

ANNUAL REPORT 2017 - 2018



TRANSPORT FOR SICK CHILDREN

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



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Directors

Chair George Stenson
Treasurer Gill Heyworth
Company Secretary Gill Heyworth – from April 2017
Pauline Cope
Gaynor Kershaw
Eric Houghton

Staff

Transport Organisers

Judith Oxley
Julie Livesey
Linda Yates – from August 2017

Office Manager

Anna Burns – until July 2017
Laura Chidgey – from September 2017

Funding & Communications Manager

Beverley Hoyle

Chairman's Report



Our volunteers have made 6,435 trips, an increase of 7% on last year.

They have travelled 132,123 miles, an increase of 13%.

I wish to thank all our volunteers for their generosity of spirit.

2017 was a milestone year in the life of the Charity marking 40 years since the organisation came into being. At the anniversary party held at Houldsworth Golf Club it was excellent to meet so many volunteers, Trustees, Staff and people with a long association with the Charity. It was also very special having our founder members Sally Carroll MBE and Pamela Barnes MBE present. Here's to the next 40 years!

The Charity has had another successful year despite the extreme difficulties experienced by the NHS. This winter saw an unprecedented demand on the A&E, diverting resources from all parts of the organisation and cancelling clinics and planned procedures. Our volunteers took 964 children on 6,435 journeys over 132,123 miles ensuring these children received timely treatment.

Our office staff also managed through a difficult year, personnel changes meant the team were valiantly covering for long periods whilst recruitment took place. Anna Burns who has been influential in the charity for many years moved on to pastures new in July to progress her career, we wish her well.

In August and September Linda Yates and Laura Chidgey joined the team as Transport Organiser and Office Manager respectively. They have both quickly learned the 'ropes' and brought the team back to full strength and more. I wish to thank all the staff, Judith, Julie, Linda, Beverley and Laura for their hard work and contribution during the year.

The State of The Sector Report commissioned by GMCVO published late 2017 highlighted the difficulties for and the loss of volunteer transport schemes in Greater Manchester over the past decade; it is a credit to the great volunteers and staff, past and present, that TFSC has survived difficult years and gone from strength to strength.

The Trustees and Staff are very proud of all our volunteers for their selfless contribution to helping children. The impact on the lives of children and the communities where they live is almost immeasurable. The efforts our volunteers go to navigating traffic, parking, waiting patiently etc. in their mission to get children to hospital is commendable.

Thank you all.

George Stenson
Chairman

Great Manchester Run 2017

On Sunday May 28th 2017, we had a runner in the Great Manchester Run!



In celebration of Transport for Sick Children's 40 years of service to children in Manchester, Alice Carroll, daughter of the charity's founder Sally ran the Great Manchester 10K and raised £1,231 for the charity.

With the race just 5 days after the tragic Manchester Arena bomb attack the city was in shock, reeling and full of emotions, but the race went on – Mancunian spirit will never be beaten.

Alice said this: Stood at the start line with 40,000 people for the minute's silence was an experience I will never forget. You could hear a pin drop and feel everyone's united support for each other and for our city.

This was my third Manchester 10k run but it had never meant so much to me as it did that Sunday. To be back in my home city after such an event, running for TFSC and for my mum I was overwhelmed with emotion. I was interviewed by the BBC on the start line beaming with pride to have that little blue car on my shirt and to be celebrating the wonderful achievement of 40 years.

I grew up with the charity being a major part of my family life, it introduced me to lifelong friends and I've witnessed first-hand how important the work of Transport for Sick Children is for children and their families.

Poet Tony Walsh recited his 'Do Something' poem just before the start gun, these lines below truly resonate with me:

Do something to show them what you're made of

Do something to show you are astounding

Do something for charities and causes

Do something to match a city's greatness

Do something to make a burden weightless

Do something a city will remember

Do something for great Manchester

This made me think of all the amazing volunteers and staff who made and continue to make TFSC happen helping so many children and their families – you are all doing something, ***thank you.***

Why we do what we do

“Have to message you and praise our driver Keith. We went to Alder Hey on Wednesday for Oliver’s ENT surgery and we’re supposed to be discharged on Thursday. Unfortunately Oliver had complicated breathing issues after the surgery and wasn’t stable enough to come home. I hadn’t planned on staying so hadn’t taken supplies, Keith went out of his way and offered to pick my mum up from home so she could bring my supplies and visit us and then took her back home again. What an absolute star and gentleman to go above and beyond the duties of a volunteer driver. Once again, incredible service with care and compassion. Please give him a pat on the back for his exceptional kindness.”

