

# ANNUAL REPORT 2016 - 2017



## 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



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### **Directors**

**Chair** John Sagar - April to September 2016  
**Chair** George Stenson - From September 2016  
**Treasurer** John Adams – Until March 2017  
**Company Secretary** John Adams – Until March 2017  
Gaynor Kershaw  
Pauline Cope  
Eric Houghton  
Gill Heyworth

### **Staff**

#### **Transport Organisers**

Judith Oxley  
Jacqui Meadows – Until July 2016  
Julie Livesey

#### **Office Manager**

Anna Burns

#### **Stakeholder Co-Ordinator**

Beverley Hoyle

# Chairman's Report



Our volunteers have made 6,024 trips, an increase of 5% on last year. They have travelled 116,780 miles, an increase of 9%

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I wish to thank our previous Chairman, John Sagar for his leadership of the Charity for 11 years of his tenure. During which time he seen the Charity's funding move from dependence on Greater Manchester Passenger Transport Executive (GMPTE) to a relationship with the NHS that recognises the value of our volunteers contribution to the health of sick children from the most deprived areas of Greater Manchester. John has not completely retired as he remains a volunteer.

Thank you also to John Adams, whose management of the Charity has been invaluable during his time as Company Secretary and Treasurer. We wish you both well for the future.

This year our volunteers have made 6,024 trips, an increase of 5% on last year. They have travelled 116,780 miles, an increase of 9% on last year. However, the number of children we take to hospitals/clinics has declined. It appears we are taking children with more complex needs that require more journeys. We are taking children to more appointments outside Greater Manchester, typically 20% go to Alder Hey, Birmingham and Leeds/Bradford Hospitals.

Our Transport Organisers, Judith and Julie have worked hard during the year arranging trips, communicating with referrers, parents and volunteers, ensuring a smooth efficient operation.

The office management, database, reporting, coordination, ensuring our volunteer expenses and invoices are paid and much more is due to Anna's diligent working.

Beverley's work with 10 NHS commissioners has proved successful as we have been able to maintain most of our funding levels in 8 CCG's and increased funding in 2 CCG's.

Last April saw the devolution of Health and Social Care to a single Greater Manchester Authority. The impact of this change has meant that Beverley will negotiate with one Commissioner for our work across Greater Manchester. There will be greater impact looking forward as the NHS tries to manage the health and welfare of 2.8 million residents with reduced budget of £6 billion.

Finally I wish to thank all our Volunteers for their generosity of spirit, using their own vehicles and time to enable children with health needs from deprived areas, to get their needs attended to. Thank you.

George Stenson - Chairman

# Why we do what we do

“The Transport for Sick Children service has enabled our patients to access our Physiotherapy Service in situations where they otherwise may not have been able to. The drivers are always kind and helpful.

We feel that Transport for Sick Children is an essential service that we appreciate greatly.”

**Lyndsey Davenport, Physiotherapist, Bury Living Well Centre**

“The service and ease of application for the service is without doubt one of the best I have worked with in my 15 years of education.”

**Carl Jones, Family Support, Holy Cross Primary School, Oldham**

“I work for Crossacres Primary Academy. We have a child at our school who uses your service regularly. I do the referrals for mum.

I feel it is an invaluable service which really helps the family get him to his appointments.

I have always received a speedy response to the referrals and when I have spoken to the staff they have always been extremely friendly, helpful and efficient.”

**Kim Brannan, Crossacres Primary School, Wythenshawe, Manchester**

“This service has significantly helped the families that I work with to attend appointments, the feedback that the parents give me is always positive, they report that the drivers are always friendly and approachable, they are always on time and drive is at a safe speed. Fantastic 5 \* service!!”

**Helen Gledhill, Specialist Nursery Nurse, Werneth Primary Care Centre, Oldham**

“I have found your service excellent supporting those children who whilst ill, would have to travel on public transport, which often is a long journey from their home to the hospital.

At present I have a family who have a sick child that need frequent transport for the child's numerous and demanding hospital appointments and day case treatment.

Transport for Sick Children is a very needed service for vulnerable children and their families, who without your service it would be very costly, taxi's and public transport, which would put them at risk from infection vulnerable, ill children.

