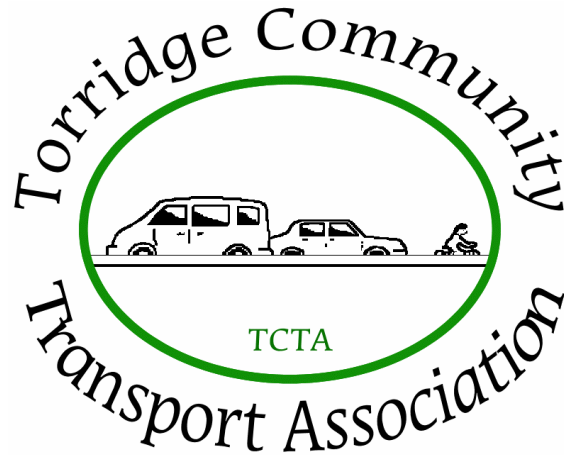


Torrige Community Transport Association Ltd



ANNUAL REPORT 2006 - 2007



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TRUSTEES' ANNUAL REPORT – 2006-2007

It is with confidence that we report to you on the activities of Torridge Community Transport Association Ltd (TCTA), a Not for Profit company, over the 2006 – 2007 year.

These are the first set of accounts of TCTA to be prepared by Thomas Westcott, Chartered Accountants, of Bideford in succession to Glover Stanbury. We must thank Thomas Westcott for their advice and support to TCTA in the transition between practices and their commitment to help us with these accounts. We commend the accounts of TCTA to you for acceptance.

The 2006-2007 financial year was a year of continued stability and severe cost reductions. We are able to report that the financial position of TCTA is more robust at present than has been the case for some time. We will strive to ensure the financial stability of TCTA in the coming years.

The level of staffing was relatively unchanged during the year with Val Hartshorn and John Conniss joining. We also had the valuable volunteer assistance of Cathy Bancroft on one day a week in the office. Although seeming repetitious, we once again genuinely congratulate Duncan Goodman, Jane Williams, Maureen Biddulph, and Bob Jasper and our new staff for their sterling efforts. TCTA could not operate without the joint actions of you all.

The year has been one of continuity in our core activities. The principle activities continue to be the Volunteer Car Service (VCS) and the Ring and Ride (R&R) service with the latter covering the whole of the north of the TDC area (except Lundy!!). We did start to feel the impact of the decision by Devon Health Authorities in withdrawing the 'Voluntary' Ambulance Car Service for patients. This will be reported in depth in the next financial year 2007 – 2008 when the known impact will be formidable for both staff and finances.

TCTA relies extensively on volunteers for its core activities (VCS & R&R), and we speak on behalf of all our passengers and users in offering them our sincere thanks for their huge effort. Without your care, attention and commitment to TCTA there would be no VCS or R&R service.

We are grateful to our funders which include The National Lottery, The Countryside Agency, Devon County Council, Bideford Bridge Trust, Bideford Town Council, North Devon Primary Care Trust, and many other funders listed fully in the accounts, as well as in excess of £1000 raised by our own passengers.

We thank all our volunteers and helpers once more; our excellent and committed staff as ever; the loyal TCTA Committee; and all our partners and funders. We continue to maintain links with adjoining and Devonwide CTA's to try and form a cohesive and 'joined-up' service across Devon.

In conclusion (1) The Trustees are willing to continue as such for the following year; (2) The two directors of TCTA Ltd, Roger J Heffer and R Bezzina, are also willing to continue as such for the following year; and (3) As regards the TCTA committee the Trustees and Directors are willing to continue in any position the Committee may wish.

Roger J Heffer

On behalf of the TCTA Trustees:- R J Heffer (Hon Chairman), R Bezzina (Hon Vice-Chairman), D Milner (Hon Secretary) and J Birch (Hon Treasurer)

CO-ORDINATOR'S ANNUAL REPORT– 2006-2007

It's been a very good year. We have seen a huge increase in our passengers, our journeys and our volunteer numbers. We have also seen the start of a new project within the organisation, the Torridge Transport Accessibility Project, and we have seen an improvement in our finances over last year.

On the staff front we have welcomed Val Hartshorn as our new Transport Booking Co-Ordinator. Val started with us in September and quickly became part of the Torridge CTA team.

The end of October saw the end of the Big Lottery Fund grant for Jane Williams, our Development Worker, who completed some excellent work in increasing the uptake and availability of Community Transport in our area. She was also instrumental in the creation of the Devon-wide Wheels to Work moped loan scheme.

Jane's skills and experience were not lost, as we were approached by Devon County Council to host a project looking at access to services in Torridge. This new project started in November, with Jane as it's project worker, and is initially for 20 months.

