



Our **Work**

Our **Passengers**

Our **Value**

Your quick guide to how we
make a difference





"I am incredibly proud and privileged to be the Chief Officer of a charity that is making a difference to so many peoples lives. It is possible thanks to the support of volunteers, businesses, donors and grant making trusts and organisations. This report highlights our work, and the increasing need for our services in the community"

Sue Leighton - Chief Officer

About sedcat

South East Dorset Community Accessible Transport (**sedcat**) was incorporated on 6th November 2011 and started providing services in April 2012. The Charity's mission is to operate safe, affordable and accessible community transport services across Bournemouth, Christchurch, Poole and East Dorset, and through this to promote social inclusion, independence and a sense of community.

This document is to inform supporters, funders, and the wider community on how **sedcat** is changing people lives for the better with a highly effective and efficient use of funding, sponsorship and donations it receives.

Charity No: **1146311** Company No: **07800298**

Phone: **01202 534027**

Address: **Castlepoint Castle Lane West, Bournemouth, BH8 9XA.**

Email: **info@sedcat.org.uk**



Our area of operation

“Don't let community transport pass you by”

The area covered by the Charity has a population of just under **400,000 people of which 21.5% are over 65 and approximately 8% who state that a long-term health condition or disability** significantly limits their day to day activities . The most commonly-reported impairments are those that affect mobility, lifting or carrying .

Of the total households within the conurbation of Bournemouth, Christchurch and Poole, **24.6% or over 41,000 households have at least one person aged 65 or older or a couple/family all aged 65+** . And over the next seven years (2020-2027), the percentage of Dorset residents aged 65+ is expected to grow by 20,700 people - and around 3,000 will be aged 85+

Disabled people are more likely to live in poverty than non-disabled people. Approximately 6,000 people aged 65 and over live in areas within the conurbation considered to be amongst the most deprived in the country, including **Boscombe West, Kinson, East Cliff & Springbourne, Alderney and Bourne Valley** and **Muscliff & Strouden Park**, districts on **sedcat's** doorstep.

For those older people in the community or those with disabilities or health conditions which limit their mobility, a lack of accessible transport contributes to:

- **Social isolation** and **loneliness**
- **Mental health** issues
- **Loss of business** to the local community
- Increased demand on **health** and **social care services**

“

I am a double amputee, when the busses were not running I just could not get out at all, I depend on it for my shopping, I use it once a week, frankly I just could not manage without it - the drivers are just so helpful - I rely on the service

”



The need for Community Transport

“It's more than a bus journey -
It is end to end **accessible support and assistance**”

About **10%** of the population in Bournemouth and Poole **provide unpaid care** to someone who is ill, frail or disabled. Disabled people are more likely to live in poverty than non-disabled people. As at May 2012, there were **8,960 Disability Living Allowance Claimants** in the Bournemouth and Poole conurbation.

There is a strong negative association between disability and income in Bournemouth, as **36% of households** with a disabled resident had a household income **below £10,000** per annum. This represents approximately **5,270 dwellings** in Bournemouth alone.

In 2011, disabled and older people in Bournemouth felt that the bus service was inadequate and turned to taxi services to compensate for this. They felt that improvements to public transport provision would make a significant impact in reducing their feeling of isolation.

“ I am partially sighted, the boys are brilliant, I go shopping at Castlepoint and Boscombe, they help me in with my shopping, if it were not for the bus I just don't know what I'd do. it has changed my life. I also use the hospital service; this is marvellous they take you right up to your appointment and collect you ”

We estimate that there are between 6 - 10,000 older, frail, and income-limited disabled people in the area which **sedcat** seeks to serve.



The Facts of the Matter

“Why getting out and about is so important”

Our Customers

503 regular annual members of which **100%** of customers surveyed would recommend **sedcat** to family member or friend.

Staying fitter for longer improving people's physical and mental wellbeing

Community Transport can contribute to healthier and more active lifestyles. In its analysis, Age Scotland (2013) argues that Community Transport can contribute to **healthier eating and reduced levels of malnutrition** as a result of the opportunity it provides users to 'shop around'.

Reducing “Did Not Attends” for medical appointments

Community Transport and greater access to appropriate transport for health appointments has also been linked to a **reduction in the number of health appointment “Did Not Attends”** (DNAs) as well as a reduction in required domiciliary provision

Loneliness and Chronic Illness - taking people out of their homes

Lonely people are more likely to visit their GP and to use other health services. Transport is vital as it provides the means to access local services and **facilitates engagement in social activities**

Supporting the Economy - we take people to the shops

The majority of **sedcat** users spend over £50 in the shops as they are able to get out and about. The spending power of disabled people and their household continues to increase and is currently (2017) estimated to be worth **£249 billion per year to UK business**. Businesses lose approximately **£2 billion a month** by ignoring the needs of disabled people

Invest to save

Researchers have put a financial price on an "epidemic of loneliness" - estimated it costs **£6,000 per person in health costs** and pressure on local services. But the London School of Economics study of older people says for every £1 spent in preventing loneliness there are £3 of savings.

Mental Health

When compared to a population of older people who are never lonely, older people who are always or often lonely can be 3.4 times more likely to suffer depression and 1.9 times more likely to develop dementia in the following 15 years. Not being able to get out and about means that two thirds are more likely to be physically inactive, which may lead to a 7% increased likelihood of diabetes, 8% increased likelihood of stroke, and 14% increased likelihood of coronary heart disease.