I wish to thank the volunteer drivers too, who are prompt and give of their time and vehicle to help keep this service available for the sick children of Manchester.

As a professional, I value your service provided. Without it, the sick children of Manchester would suffer physically and their journey to hospital would be uncomfortable, of longer duration in travel and would add further stress to their parents/carers that they do not need. Also your service is non-judgemental and accepts the clinical assessment and judgement for transport by health care professionals for their clients and their families.

If there is any possibility for our service to support yours e.g. fundraising I would love to help you.

Thank you again for the valuable service you provide that is not available on the NHS.”

**Carla Read-Shaw, Health Visitor, Stretford Health Visiting Team**

## Why we do what we do



“Completing some 35,000 plus travelling miles a year over the last 35 years is a little different than the relatively local journeys on behalf of Transport For Sick Children, but fortunately I do like driving! Indeed, in part this was why I was attracted to the TFSC advertisement in the Manchester Evening News for volunteer drivers. It was an opportunity to give something to the community whilst doing something I like.

Being a grandfather helped me I feel in negotiating the intricacies of adjusting the baby seat, but more seriously I have already in my short time with Transport For Sick Children met some charming families. Clearly the removal of the time and financial burdens of organising what would be complicated public transport journeys for families already under the stress of concerns for their children is very much appreciated by them.

But an eye opener for me was seeing the abundant supply of volunteers within Transport For Sick Children. In a world dominated by news of anything bad, seeing the generosity of giving by so many has proved very uplifting. I joined TFSC to give and already find I receive back more.”

### **Alan Leyland, Volunteer driver, Transport For Sick Children**

“This service has helped some of our students’ families and made a massive difference. The students who use this service from our school have got some really serious conditions, and the stress is helped a little by not having to worry about how they will get to this appointment if they do not own a car. This can be a massive weight off their shoulders so they can concentrate on the actual appointment.”

### **Lisa Connolly, Meds Support, New Bridge School, Oldham**

“Transport for Sick Children is an invaluable resource for families who would otherwise have great difficulty attending often multiple health appointments.

There are often complex reasons why parents cannot get to health appointments with their children such as financial constraints, more than one child with health needs in the family, distance and time limitations due to the needs of siblings and school times.

Your service is reliable and punctual which removes some of the stress when attending appointments, particularly when it is for scans or admission to hospital and I know that parents are extremely grateful for this.

I personally have contact with the office based staff and have always found them to be courteous and very helpful.”

### **Eileen Hupton, Specialist Nurse, Royal Manchester Children’s Hospital**

“Thank you so much for providing transport for my granddaughter and myself to Gorton Clinic over the past few weeks. Norman and John have been wonderful drivers, always on time, always polite and helpful; always taking good care, very careful drivers.”

### **Service user, Burnage, Manchester**

# Our Volunteers

## Long Standing Chairman & Treasurer Retire

John Sagar has retired in his role as a Trustee of TFSC and as the Chairman however John will continue in his role as a volunteer driver.

John has been with the Charity since 1997 when he joined as a volunteer driver, later becoming a Board member. In addition to his many years of dedicated service to TFSC he has also been involved with The Lions International and the Annual Heywood Charities Fete Committee.

In 2012 he was awarded The Queens Award the 'Order Of Mercy' for distinguished voluntary service in 2012.

John is a shining example of the old adage 'if you want something done...asks a busy man'.



*John Sagar being presented with his retirement gift*



*John Adams being presented with his retirement gift*

For 12 years John has helped to manage the charity's finances and ensured that TFSC remains a respected voluntary organisation delivering a vital service to some of Greater Manchester's most disadvantaged children. John's careful and watchful financial management, over the years, supported by the Board, has ensured that the charity remained financially viable, ensuring that a wide of range local health, transport and voluntary sector organisations have the confidence to invest in the service. During the period he was also Company Secretary in addition to being Treasurer.

We owe both John Sagar and John Adams a debt of gratitude for their service and wish them both a long and happy retirement.

## Our Volunteer Wins Award!

In 2016 Bernard Ward was nominated by the charity for the Wigan Our Stars volunteer awards for his contribution to the community in the Wigan area. We were delighted to learn that Bernard won an award on the night for the category Community Champion. Bernard has been with the charity for 11 years now and we are very proud of his achievement – congratulations Bernard!



