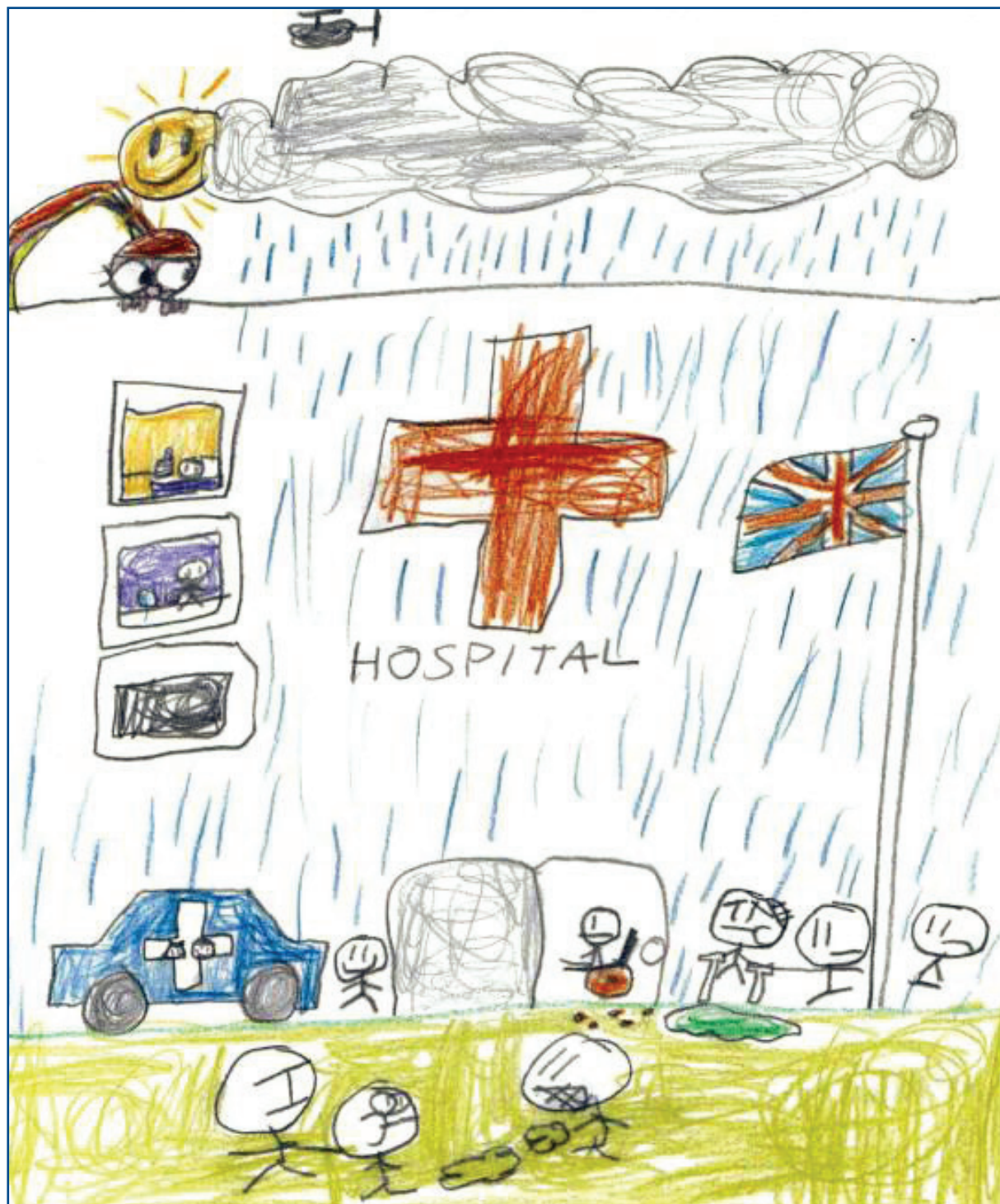


# ANNUAL REPORT 2013 - 2014



Artwork by Shea, age: 8, Class 9, Pictor School, Timperley

## 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:

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Williamson St

Reddish

Stockport

SK5 6AA

Telephone 0161 432 7800

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Web: [www.transportforsickchildren.org](http://www.transportforsickchildren.org)