The other highlight of the year has been the huge increase in our core activity. Our passenger journeys have increased by 34% in the year, our registered passengers are fast approaching the thousand mark, and we now have 69 volunteer drivers.

Our whole reason for being is to provide transport to those with no other viable alternative, and to thereby address social exclusion. Put more simply we aim to maintain and improve the quality of life, wellbeing, equality of opportunity and the independence of our passengers. Such a large leap in our statistics shows we are doing just that.

My thanks go to our funders, who make our work possible, and to our [now] many volunteers, either as drivers, trustees, or general support volunteers, who make our organisation what it is.

I look forward to another year of continued growth in our activities.

Duncan Goodman
Co-Ordinator
September 2007

DEVELOPMENT/ACCESSIBILITY WORKER REPORT – 2006-2007

1. Devon Wheels to Work (W2W)

- The Devon-wide scheme has been set up as a Community Interest Company.
- The Management Board is in place.
- Funding from Devon Renaissance and Devon County Council is in place.
- Max Jowett is in post as manager and is working towards the launch of the scheme.

2. General Funding

- A total in excess of £10,000 has been raised this year through small funding bids to Trust Funds, Parish Councils and local organisations including the Lions Club.

3. Other Projects

- A lottery bid has been submitted for £187,000 to fund a Development/Sustainability Worker for 5 years.
- A Drivers forum has been set up as an opportunity for our volunteer drivers to discuss and exchange ideas with the staff of TCTA.

4. Torridge Accessibility Project

- Funding for the Development Worker Post ran out at the end of October 2006
- Devon County Council offered Torridge Community Transport Association the opportunity for their Development Worker to take on the role of improving access to services in rural Torridge in response to an Accessibility Plan drawn up by DCC and agreed by the Torridge Together LSP.
- This offer was accepted and the role taken on from 1 November 2006.
- The work to date has involved publicising the role and analysing the Accessibility Plan from a transport perspective and in conjunction with parish plans and appraisals which have been and are being developed throughout Rural Torridge.

Jane Williams

Development Worker

21 August 2007

TCTA SERVICES & STATISTICS

TCTA aims to promote social inclusion and equality of opportunity through the provision of community transport services, and to work with individuals, groups and communities to investigate and address transport need.

Despite the common misconception, potential users of our services do not need to be elderly or disabled, but merely need to have no other viable form of transport at the time that they need to travel. Having said that, a large proportion of our passengers are either older and or have mobility difficulties.

Overall Journeys

- 2005/6 = **4120** passenger journeys
- 2006/7 = **5357** passenger journeys
- = **30.00%** increase in passenger journeys for 2006/7 over 2005/6

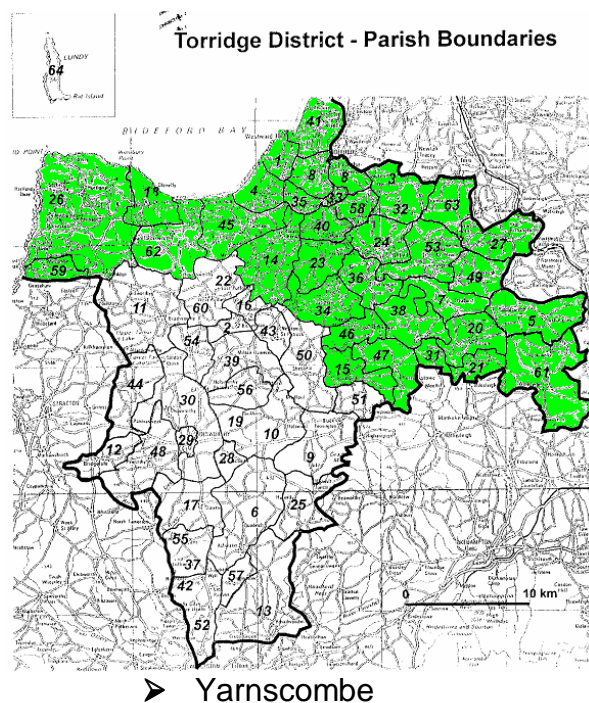
TCTA provides the following services;

- A Voluntary Car Service
- A Ring & Ride Minibus Service
- A Passenger Excursion Club
- Community Group Minibus Hire

Area covered;

The Ring & Ride service is offered to 36 parishes in the north of Torridge;