*L-R Mrs Ward, Bernard & Transport for Sick Children's Beverley Hoyle*

# Treasurer's Report



Incoming Resources totalled £148,384 (last year £139,983) in the twelve months to 31st March 2017. The sources of income were as follows:

	2016	%	2017
CCG's	96.0		93.9
Donations/Fundraising	3.0		6.0
Bank Interest	1.0		1.0

There was an increase of income of £9,672 compared to the previous year, of which about £6,000 came from an increase in CCG funding.

Donations totalled £8,819 including a sum of £3,000 from Saddleworth Women's Institute who made our charity their charity of the year. It, again, includes a substantial amount from our Volunteer Drivers. Interest rates in the year continued to be 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 2016

	2017 £	2016 £	Difference £
Employment Costs	48,374	50,296	-1,922
Drivers Mileage	49,233	47,676	+1,557
Rent and Rates	11,161	9,896	+1,265
Computer and IT	2,555	4,422	-1,867
Telephone	2,869	1,236	+1,663
Heat, Light and Water	103	1,736	-1,663

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 reduced driver availability and location. This has increased the journey mileage needed for a driver to pick up a patient. Rent and Rates shows the impact of a full year in the new office location but now also includes Heat, Light and Water costs. The reduction in governance costs is because, in the previous year, expenses were incurred in the failed bid to purchase the property that was the charity's base. The cost of telephones has increased substantially at the new location, although this year the cost includes £600 telephone redirection costs due to the office move.

The charity has made a surplus of £20,093 compared with last year of £13,110. If the result for the year is related to only the CCG income of £139,406 against the cost of running the service, it shows a CCG contribution to reserves of about £11,000 and about £9,000 from donations giving a total of about £20,000. The income against spend in all the CCG areas the charity serves is closely monitored.

The introduction of, for some staff members, a compulsory staff pension scheme in January 2017 was planned for and introduced without difficulties.

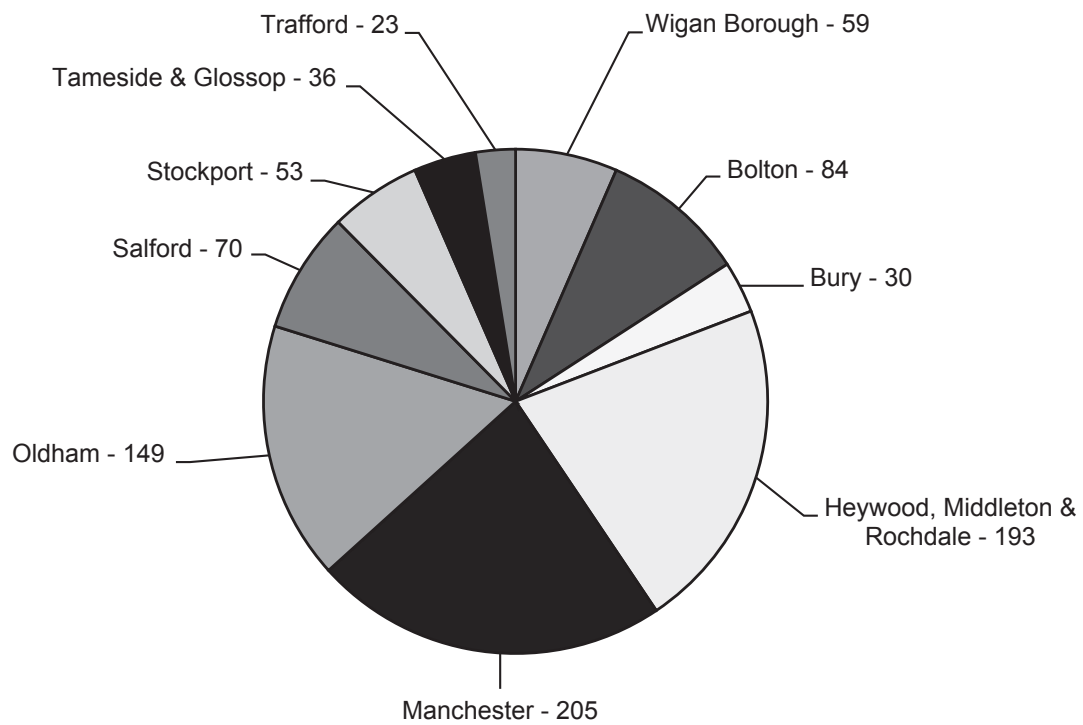
The development of a health strategy for Greater Manchester and its impact on children's services is awaited. The strategy has a requirement to reduce existing NHS costs, currently about £10 billion per year for Greater Manchester, by about £2 billion per year.