Community Transport - Our Services

"We ensure that safe, affordable and fully accessible transport is available to everyone in Bournemouth and surrounding areas who need, qualify and will benefit from it."

sedcat operates in South East Dorset only. Most **sedcat** services are Bournemouth based apart from the monthly 'Ferndown to Castlepoint' service for Ferndown residents and the Buddies on the Bus which will take participants from Poole. Our transport services aid independence and mobility:

Our Community Cars

Our Volunteer drivers can take older or disabled people to essential primary healthcare appointments, leisure facilities and many more places.

The BAT Bus Service

Providing door to door accessible minibuses that take older or disabled people to the shops and on outings.

Social Trips and Outings

Social outings and trips for people or (not for profit groups) who are looking to get out and about.

Our Hospital Hop

The Daily shuttle service to Bournemouth and Christchurch Hospitals

Shopmobility

Electric scooters, powered and manual wheelchairs are available for hire on a daily basis. We also provide a "longer loan" facility if required'

“

It is an absolute godsend, just could not manage without it. I live on my own and if it were not for the bus I could not get out at all, it is so marvellous, they are so helpful, I cannot be without it

”



93,000

Passenger journeys
over last 7 years

100%

Of our passengers
would recommend
us to a friend



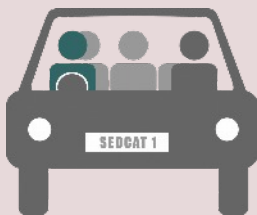
700+

Members who can
access our affordable
transport



1,600

Average number of
people taken to
hospital each year



4,900

Community Car
passengers each
year

£

We bring people to
shops and leisure
facilities helping the
local economy

Our members voice

"We know we are making a positive difference to people lives"

"I use the bus because I **want to have my independence**. I could ask the family, but it is when they are able, and I don't feel independent. I have used the mini-trips in the past, but my family takes me out a lot"

"We have used **sedcat** for years both my husband and I, he passed in February, and I have not been out, the service is fantastic. I **am able to get out and meet people of my own age**. Without the bus, I just could not get out. I used to go to a care home for a break, but that has closed down, so the **bus is the only thing I now have that gives me my independence.**"

"rely on you, and I use you to do my shopping and get to the hospital - you are a godsend. I have used your trips, and like going to the garden centres, **I struggle to use public transport, and your bus enables me to get out and shop**"

"I live on my own, with COVID I am afraid to get out, and the **loneliness is getting me down**. I have used the bus service to get my shopping; it is so marvellous. I have also used the **hospital hop, which helped me.**"

"It is marvellous - so pleased that you are up and running again. **I do not know what I'd do without it** "

"It is so helpful, both my husband and I use the bus to go shopping at Castlepoint we do our big shop, and it **enables us to get out which we could not do without the bus**. The service is so good."

"It enables me to get out, the one and a half hour trip out is just perfect. The service is excellent thank you so much. **If you were not here, I don't know what I'd do.**"

"I don't go out as much as I used to as I am losing my sight, and I have a carer that does the shopping. But it is **so good to know that you are there**, it is reassuring."

"I use the community cars at least once a week and the bus. Sometimes a friend takes me to hospital, but often I cannot get someone to take me. If your service is not available, I have to take a taxi. I think **sedcat is really good and the staff do their very best to help.**"

"I always go on the mini-trips, they are marvellous, they get me out and about and I meet people, I go with my friend. The drivers are so helpful; **it is something to look forward to**. Tomorrow I am going to Poole Park on the bus. **The service is fantastic.**"

We have many **more similar positive** comments - this is a selection



How to get involved

“Join us on the journey to changing people’s lives for the better”

Make a donation

We would be unable to continue operating all of our services without the valuable donations we receive. A donation will make a difference to us, no matter how big or small. And if you are a taxpayer, we can claim back 25p on your donation through the Gift Aid scheme.

Promote us

Head across to our media resources area on our website and see what videos and images, posters are available for you to download. You promote them on your websites, social media pages or intranets

Become a member

Enjoy considerable benefits through annual membership of Shopmobility or the BAT Bus.

Participate in the BH Coastal Lottery

For £1 a week, you can help **sedcat** and have a chance of winning up to £25,000. Each ticket has a 1 in 50 chance to win a prize each week. All you need to do is visit our page at <https://www.bhcoastalottery.co.uk/support/sedcat> and follow the instructions to buy tickets.

Organise or join in fundraising events

Keep an eye on our Latest News on this website or our Facebook page for Events

Raise donations for sedcat when you shop online.

If you shop online, you can now help **sedcat** by nominating them as the charity you wish to support. All you need to do is: Register at www.easyfundraising.org.uk When asked to choose your cause, select **sedcat** then continue to your chosen retailer and start shopping

Leave a legacy in your will

If you are considering leaving a legacy to charity, we can provide you with details of how you can support **sedcat**. You will need to use a solicitor to make a will or to make substantial changes to an existing will.

Become a volunteer - Bournemouth and surrounding areas.

At **sedcat**, we understand how important it is to provide opportunities for anyone living in the community who wish to contribute to society by helping those less privileged than themselves. We greatly value our dedicated band of Volunteers who work tirelessly to help us in our mission to bring accessible and affordable transport to residents in Bournemouth who struggle with their transport needs.





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