AL - Service user, Oldham

“I really don’t know what we would have done without the charity; I was given details of your charity by our Social Worker. I look after a number of children, so trying to get to Alder Hey without the charity would have been a nightmare necessitating me to keep the other children off school due to child care arrangements or asking family to stay off work to take us – none of these would be a good or fair option.

The volunteers are fantastic, absolutely lovely and very discreet; never pry but happy to talk to me when I want.”

AH - Service user, Tameside

“Thank you to the team – the family really appreciate your help, as they have been let down by a number of service providers and feel provided a good reliable service.”

Carolyn Wallwork, Team Leader Special Needs Team, Manchester

“Transport provided to the sessions previously has been greatly appreciated, by professionals and family and has allowed therapeutic sessions to take place much to the benefit of the child and family.”

Ruth Realff, Health Visitor, Chorlton Health Visiting Team

“Had such a lovely driver the other day. Thank you.”

KS – Service user, TFSC Facebook page

“Me and my son wouldn’t know what we would do without all the volunteer drivers they have taken me and my son to hospital appointments for 3 years now. Amazing, well done to you all and thank you.”

DO – Service user, TFSC Facebook page

Our Volunteers



“I have never been one for sitting back and doing nothing and even when I retired from my first business hoping to take early retirement, I continued in another vocation for a further 16 years; but driving in one form or another has always been in my blood.

In the early years I took my uncle thousands of miles, as he could not drive, enjoying visiting many places and also combined work with pleasure by working as a locum pharmacist when I travelled miles for employment.

Shortly after retiring for the ‘second’ time my wife, Margaret, came across an advert for Transport for Sick Children and suggested I make contact to see what was involved. The rest does not require any explanations as I was accepted and became one of the drivers.

This gave purpose to my driving. I have a disabled son who from the age of 2 years (he is now 36) has to have many hospital appointments - last year 71! I can appreciate the many problems faced by parents not as fortunate as we were and hopefully my work with TFSC 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 seeming too much trouble – even when I am unable to accept a request for transport. This is the good thing with the engagement as I do not feel committed in any way.

I am hopeful that my limited input into the Charity helps towards its smooth running and wish it continued success for many more years.

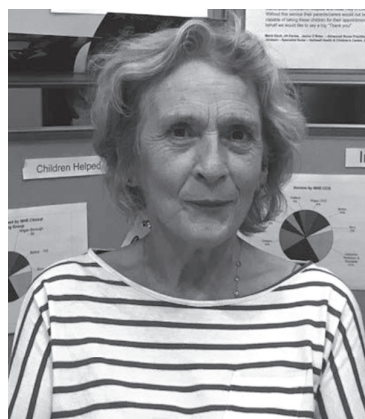
**Michael Chadwick, volunteer driver,
Transport for Sick Children**

“In spite of being widowed several years ago, I am so lucky to have a very happy, healthy and caring family of two daughters, two grandsons and the best son in law in the world who do everything for me. It saddens me to see so many poorly children, which encourages me to continue with my volunteering for TFSC.”

**Sam Pownell, volunteer driver,
Transport for Sick Children**



Treasurer's Report



Financial review

Incoming Resources totalled £156,987 (last year £148,384) in the twelve months to 31st March 2018. The sources of income were as follows:

	%	
	2017	2018
CCG's	93.9	92.6
Donations/Fundraising	6.0	7.3
Bank Interest	0.1	0.1

There was an increase of income of £8,139 compared to the previous year, of which about £7,000 came from an increase in CCG funding.

Donations totalled £8,824 includes a sum of £4,579 from The Co-op Local Community Fund who made the charity their charity of the year. It, again, includes a substantial amount from our Volunteer Drivers. Interest rates in the year continued low and the need to retain liquidity precludes long term investment, that is, one year and longer because of income uncertainty.