## **Directors**

**Chair** John Sagar

**Treasurer** John Adams

**Company Secretary** John Adams

Gaynor Kershaw

Pauline Cope

Eric Houghton

## **Staff**

### **Transport Organisers**

Judith Oxley

Jacqui Meadows

Jo Senior – until June 2013

Jonathan Lambert – until March 2014

### **Administrator**

Anna Burns

### **Volunteer Support Worker**

George Stenson

# Chairman's Report



- We celebrate 20 years as an independent charity
- Mileage driven by our drivers is up some 25%
- As always I must recognise the dedication of our volunteer drivers

This year appears to be one of celebration or commemoration for a number of events. For Transport we celebrate 20 years as an independent charity, finally parting amicably, from Action for Sick Children in 1994.

The good news this year is that we have been able to suspend the quota system. A decision well received by all but especially our Transport Organisers. Unfortunately this does not mean that all the CCGs are “paying their way” but reserves have recovered sufficiently for us to subsidise the odd one or two, at least for a period.

This year the number of children helped is down slightly, 1,006 against 1,012 for last year but the number of trips is up by almost 20% at 5,983 compared to 5,079, whilst the mileage driven by our drivers is up some 25% from 100,313 to 125,138. The Charity continues to record impressively low levels of “wasted” trips, the equivalent of hospital DNA statistics, typically less than 5%, compared to the NHS average of 45% for children’s appointments.

Most of the trips our drivers undertake are to the Manchester Royal Children’s Hospital or trips to local clinics and the various special units located in other hospitals in the Greater Manchester Area. We continue to serve families with children who need to attend appointments at Alder Hey Children’s Hospital, Birmingham Children’s Hospital, St. James’ Leeds, Bradford Cochlear Implant Centre, and have recently added Newcastle-upon-Tyne to our list of destinations served.

The new “Healthier Together” strategy, which was expected to be revealed in 2013 is beginning to emerge, any proposals affecting the treatment of children may well have consequences for the Charity.

The challenges for 2014/15 will be to continue to meet the demands of those CCG’s which fully fund our work and to persuade those which do not, to increase their level of support to help families in need attend health appointments.

As always I must recognise the dedication of our volunteer drivers for all the time they give so cheerfully in providing a much needed service to so many children and their families. My thanks to my fellow Directors/Trustees for giving their time and expertise to keep the Charity working so well. Not least, a well-earned “thank you” to our staff for all their hard work, gently persuading the drivers, clarifying “less than clear” requests, reminding referrers that our drivers only have family cars and most important, preparing the business case for the CCGs to continue their financial support.

We look forward to another year serving the neediest families in our community.

John Sagar – Chairman

## Why we do what we do

“Your service has enabled children to attend important orthotics clinic appointments in situations where parents or carers are unable to drive. The volunteers help to reduce absence from school that would occur if the families had to use public transport and take their children to appointments during school times.”

### **Community Physiotherapist, Lancasterian School Therapy Unit, Manchester**

“This service is a vital contribution to the families on our caseload. The office staff are so helpful and often arrange transport at the last minute. The drivers receive positive feedback from the families and our service relies heavily on this service – it is superb”

### **Amanda Maddison, Health Visitor, Integrated Care Centre, Oldham**

“Transport For Sick Children is a fantastic charity that provides vital support for children with complex needs and their families. Staff are always friendly and eager to help. Without this service many children would struggle to access treatment and appointments: services would have more problems with non-attendance and families would experience additional financial pressures.”

### **Amy Richards, Gorton Therapy Centre, Manchester**

“One of my families have been really thankful for all the transport provided. The child has special needs and requires numerous hospital appointments. The hospital appointments are essential to make sure the child is getting the right care and attention to help him reach his full potential. Without transport the family would have really struggled to get to the appointments and some would have been missed, which would have been detrimental to the child.”