John Adams - Treasurer

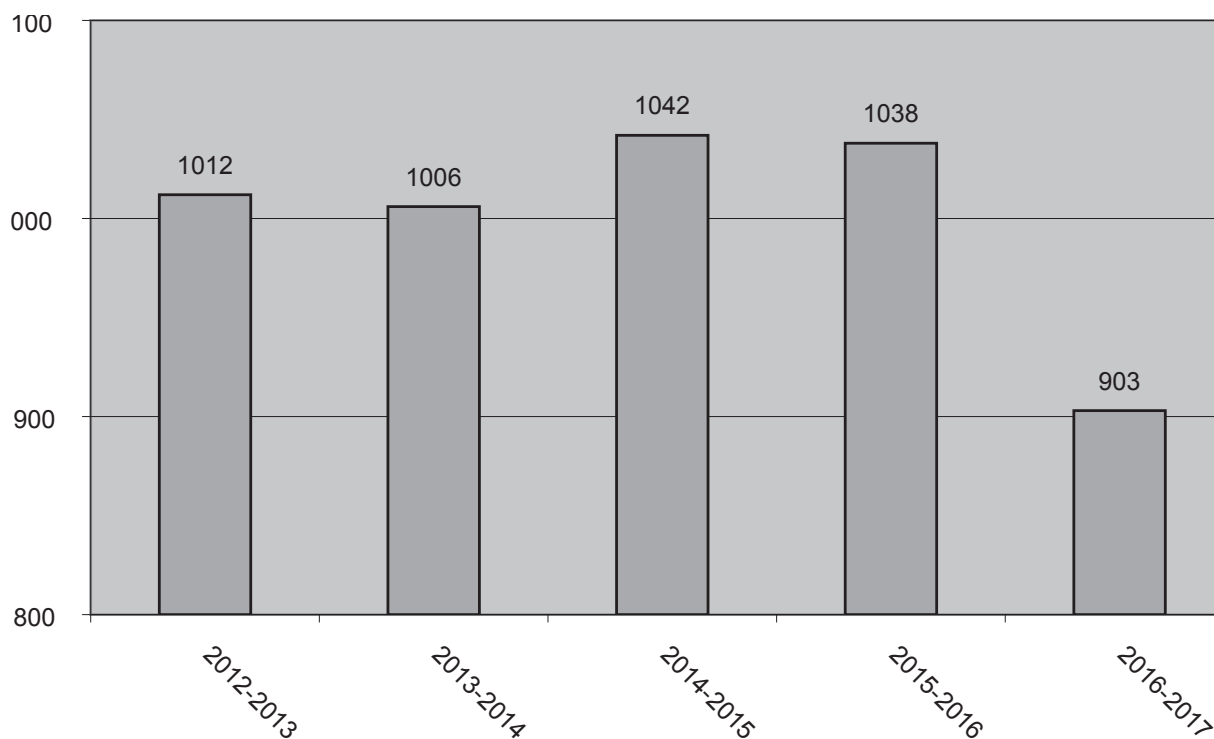
- There was an increase of income of £9,672
- Expenditure has also continued to be well controlled.
- The introduction of compulsory staff pension schemes, will affect the charity from January 2017.