- | | |
|--------------------|-------------------|
| ➤ Abbotsham | ➤ Langtree |
| ➤ Alverdiscott | ➤ Little |
| ➤ Alwington | ➤ Torrington |
| ➤ Ashreigney | ➤ Roborough |
| ➤ Beaford | ➤ Littleham |
| ➤ Bideford | ➤ Lundy |
| ➤ Buckland Brewer | ➤ Merton |
| ➤ East Putford | ➤ Monkleigh |
| ➤ Filleigh | ➤ Northam |
| ➤ Clovelly | ➤ Parkham |
| ➤ Dolton | ➤ Peters |
| ➤ Dowland | ➤ Marland |
| ➤ Frithelstock | ➤ Petrockstowe |
| ➤ Great Torrington | ➤ St Giles In The |
| ➤ Hartland | ➤ Wood |
| ➤ High Bickington | ➤ Weare Giffard |
| ➤ Huish | ➤ Welcombe |
| ➤ Huntshaw | ➤ Winkleigh |
| ➤ Landcross | ➤ Woolsery |



The Voluntary Car Service also covers this area, and is also offered to an extra 14 parishes, making a total of 52 parishes in all.

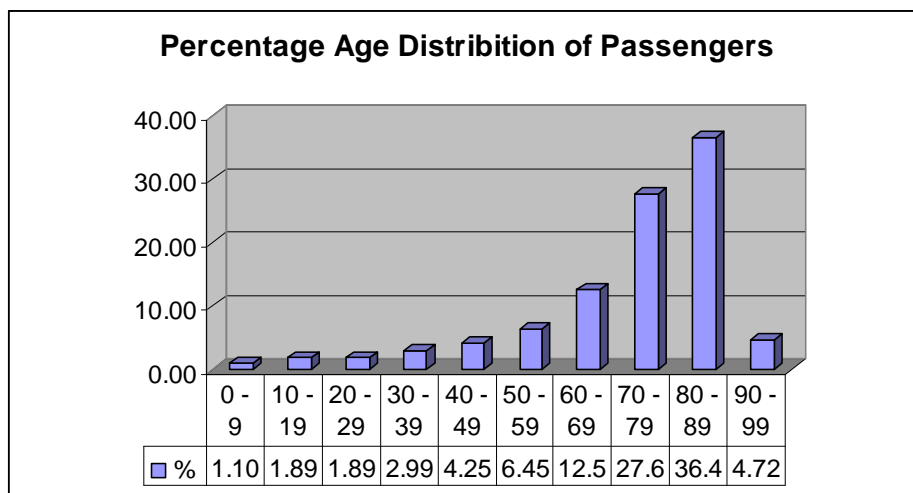
The additional parishes are;

- Barnstaple [south of river]
- Bishop's Tawton
- Brushford
- Burrington
- Fremington
- Horwood
- Instow
- Landkey
- Lovacott
- Newton Tracey
- Swimbridge
- Tawstock
- Wembworthy
- Westleigh

Of the 52 parishes to which we offer our services, we have passengers registered in 42 of them, and are constantly promoting our services for greater uptake.

Our Passengers

At the end of March 2007 we had 902 passengers registered with us.



Volunteer Car Service

The Volunteer Car service is made possible by local volunteers who give their time to transport passengers from their local community, using their own cars.

Journeys can be for any purpose, and cover the spectrum of reasons for which we all have to go out. Even the seemingly mundane, such as hairdressing appointments or visiting friends or relatives, are important, maintaining quality of life, social inclusion and personal well-being.

All of these are important to the health and well-being of an individual, but they are also important to the health and well-being of a living, sustainable, community.

