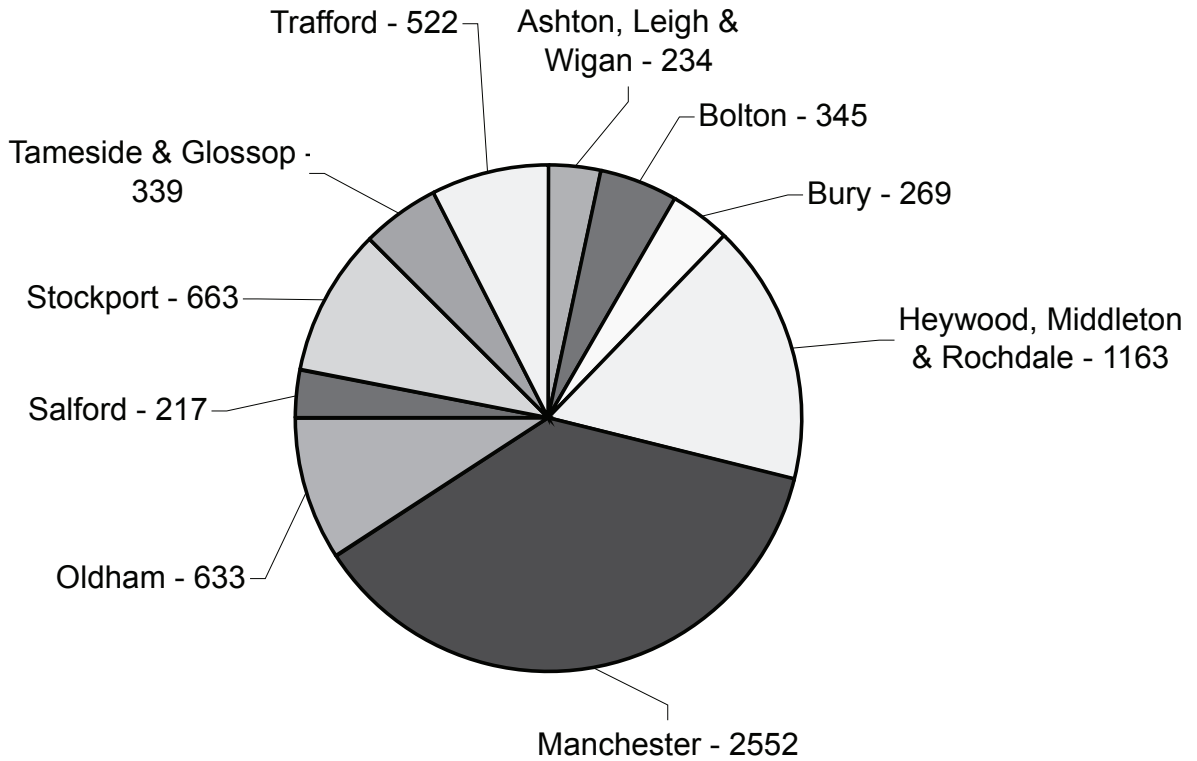


## Number of Children Helped

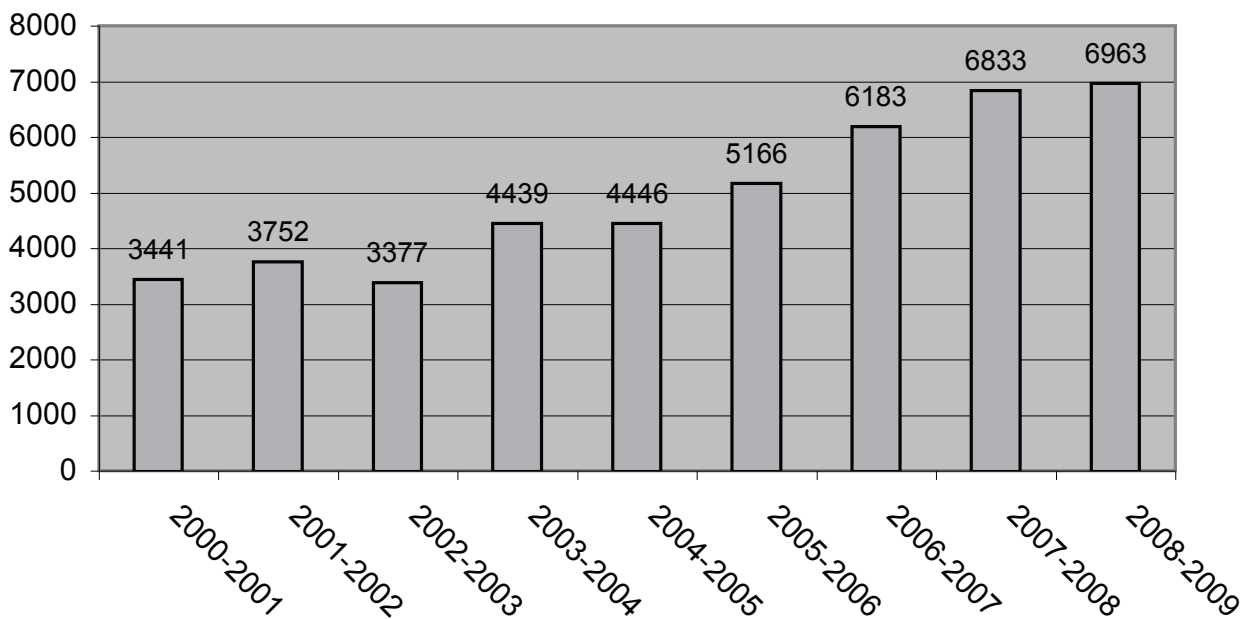


# Activity Statistics cont.

Number of trips by NHS Primary Care Trust



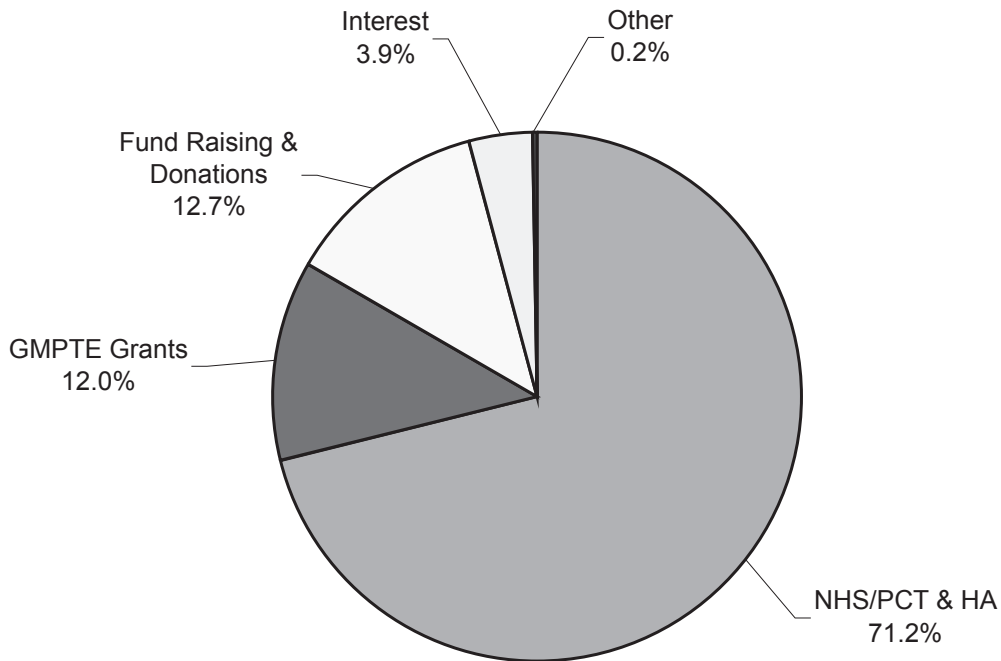
Number of trips



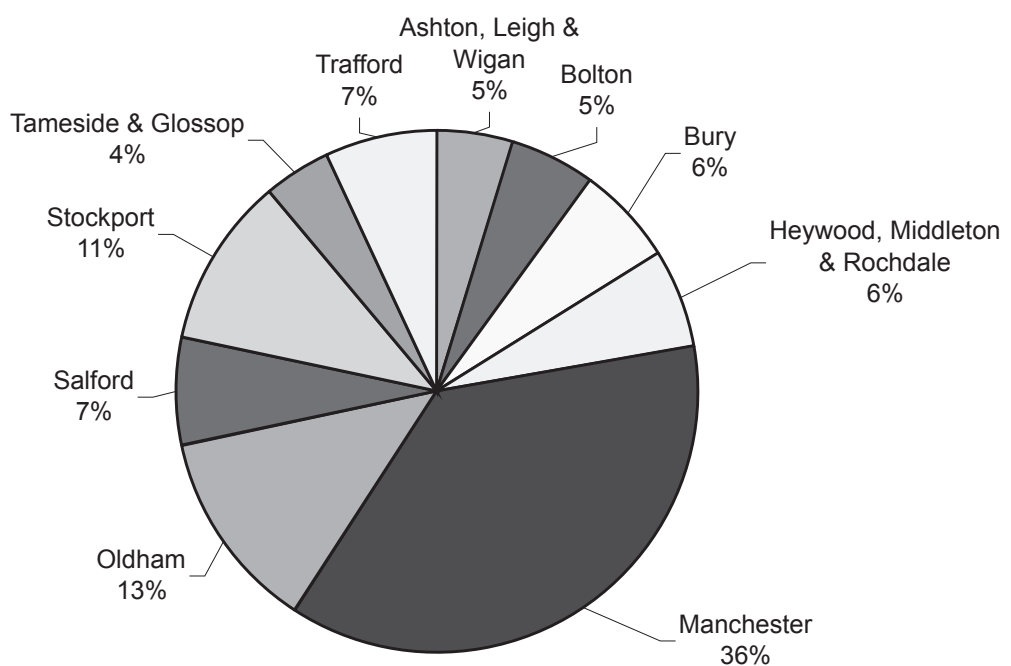


# Activity Statistics cont.

## Income



## Income by NHS Primary Care Trust



# Our Thanks To

## Our thanks to Volunteer Drivers

Alan Berry	Martin Jones	Irene Sagar
Thomas Bevan	David Kelly	John Sagar
Colin Bradburn	Wayne Kelsey	Barbara Schickhoff-Brown
John Capstick	Keith Lear	Alan Simpson
Barry Carney	David Lees	Pete Smith
Andrew Cooke	Stuart Lodge	Debra Tilson
Barbara Donoghue	Tony Loftus	Bernard Ward
Graham Duggan	Victor Longden	Donald Wheeldon
Bernard Fawley	Geoff Lucas	John Whittaker
James Fowler	William Mitchell	Sheila Whitworth
Jennie Gilpin	Anthony Munday	Cliff Wignall
Esther Goulden	David Naylor	John Yates
George Green	Ronnie Newbiggin	
Anthony Gregory	Arthur Oliver	
Faye Haven	Bryan Polin	
David Howarth	Norman Robinson	

## Donors

Richard Armitage Transport  
Pro-Rochdale District  
Community Group  
Heywood Lions  
East Lancashire Masons  
Charnwood Nursery  
John Howard  
Brian Howarth  
Carol Bagnall  
Gaynor Kershaw  
Hale Supper Club  
Heywood Charities Fete  