### **Kathy Crewe, Health Visitor, Reddish, Stockport**

“Transport For Sick Children provide a valuable service to the children and young people of Manchester enabling them to attend their hospital and out-patient clinic appointments. They regularly provide transport for children and young people to attend orthotic clinic appointments where they attend for provision of specialist footwear and/or splints which is part of their overall physiotherapy management. All staff, including admin staff and drivers are always very helpful and accommodating, sometimes providing transport at very short notice.

May I take this opportunity to thank all the people involved who give up their time voluntarily for such a worthwhile cause.”

### **Mrs. Daryl Wagstaff, Community Physiotherapist, Manchester**

“Transport For Sick Children is a valuable service which the school Nursing Team has accessed on many occasions. Without this service some of our families would find it very difficult to attend hospital appointments due to not having their own transport.”

### **Johanna Collins, School Health Assistant, Irlam**

## Why we do what we do

“This is an invaluable service for the children and families within my case load. The families have multiple hospital appointments and the service means the difference between attending or not. The drivers and phone staff are always courteous and polite.”

**Sally Dever, Service Lead, Children & Young Peoples Therapy, Manchester**

“Over the past four years I’ve referred many families to TFSC who would otherwise struggle to get their disabled children to hospital appointments. Many of our children have complex medical needs or behaviour which makes travelling on public transport extremely challenging. They may be wheelchair users, or carrying medical equipment such as oxygen. For parents, knowing that they can rely on a volunteer driver to take them to and from an appointment takes a lot of stress out of the whole experience. TFSC office staff and volunteer drivers have always gone out of their way to make sure our families receive an excellent service and I know they are very grateful for this.”

**Catherine Shorrocks, Outreach and Family Support Worker, Manchester**

“Without the support of your drivers the vulnerable families would not be able to access hospital services easily, which would have a definite impact on the future health of the next generation. Your service is an investment in the health of future generations.”

**Sue Hall, Health Visitor, Milnrow, Rochdale**



“My daughter Rachael suffers from a rare form of brittle bone disease. Since the age of 3 years old she was able to use Patient Transport – but then we were told she no longer qualified to use the service. I have been using Transport For Sick Children ever since. Rachael uses the service often and they are a godsend to us as we don’t drive, Rachael is often in a plaster cast and can’t walk very far.

She needs treatment at Royal Manchester Children’s Hospital where she has infusions and is poorly afterwards. Transport For Sick Children are a very reliable and caring service. The drivers are very kind and helpful – without the service we would be stuck to get to hospital appointments.”

**Rachael Goulding, mum & dad, service user, Rochdale**



# Transport for Sick Children Relies on Volunteers

## Our Volunteers - Ronnie Newbiggin

Ronnie is the longest serving of our volunteers, starting in 1995. He has witnessed the growth of the Charity from its earliest beginnings in Romiley, through sharing accommodation with 'Ring & Ride' to our current location in Reddish, Stockport. Ronnie takes great pride in his car but his dedication to helping children has influenced his choice of a 7 seat car. Ronnie wanted to use his time to benefit others when he finished work in 1995 and was asked 'why not become a volunteer driver?' This appealed to Ronnie as it combine his love of driving and a worthy cause. Since then Ronnie has taken over 1.100 children on 7,000 journeys, driving 146,000 miles in the process. The enjoyment he has received 'is worth every mile'. He took one little girl 'Sophie' who needed regular treatment for cystic fibrosis and Sophie's mum said "...I have no idea what we would have done if Transport for Sick Children were not around...we've made a wonderful friend in our driver Ronnie."



## Our Volunteers - Bill Mitchell

Bill is another of our long serving volunteers and covers the Tameside & Glossop area. Whilst most journeys are to the Royal Manchester Children's Hospital, he has been a regular visitor to Alder Hey in Liverpool and St. James's in Leeds. He always has a ready smile when meeting his charges and puts the child and mum at ease during what could be a long journey. They arrive relaxed at hospital and ready to receive sometimes very unpleasant treatment. Bill has seen many changes during his time and remembers the days of Booth Hall and Pendlebury Hospitals saying the roads to them were always 'choked' with traffic.