# Activity Statistics

## Number of Children Helped by NHS Clinical Commissioning Group



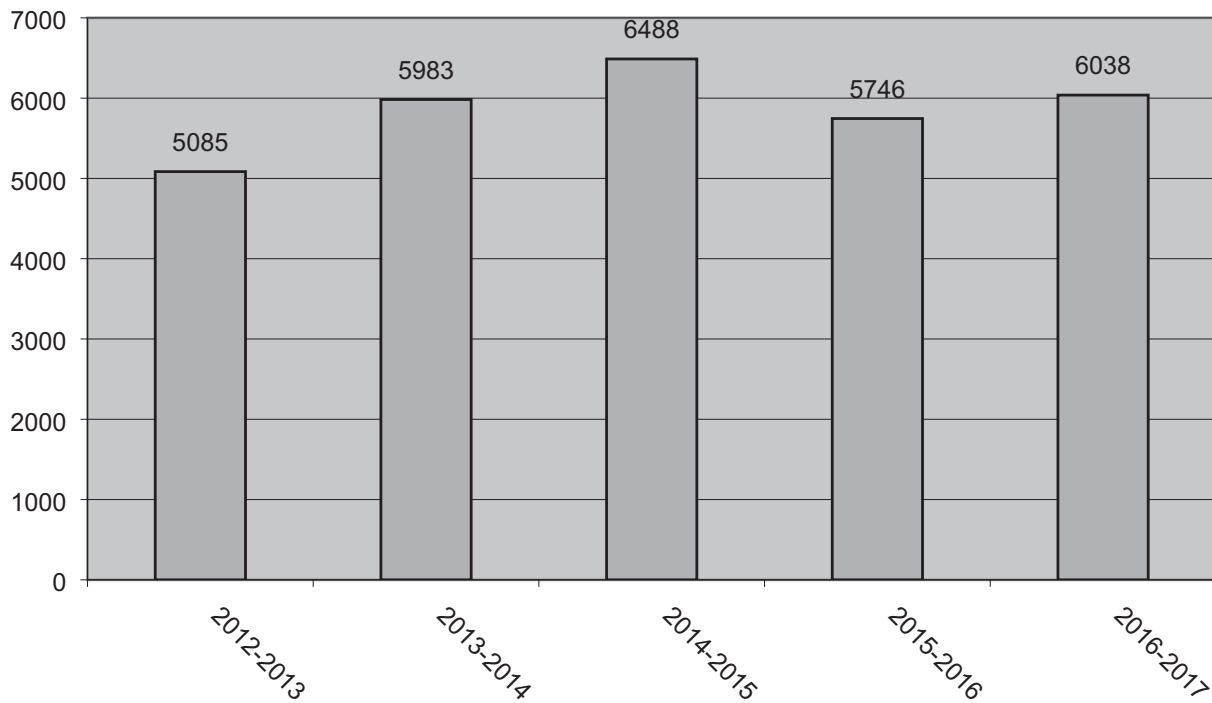
## Number of Children Helped



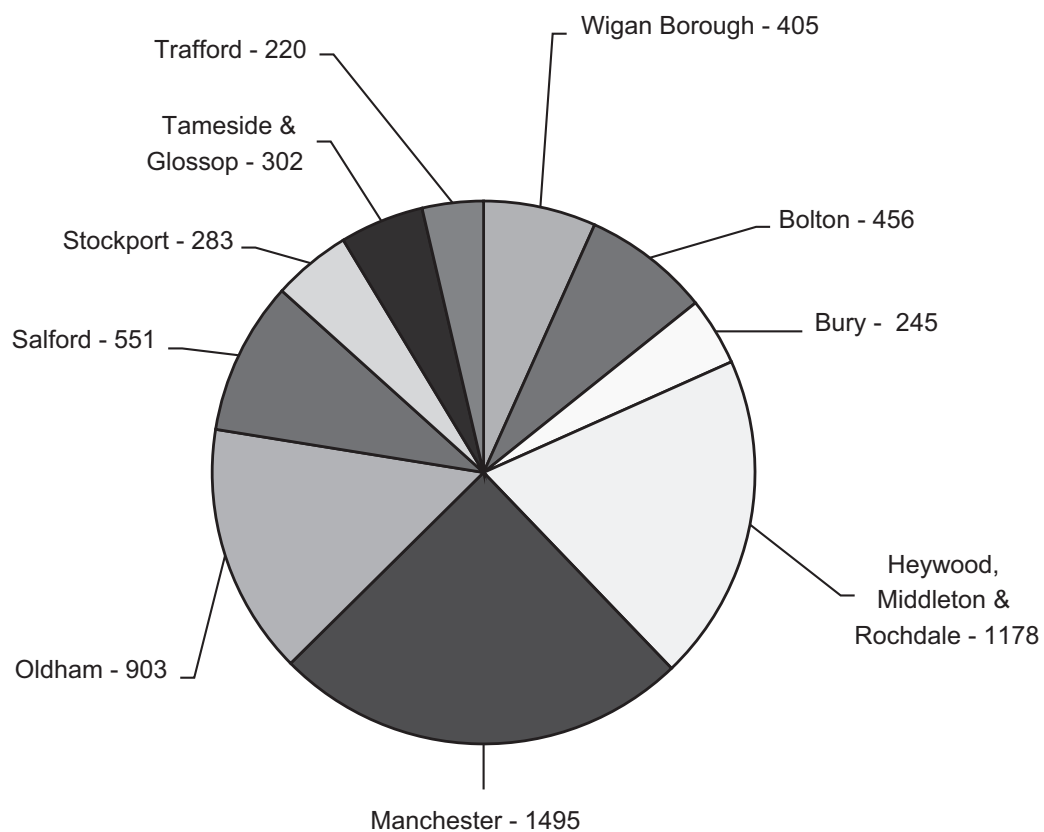


# Activity Statistics cont.

## Number of Trips

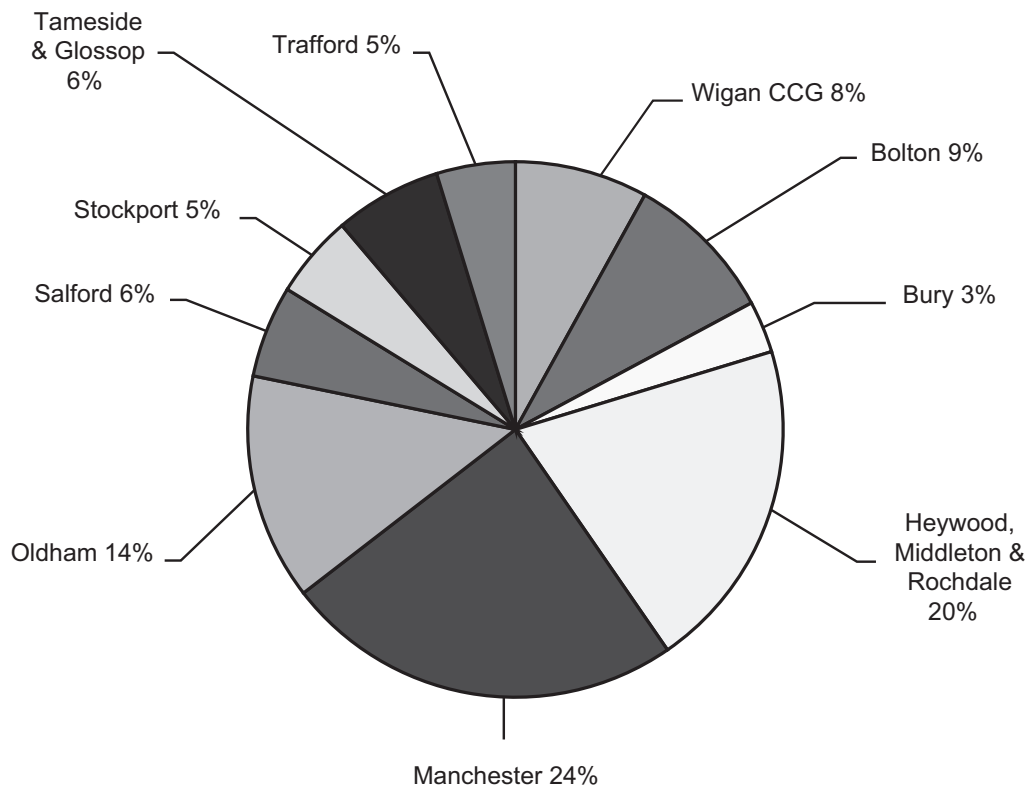


## Number of Trips by NHS Clinical Commissioning Group

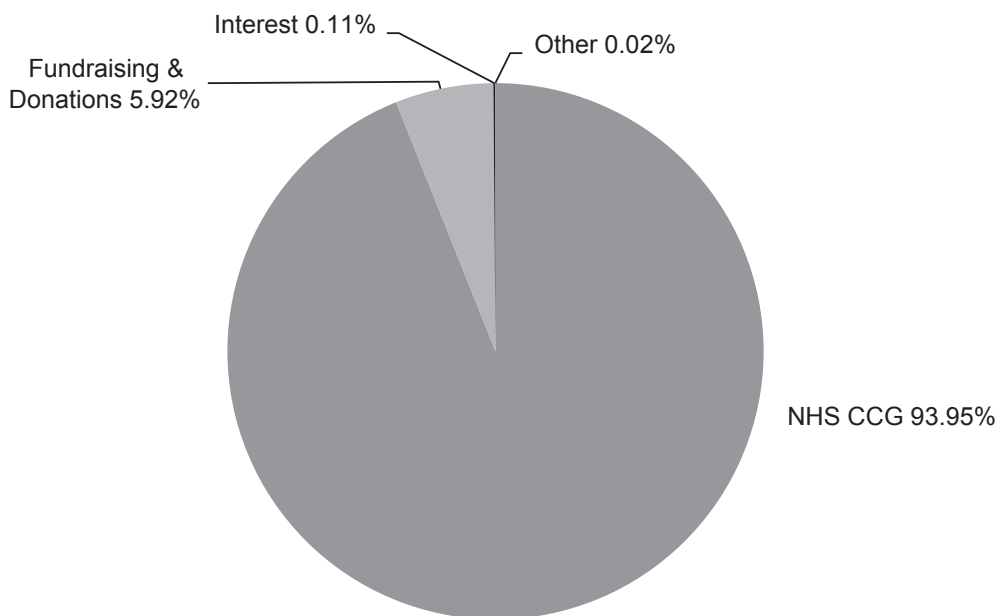


# Activity Statistics cont.

## Income by NHS CCG



## Income %



# Our Thanks To

## Volunteer Drivers:

Bill Blenkhorn	Bob Gregg	Bill Mitchell	David Smithers
Stephen Broadbent	Tony Gregory	Tony Moore	John Unsworth
Daniel Caldon	Roger Harper	Chris Murray	Bernard Ward