Expenditure has also continued to be well controlled. Key changes in the year compared to 2017 are:

	2018 £	2017 £	Difference £
Employment Costs	46,199	48,374	-2,175
Drivers Mileage	53,481	49,233	+4,248
Rent and Rates	14,880	11,161	+3,719
Governance Costs	1,533	2,555	-1,022
Telephone	1,886	2,869	-983
Heat, Light and Water	0	103	-103

Employment costs are down, because of the loss of a team member in the year, with cover provided by the remaining team members. The increase in Driver's Mileage is because of driver availability and location. This has increased the journey mileage needed for a driver to pick up a patient plus the increase in trips. Rent and Rates shows the impact of new office location but now also includes Heat Light and Water costs.

The charity has made a surplus of £22,378 compared with last year of £20,557. If the result for the year is related to only the CCG income of £146,956 against the cost of running the service, it shows a CCG contribution to reserves of about £13,000 and about £9,000 from donations giving a total of about £22,000. 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 efficient management of Transport for Sick Children 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

There was an increase of income of £8,139

Expenditure has also continued to be well controlled

Donations totalled £8,824

Health Professionals Survey

A survey was conducted to ask Health Professionals who refer children to Transport for Sick Children (TFSC) what they thought of the TFSC service and the context within which it operates in.

The survey was sent out via Google Forms this year in an attempt to increase response rate by creating a simpler, quicker and more user-friendly way for busy health professionals to answer. 365 surveys were sent out via an emailed form, between September 14th and 30th November. 79 completed surveys were received, generating a 22% response rate. Responses were received from all 10 of the districts the service operates in, which provides an excellent 'snapshot' of how Health Professionals in Greater Manchester view the charity's service.

Survey respondents were from Health Visitors, Social Workers, Physiotherapist, Therapists, Disability Advisors, Administrators (Team/Dept/Dr's/Clinics) and Nurses: specialist, School, Macmillan, PALS, Community, Therapist, Schools/Nursery: Nurses, Pastoral, Learning Mentors, Key workers: Early and Family Support, Health Link Workers, Early Help, Family Liaison, SEND.

A large proportion of responses stated that the distance and access barriers were the main reasons as to why Health Professionals referred children to TFSC. The next significant majority was that the child's family or carer cannot afford a taxi or public transport fares. Over half of respondents stated that without TFSC the families would simply not be able to attend with their children.

Survey respondents were asked to score the health improvement of children taken to appointments and a whopping 52.6% gave rating of 10 out of 10, and for reliability of the service the majority of respondents gave a score between 7 and 10.

When asked if TFSC helps to provide a coordinated service resulting in improved patient experience and health outcomes for children – all respondents said YES.

When asked if TFSC helps to address health inequalities for poorer communities or people with different ethnic backgrounds – all respondents said YES.