## Our Volunteers - Sheila Whitworth

Sheila is one of our few female drivers. She has combined part time work with volunteering but always makes time to take disadvantaged children to health appointments. She delights in the health progress made by the children and has seen many children develop over her time as a volunteer. What Sheila enjoys best is driving and the in car conversations with either child or mum en-route to the hospital. Her worst experience was when her passengers were not talkative and chose to ignore her. The only thing she could do was to count the sets of traffic lights on the journey – there were fifty six each way! Thankfully those occasions are rare and outweighed by the many times she has conversed with people of different creeds cultures and back grounds.



# Treasurer's Report



Incoming Resources totalled £128,391 (last year £120,041) in the twelve months to 31st March 2014. The sources of income were as follows:

	2013	%	2012
PCT's	94.9		89.0
Donations/Fundraising	3.8		8.9
Bank Interest	1.2		1.9
Miscellaneous	0.1		0.2
	100.0		100.0

There was an increase of income of about £8,350. The changes compared with the previous year are:

PCT's	+15,101
Donations/Fundraising	-9,292
Interest	+23

- There was an increase of income
- Expenditure has continued to be well controlled.
- The charity will continue to operate within the limits of the funding provided

Income from the CCG's was up due to increase in the contribution from most of the newly formed Clinical Commissioning Groups. Early submissions of well-prepared business plans, to the 12 CCG's, resulted in a positive response. 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.

The quota system, where each of the PCT'S/CCG'S received a service in line with the funding provided, was discontinued during the year.

Expenditure has continued to be well controlled.

Employment costs have held steady. The increase in Driver's Mileage is a reflection of a shortage of drivers. This has meant that drivers have had to travel further to pick up and transport children. The complete removal of quotas has also allowed an increase in activity in specific areas without affecting overall performance. Computer and IT costs have increased because of the need to have a maintenance contract in place and the need to have good back up.

The charity has therefore made a surplus of £3,284 compared with last year of £11,605. While the income has increased; the funding is being used to good effect, as the result for the year is close to break- even.

The change, at 1st April 2013 from Primary Care Trusts (PCT) based funding to Clinical Commissioning Group (CCG) funding, has been a successful one for the charity. Good relationships have been established with the commissioners involved.

The charity will continue to operate within the limits of the funding provided. The charity will benefit in the next financial year from a reduction in National Insurance charges applicable to small companies and this is planned to be invested against the introduction of compulsory pension schemes, which will affect the charity, in 2017.

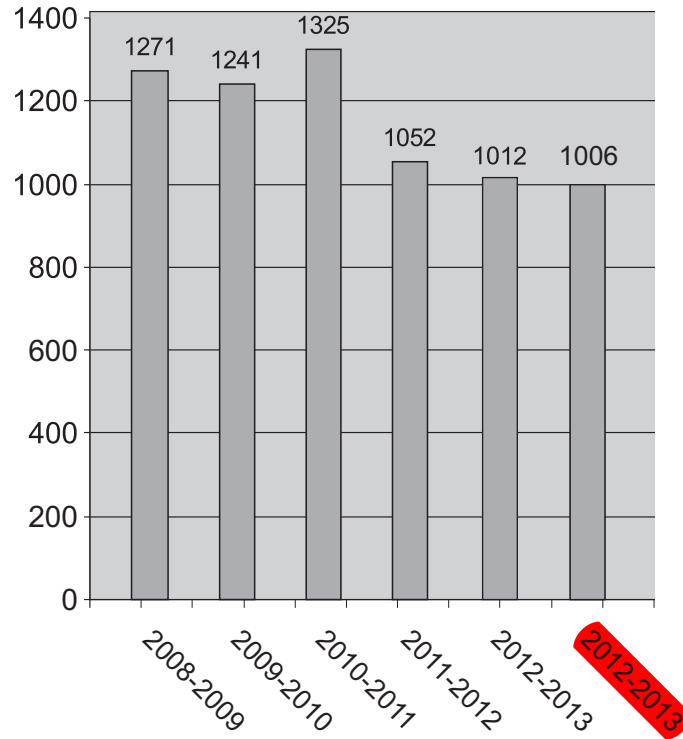
The new strategy "Healthier Together", covering the whole of Greater Manchester, which was expected to be introduced in 2013, is beginning to surface, but, as last year, no proposals related to this are in the public domain at the time of this report. Any proposed changes for the treatment of children could have an impact on transport requirements e.g. currently in England only one hospital in five serves children, implying children need to travel further for treatment