- 4002 VCS journeys completed 2006/7

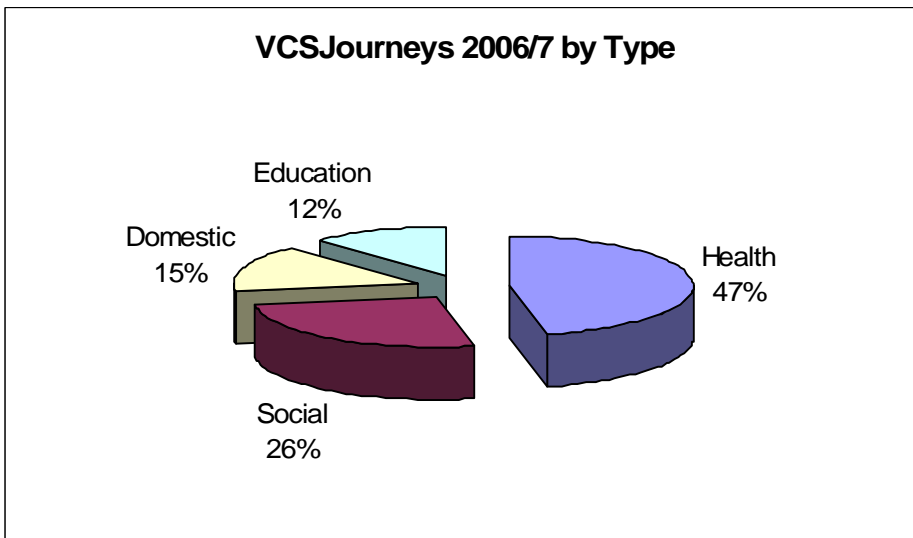


- 2977 VCS journeys completed 2005/6
- = 34.43% increase for 2006/7 over 2005/6

In the region of 40,000 miles have been driven by our volunteers in the year, and over 3,500 hour volunteer hours given, which is approaching 2 working years of time.

At the end of March 2007

- 69 volunteer drivers registered
- Of which 65 are registered to VCS
- Of those, 58 are currently active.
- 13 voluntary minibuss drivers

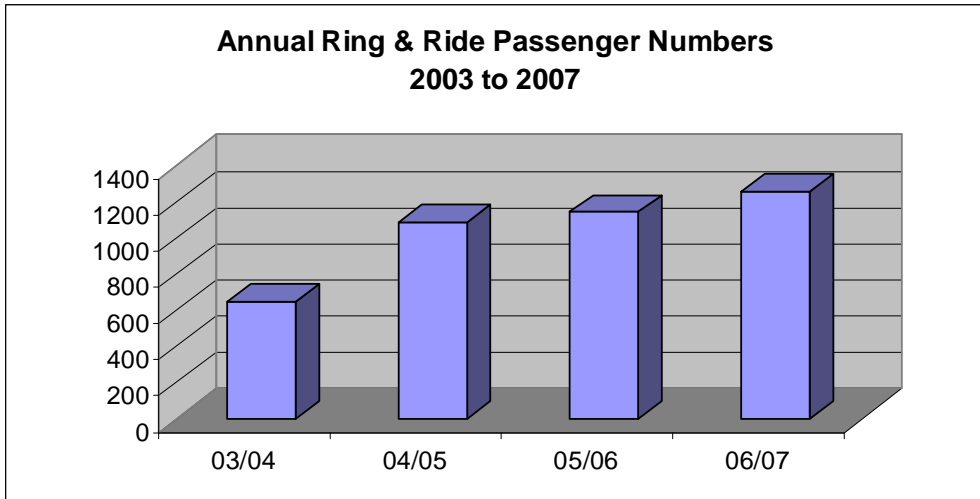


Ring & Ride Minibus Service

A disabled-accessible 15 seat minibuss serves 36 parishes over a 2-week cycle, collecting passengers from their homes and taking them into a local town for shopping etc.

- 1143 R&R passenger journeys in 2005/6
- 1259 R&R passenger journeys in 2006/7
- = 11.01% increase for 2006/7 over 2005/6





Passenger Excursion Club

While the Ring & Ride Service takes passengers into a local town for shopping etc, we also run excursions, for the more social aspect of peoples' lives, more for fun and interest than for domestic chores.

Anyone who is an existing user of our other services is eligible, and trip destinations are varied, ranging from garden centres, lunches out, theatre trips, gardens, more distant shopping centres, markets, places of interest, etc.



Community Group Minibus Hire

Groups within the community, even quite loosely structured groups, without a formal constitution etc, can register with Devon County Council through us, and then hire our minibus.

We had 14 community group hires this year, up from 8 the previous year.

The bus can be hired with or without a driver, who is normally one of our volunteers, and an hourly rate, [with a minimum 2 hour charge] applies.

EXTRACTS FROM PASSENGER LETTERS

“Just to say a big thank you for your help last Friday. Without you we were ‘up the creek without a paddle’ so to say.”

[Mr D, Westward Ho!]

“I am writing to say how thankful I am fro the Ring & Ride bus. I am 92 years of age and not able to board other buses or walk far to bus stops. The bus which I catch to Barnstaple on Fridays suits me admirably.”

[Mrs. F, Winkleigh]

“The residents here appreciate your help in taking us to various venues, you are always so kind and helpful, and we hope to use you in the future.”

[Mrs. B, Bideford]

“I do appreciate all the help given to us by the drivers and would find it very difficult to manage without the help.”

[Mr. & Mrs. W, Northam]

“...my wife & I very much appreciate the service you provide...I am incapacitated and as a result do not get out very much, therefore our fortnightly trip to Barnstaple is a welcome outing – albeit a shopping trip - ...”

[Mr. & Mrs. R, St Giles in the Wood]