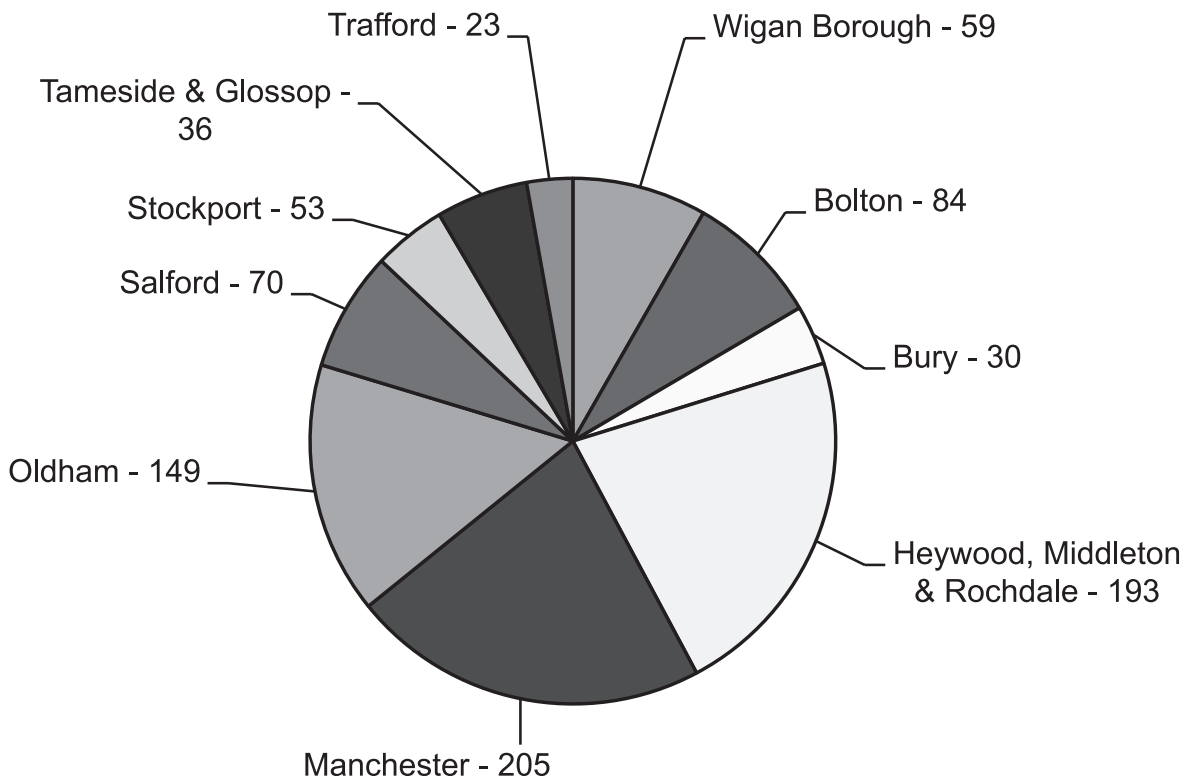
This survey demonstrates that the need for the charity's service is still there, and that the service provides invaluable support in the Greater Manchester community.

When families are unable to attend a child's health appointment it can have a massive detrimental impact both the child's health and the NHS from cost implications of missed appointments. TFSC are thrilled that this survey has re-confirmed our beliefs that Greater Manchester gets value from the services, voluntary time and support given by our wonderful volunteers.

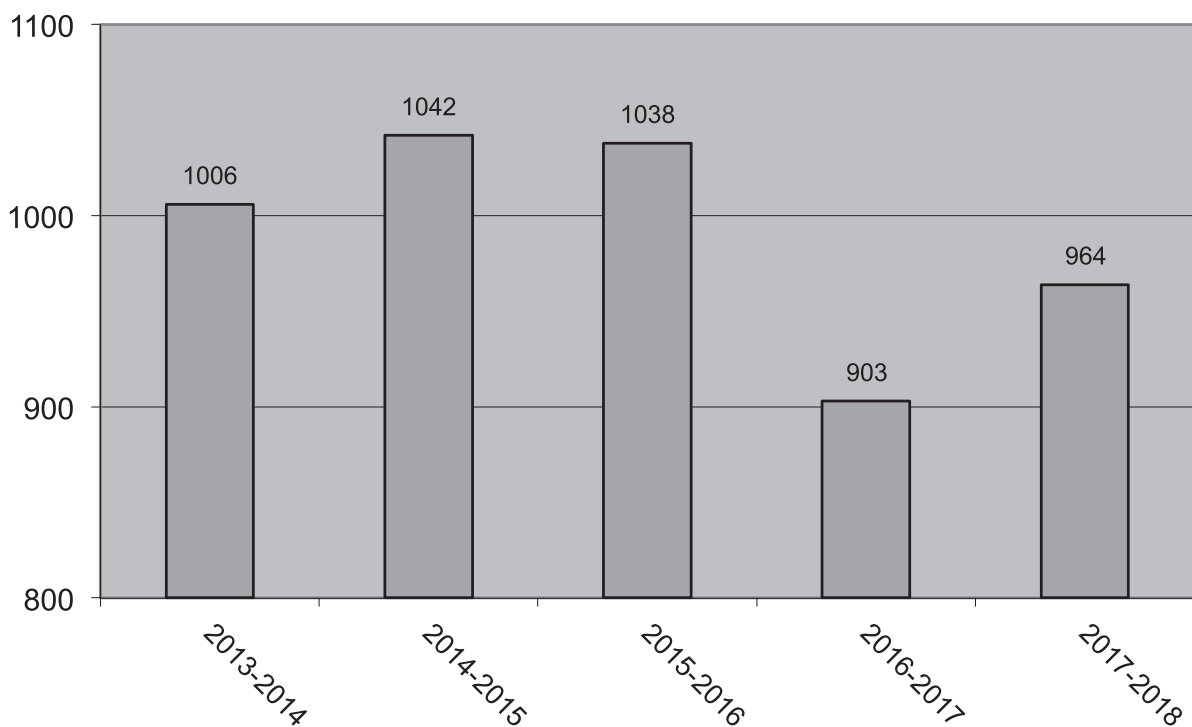
The full report from the survey can be accessed in the 'Referrer Section' at www.transportforsickchildren.org