Liaison meetings with Health Visitors have continued throughout the year. The effort made to increase activity in Salford last year continued into the current year. The charity continues to strive to increase activity in the deprived areas.

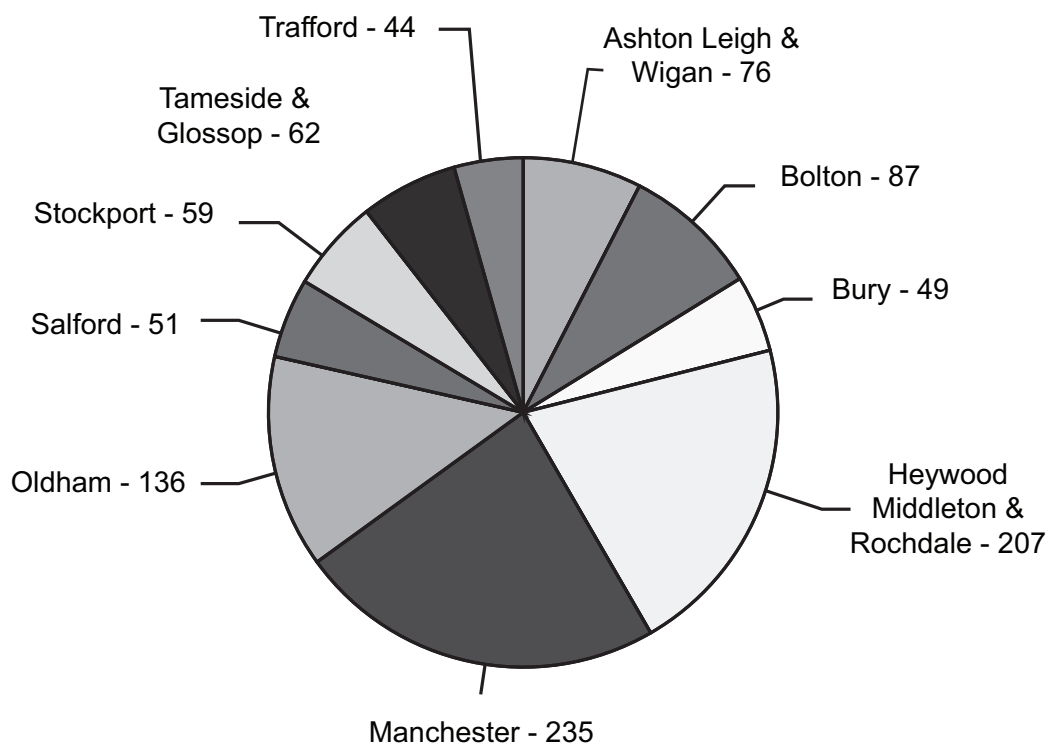
John Adams - Treasurer

# Activity Statistics

## Number of Children Helped



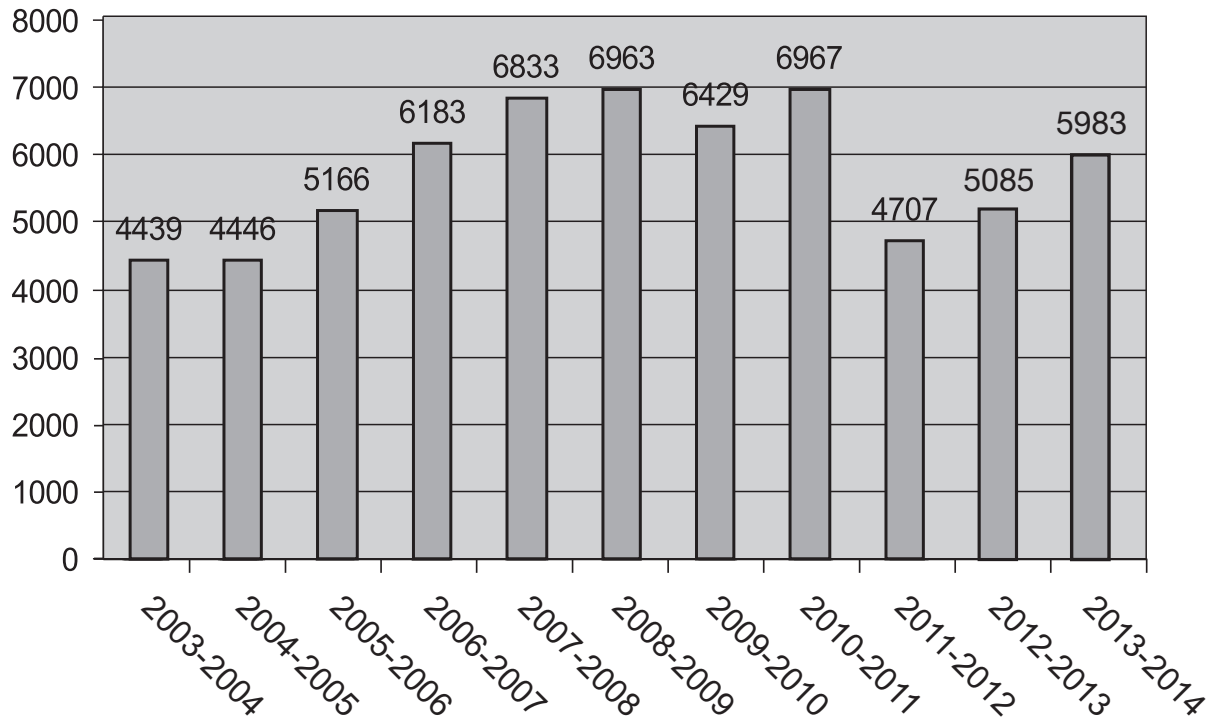
## Number of Children Helped by NHS Clinical Commissioning Group



