



**The Queen's Golden
Jubilee Award**

BAKEWELL & EYAM COMMUNITY TRANSPORT

29th Annual Report 2017

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CHIEF EXECUTIVE'S OVERVIEW

In 2016/17 Bakewell and Eyam Community Transport continued to provide flexible, reliable, caring and safe services for a wide variety of users. Despite the regular reduction in funding the organisation continues to thrive.

Council of Management

The work of the Trustees is invaluable to BECT as they have overall responsibilities for determining policies and ensuring that the finances comply with the Charities Act. Over the last 12 months the Board of Trustees have worked hard to ensure the sustainability of the organisation.

Staff and Volunteers

Within the organisation there are 56 members of staff and over 120 volunteers that continue to work alongside each other demonstrating fantastic team work.

Work

Over the last 12 months we have experienced a cut in funding from Derbyshire County Council to support Dial a Bus. Following Cabinet members decisions, BECT will be without any funding from Derbyshire County council from October 2017. However BECT will be developing shopping services to ensure that local people can access every day facilities such as a post office, bank, shops etc.

The "Cafe Clubs" which have been funded by the "Princes Trust Countryside Fund" were introduced to give elderly and vulnerable people the opportunity to reduce isolation by meeting up.

The next 12 months

The future for Bakewell and Eyam Community Transport will be extremely challenging over the next 12 months due to the cuts to Dial a Bus and Active Travel from October 2017.

Although I am sure we will be facing a challenging year I am confident that with the support of Trustees, staff and volunteers we will succeed. Thank you to all Trustees, staff and volunteers and all those who help us in so many ways. What we do would be impossible without everyone working together as a team.

Edwina Edwards
Chief Executive

WHAT WE DO

Area of Service

B & E C T provides services in the Derbyshire Dales and High Peak which cover from Glossop in the North down to Matlock, Winster and Elton in the South, from Buxton to the West across to the border of the Derbyshire Dales and North East Derbyshire in the East.

A. Review of Services

During 2016/17, the scheme completed over 97,600 passenger journeys covering over 378,000 miles using a fleet of 19 minibuses, a team of volunteer car owner drivers, volunteer minibus drivers, passenger assistants, fundraisers, a team of paid staff and with the support of Voluntary Trustees and Funders.

The organisation makes a valuable contribution to the support and wellbeing of residents in our area. This would not be possible without the goodwill, commitment and support of a large number of people and the co-ordination from the administrative team.

A summary of our activities is below:

Passenger journeys	2016/2017	2015/2016
Dial-a-Bus/Trips	15,986	19,369
Ring & Ride/Dial-a-Ride	4,282	4,353
Group Transport	22,727	27,669
Contracts	54,612	43,550
Total	97,607	94,941

Mileage	2016/2017	2015/2016
Dial-a-Bus/Trips	40,202	55,124
Ring & Ride	58,338	60,204
Group Transport	41,618	45,829
Contracts	225,803	101,245
Community Transport *	11,729	6,746
Volunteer Training **	705	1,568
Total	378,395	270,716

* Community Transport mileage includes maintenance, vehicle servicing, publicity, special events etc.

** Volunteer Training mileage incorporates volunteer driver training and assessment.

B & E C T provides a broad variety of services for the community and aims for the highest possible standards of comfort and safety whilst using resources efficiently.

1. Dial-a-Bus

Dial-a-Bus is a door-to-town shopping service for elderly and/or disabled people. These services give people the opportunity to visit local shopping areas of Alfreton, Bakewell, Buxton, Chesterfield, Whaley Bridge, Chapel en le Frith, Glossop and Matlock, to access essential services. For some villages and hamlets these services are a lifeline to enable people to live independently.

These services are supported through the Derbyshire Concessionary Travel Scheme and Derbyshire Gold Card holders pay a flat return fare of £3. Despite the funding cuts and a withdrawal of services, over 15,000 Dial-a-Bus journeys were provided during the year.

1,800 additional journeys were made by Dial-a-Bus service users on our trips and excursions. B & E C T operated afternoon outings to enjoy the local countryside including tours round the Peak District, local welldressings in Ashford and Tissington and Youghgrave, and the Derwent Valley. The longer trips to various destinations including Llandudno, York, Lincoln, the National Memorial Arboretum and Harrogate were all well supported.

2. Group Transport

Group Transport service is available to local community groups and societies and gives them the opportunity to use the vehicles on an occasional basis for a daytime or evening trip, or on a regular basis for a journey or outing each week or month.

In order to use the minibuses, groups 'share' our minibus permit by affiliation to the scheme. The transport charge itself is calculated according to the estimated duration and length of the journey. This is reviewed frequently due to the changes in cost of fuel, insurance, maintenance, tax etc.

Overall, we have completed over 22,000 Group Transport passenger journeys and travelled over 41,000 miles on behalf of many different organisations for various activities during the past year. Our Group Transport users include luncheon clubs, churches, schools, disabled support groups, Cubs, Scouts, Brownies and Guides.

3. Ring & Ride

Ring & Ride services are delivered either using the schemes own vehicles or by volunteers using their own cars via the Car Scheme. Ring & Ride services are supported by funding from the North Derbyshire Clinical Commissioning Group and the County Council with the aim of promoting aCTive travel.

Ring & Ride is a door-to-door service which we operate for individual journeys as opposed to the scheduled or semi-scheduled services and group travel options which form the majority of our work. This service is available to all residents in our area of service who have difficulty in accessing essential services, appointments and respite care or day care facilities.