Activity Statistics

Number of Children Helped by NHS Clinical Commissioning Group

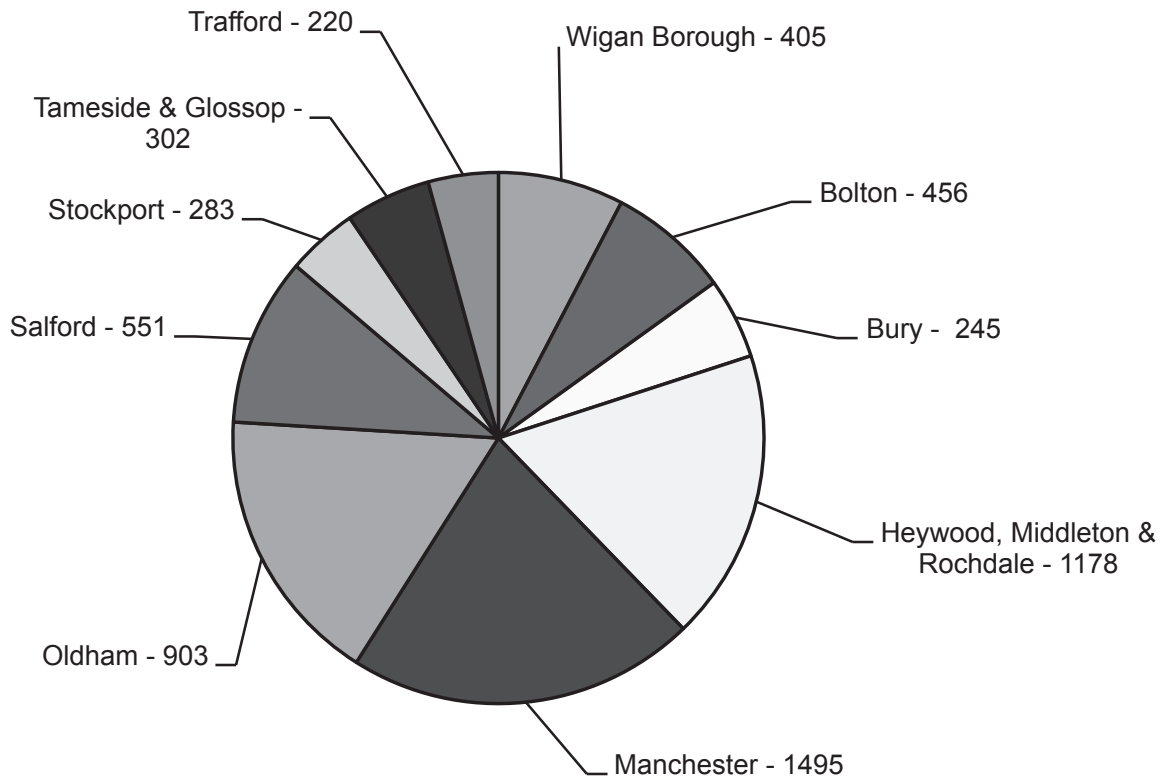


Number of Children Helped

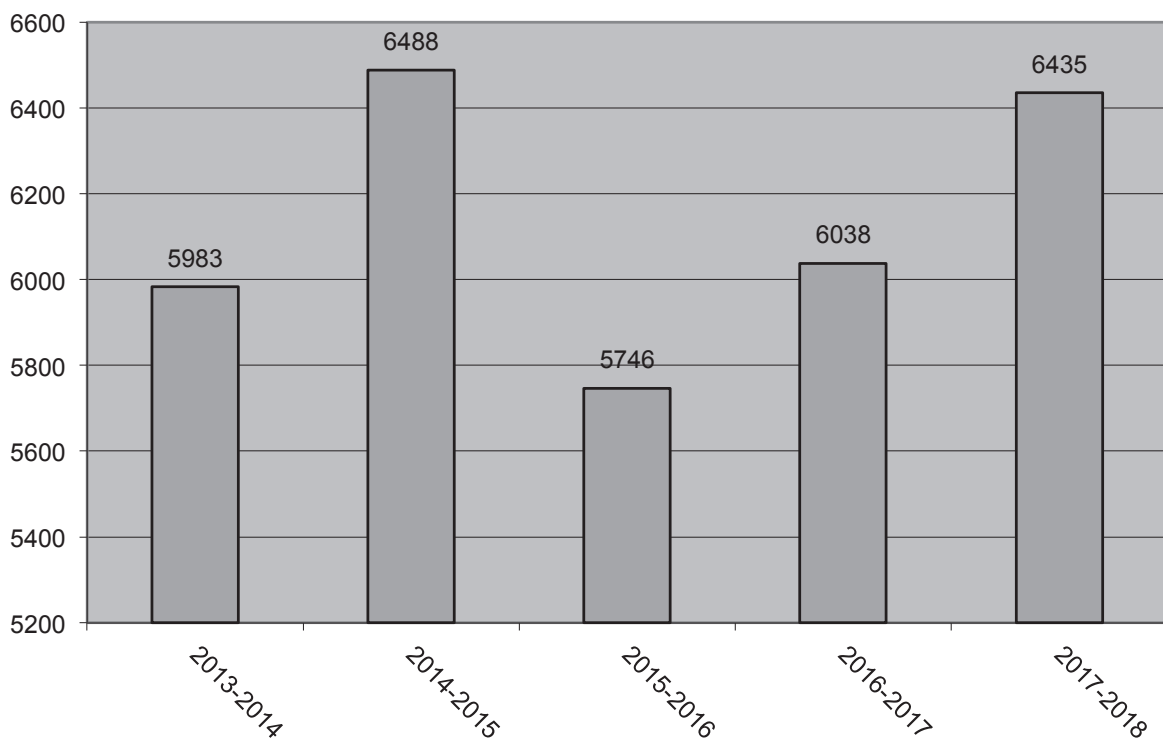


Activity Statistics cont.

Number of Trips by NHS Clinical Commissioning Group



Number of Trips



Our Thanks To

Volunteer Drivers:

Christine Brown	Bob Gregg	Tony Moore	Christine Williams
Daniel Caldon	Tony Gregory	Chris Murray	Trevor Williams
John Capstick	Brian Harman	Ronnie Newbiggin	Stuart Wilson
Michael Chadwick	Roger Harper	Sam Pownell	Bill Wood
Norman Dale	Chas Harrison	Dilip Ratan	Stephen Woolfe
Denis Edgar	Eric Houghton	Norman Robinson	
Keith Edwards	Bernard Kelly	John & Irene Sagar	
Judi Ellis	Wayne Kelsey	Michael Scanlon	
Graham Ferguson	Peter Kinsella	David Smithers	
Jan Galikowski	Alan Leyland	Bernard Ward	
Kevin Gore	Tony Martin	Garry Ware	
Neil Grayson	Bill Mitchell	Sheila Whitworth	

Trustee Volunteers

Gaynor Kershaw
Pauline Cope
Eric Houghton
George Stenson
Gill Heyworth

Domestic Volunteer:

Brian Ridgway

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Alice Carroll
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Timothy Guiney ExSite Communications Ltd
Manchester Evening News
GMCVO
Manchester Community Central
Halfords

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Heywood Charities Fete
Co-op Local Community Fund
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
Eric Houghton
C Marriott
E Williams
Bernard Kelly
Stuart Wilson
Norman Robinson
Tony Gregory
Alice Carroll
Keith Edwards
Sheila Whitworth
Pat Brunt
Carol Bagnall
Sarah Drake
Sally Carroll MBE
Angela Hesford
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St Marys, Bowdon

Thanks to just some of our supporters



Fairfield Golf & Sailing Club