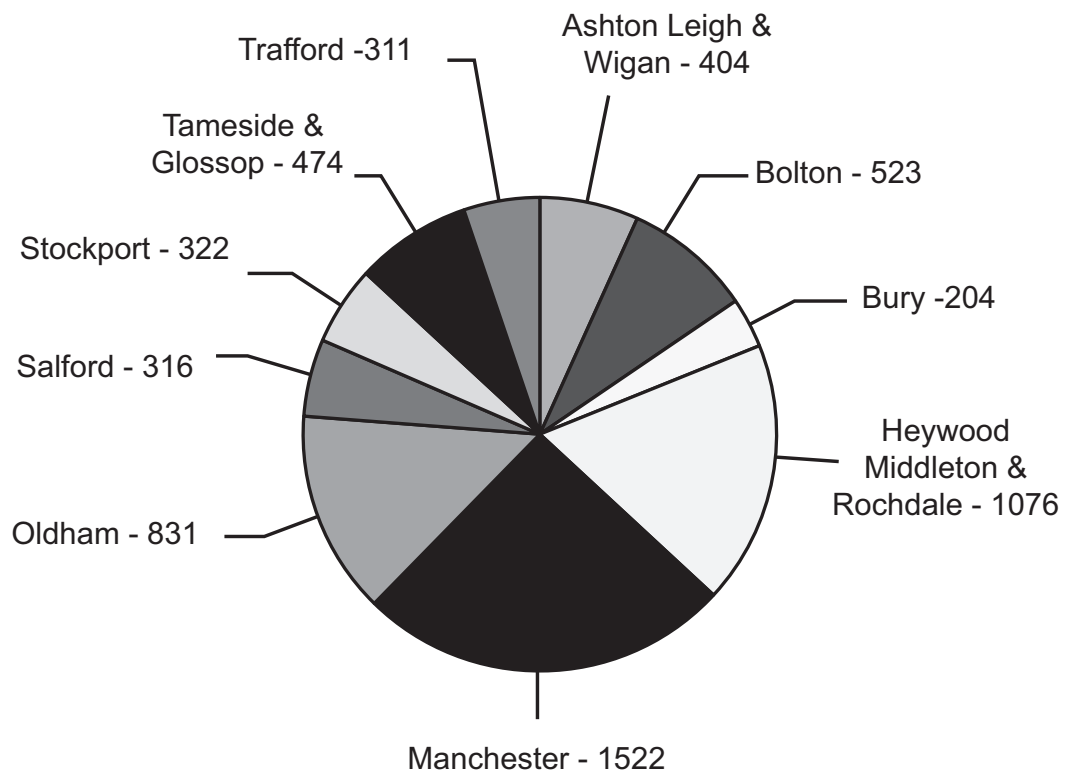


# Activity Statistics cont.

## Number of Trips

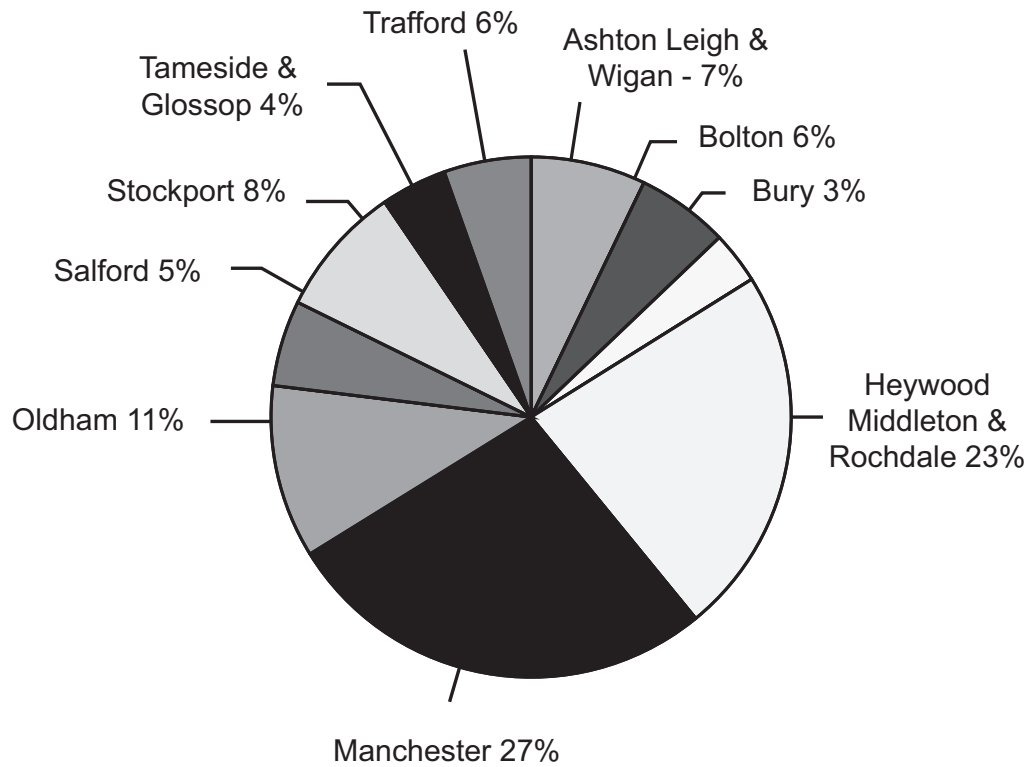


## Number of Trips by NHS Clinical Commissioning Group

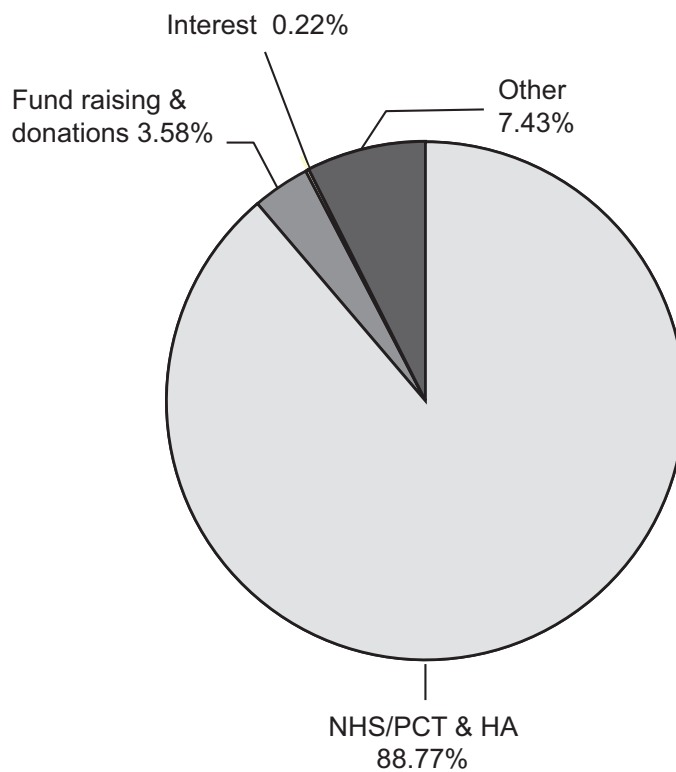


# Activity Statistics cont.

## Income by NHS Clinical Commissioning Group



## Income %



# OurThanks To

## Volunteer Drivers:

Mark Allcock  
Stewart Bale  
Alan Berry  
Tom Bevan  
Bill Blenkhorn  
Colin Bradburn  
Ian Cammack  
John Capstick  
Denis Edgar  
Bernard Fawley

Tony Gregory  
Roger Harper  
Eric Houghton  
Wayne Kelsey  
Tony Loftus  
William Mitchell  
Tony Moore  
Chris Murray  
Ronnie Newbiggin  
Rob Porter

Norman Robinson  
Irene Sagar  
John Sagar  
Alan Smith  
Bernard Ward  
John Whittaker  
Sheila Whitworth  
Stuart Williams  