Howard Worth Accountants  
John Sagar  
John Whittaker  
Mrs M Johnson  
Pat Brunt  
Parochial Church Of St Aiden

Rochdale Unitarian Church  
Women's League  
Ronald Spencer  
Rochdale Health Visitors  
The Parish Of St Leonard  
Chris Walsh - Social Worker  
& Referrer  
Felicity Goodey  
Dr W Rankin-Williams  
Mast Lift Co  
Egan Reid Stationers  
Hobsons Bakery, Reddish  
Houldsworth Golf Club,  
Reddish  
Abbey Hey Primary School  
Tesco Supermarkets  
Halfords  
Liz Hirst

## Trustee Volunteers

John Adams  
John Sagar  
Roger Watts  
Gaynor Kershaw  
John Whittaker  
Geraldine Pickering  
John Perry

# Awards Received During 2008



## Salford Volunteer of the Year



*John Capstick with Salford CVS Dir. Steph Mitchell*

A volunteer appreciation event run by Salford CVS 'The Heart of Salford' has awarded John Capstick the Volunteer of the Year. They were impressed with John's dedication with children whilst being a full-time carer. John was presented with a glass trophy and certificate by Salford CVS Director, Steph Mitchell.

## Joan Rothwell Memorial



*Anna Burns with the award*

The Joan Rothwell Memorial Shield is awarded by the Heywood Charities Fete Committee for an individual or group who have contributed to the benefit of others. Transport for Sick Children were chosen for their outstanding service given to children and their families, ensuring that their visits to health appointments are made easier and in comfort.

*"I consider Transport for Sick Children an organisation that everybody should be proud of."*

David Rothwell, Chairman, Heywood Charities Fete



*Mayor of Tameside with George Stenson*

Once again Tameside Volunteer Centre have organised a celebration of volunteering which I attended on behalf of our volunteers. I was privileged to accept certificates in appreciation of the amount of time, energy and patience that our volunteers have put into helping sick children from deprived areas of Greater Manchester during 2008. The list on the right has the names of all those who received recognition in gold, Silver or Bronze certificate.



- Alan Berry
- Anthony Gregory
- Arthur Oliver
- Barbara Donoghue
- Barry Carney
- Bernard Fawley
- Brian Ward
- Clifford Wignall
- Colin Bradburn
- David Haworth
- David Kelly
- David Lees
- Esther Goulden
- Geoff Lucas
- George Green
- Graham Duggan
- Irene Sagar
- John Capstick
- John Whittaker
- Keith Lear
- Martin Jones
- Norman Robinson
- Ronnie Newbiggin
- Tom Bevan
- Vic Longden
- Wayne Kelsey
- William Mitchell

Thanks to just some of our supporters



**Egan Reid**

**Equanet**