The overall aim of the service is to provide a high quality, caring, and responsive transport option, which will enhance the lifestyles of people suffering from the effects of transport isolation.

A majority of journeys are fulfilled by local car owners who volunteer their time to assist people who experience difficulty in accessing transport, due to a variety of reasons including medical and personal. These volunteers not only drive but also provide support to all our passengers. For individuals who find it difficult to get into a car and need to use the accessibility features of the buses, the organisation operates smaller wheelchair accessible minibuses.

During 2016/17, over 4,200 Ring & Ride journeys were made.

Although the funding is being reduced, the service continues to develop and responds to the changing needs of passengers - increasingly in the area of access to non emergency medical appointments; and, due to magnificent volunteer support, is able to continue to provide a caring supportive service for those with a transport need.

B. Vehicles

B & E C T operated nineteen vehicles, all in daily service use.

The fleet is Mercedes Sprinter and Vario derived and meets the Euro IV standard as a minimum. Vehicles are subject to seven-weekly safety inspections to ensure that our emissions and fuel use meet acceptable levels and that the vehicles are roadworthy.

C Volunteers

Bakewell & Eyam Community Transport relies heavily on, and is extremely grateful for, the support of over 100 Volunteers. The majority of these give their time and services as drivers for the organisation, either as a Volunteer Bus Driver or by offering both their driving skills and use of their vehicle for the Car Scheme.

Our volunteer car and bus drivers helped 13,500 passengers and drove over 70,000 miles on our behalf. Alongside these driving volunteers we are fortunate to have help from 6 Volunteer Passenger Assistants, plus our Management Trustees all hold office in a voluntary capacity. In the reporting period we welcomed new volunteers from Flagg, Great Longstone, Youlgreave, Hope, Calver and Bakewell

The service supplied by volunteers for B & ECT is invaluable. Without the massive contribution B & ECT would not be able to deliver the transport services that are available.

D Fundraising

The amount of fundraising that has been achieved continues to increase to £11,675 thanks to the tremendous support from staff and volunteers. The events included a summer raffle, market stall, vintage tractor event, Haddon Hall events, fashion show, lantern walk and coffee morning.

E Book End

Book End continues to grow from strength to strength. In the summer the shop will average over £600 per week although it is a lot less than this in the winter.

Although the property was sold to Rajah's BECT will continue to lease the building for a minimum of 2 years.

The excellent team of volunteers continue to show energy, imagination and enthusiasm for the bookshop. The book shop would like to recruit more volunteers as this would allow for more opening times during the summer in particular.

The book sales run by Sandra Naylor in the Town Hall on an ad hoc basis bring in much needed income and help broaden the awareness of the shop. There have also been stalls at various events with differing amounts of success which have all helped to highlight the awareness of Book End and BECT.

Throughout the year Book End have run several different offers to attract customers and also move on stock where there have been an accumulation of too much of any one topic. The majority of these have been very successful. We still get new walking books which attract customers and sell well in the season.

Book End continues to receive positive comments from customers on the lay out, breadth of content and helpfulness of staff. People like the feeling of space and the fact that it is laid out in an orderly manner.

Lastly as well as our wonderful shop volunteers and sorting team at GL thanks should go to 2 other people – Pat Howard who does the regular run between the shop and the depot but also goes out to collect donations, this can include packing the books in boxes prior to taking them in which he does with good will and patience. Secondly Geoff Dalton, the odd job man, who fixes shelves and any other jobs which need doing in the shop as well collecting donations occasionally.

Lastly a tribute to Malcolm Ely who died earlier this year, he helped out when Book End had electrical problems and as well as donating his time also paid for other items such as the Christmas tree outside the shop.

HEALTH AND SAFETY -

The health, safety and welfare of BECT's staff, volunteers, clients and the wider public community who are affected by our activities, remains the primary concern of the organisation. To this important end, we continue to take our responsibilities actively and diligently. The level of commitment to health and safety remains strong, as evidenced by the time and resources allocated to managing the risks.

The Health and Safety Advisory Group forms an important means of focussing management and staff attention onto the function. It continues to meet quarterly and this year it has widened its representation to include drivers and passenger assistants. The Group considers both where we are, in terms of effectiveness of current systems and procedures, as well as where we are going, considering improvements to how we operate safely and setting targets for the future.

All necessary mandatory and non-mandatory training is up to date, despite shortages of staff occasionally meaning training must be cancelled or postponed to a more suitable time. We provide staff with sufficient information and training to make balanced decisions when considering risks such as manual handling, as well as issues such as safeguarding. The year has seen the final development and introduction of the CTX management system which aims to improve the management of transport and staffing resources. Its impact on health and safety will be a positive one allowing us, for example, to plan and monitor future training and development needs.

The level of accidents and incidents reported and recorded during the year remains roughly in line with last year, even though passenger mileage has increased. All incidents recorded are followed up with any necessary remedial action to prevent recurrence. There were no RIDDOR reportable incidents during the year.

Ultimately the health and safety of all those affected by what we do relies upon not adherence to law and codes of practice, which of course sets our standards, but upon the attitudes and behaviour of our staff and volunteers and the way they operate as a team, exchanging information and experience for the benefit of those we support. The personal commitments made by those who work for us at all levels will continue to determine how well we operate safely.

Stephen Elliott CMIOSH