Stuart Wilson  
Jane Woodward

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## Trustee Volunteers

John Adams  
John Sagar  
Gaynor Kershaw  
Pauline Cope  
Eric Houghton

## Other Volunteer:

Brian Ridgway

## Donors:

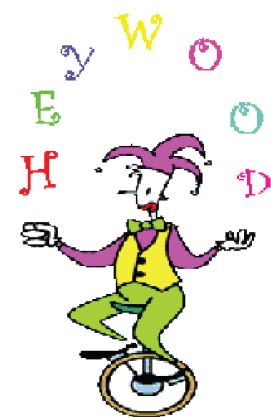
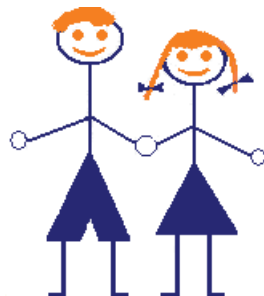
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Bernard Ward  
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John & Irene Sagar  
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Richard Groome  
Carol Bagnall  
Sarah Drake  
Mrs Y Kinder  
John Whittaker  
Sheila Whitworth  
Stuart Wilson  
Stewart Bale  
Alan Berry  
Tony Loftus

Thanks to just some of our supporters



**ETPS**

Electro-Test (PAT) Services Ltd



Heywood  
Charities Fete Committee

**Pictor School**