John Capstick	Eric Houghton	Ronnie Newbiggin	Garry Ware
Norman Dale	Bernard Kelly	John Parr	Chris Wellings
Denis Edgar	Wayne Kelsey	Rob Porter	Sheila Whitworth
Keith Edwards	Peter Kinsella	Sam Pownell	Christine Williams
Judi Ellis	John Leach	Jimmy Quinn	Trevor Williams
Terry Fenlon	Alan Leyland	Dilip Ratan	Stuart Wilson
Graham Ferguson	Thomas Luke	Norman Robinson	Bill Wood
Kevin Gore	Tony Martin	John & Irene Sagar	Stephen Woolfe
Neil Grayson	Nick May	Sacha Smith	

## Trustee Volunteers

John Adams  
John Sagar  
Gaynor Kershaw  
Pauline Cope  
Eric Houghton  
George Stenson  
Gill Heyworth

## Domestic Volunteer:

Brian Ridgway

## Special Thanks to:

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

## Donors:

Saddleworth Women's Institute  
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John & Irene Sagar  
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Emerge Recycling  
Pupils & Staff of The Blue Coat  
School, Oldham  
Asda Eastlands, Manchester  
Mr & Mrs Szablinskj  
Papa's House  
Ron Williams  
Mr & Mrs Radcliffe  
Bolton Health Visitors  
Sam Pownell  
Bernard Ward  
David Smithers  
Bob Gregg  
Ronnie Newbiggin  
Neil Grayson  
Kevin Gore  
U3A Ukuhalee Band  
(Hale)  
Reddish Wines  
Eric Houghton  
Terry Fenlon  
Nick May  
Bernard Kelly  
Stuart Wilson  
Norman Robinson  
Tony Gregory  
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