



Our **Work**

Our **Passengers**

Our **Value**

Your quick guide to how we made a difference

2022 - 2023





Having started here at **sedcat** in August I consider myself privileged to be working within an organisation that serves the community as I can continue fulfilling my life goal which is to make a difference. With the impact of the Covid pandemic now more than ever the need for affordable accessible transport services is so important. Transport is the lifeline to so many who cannot access public transport as it promotes social inclusion, independence and a sense of community. I believe at **sedcat** there is an opportunity to reach more people to deepen our impact and we hope to grow our geographical area over the following year.

Natascha Mc Allister -Chief Officer **sedcat**

About sedcat

We provide affordable accessible transport services in the local area and through this, promote social inclusion, independence and a sense of community.

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 peoples 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+.

People with disabilities are more likely to live in poverty than people without disabilities. 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**



The need for community transport

“Why getting out and about is so important”

We estimate that there are between 6 - 10,000 older, frail, and income-limited people with disabilities in the area which **sedcat** seeks to serve. In addition **sedcat** provides accessible transport for people of **any age** to assist with their daily living. If you require assistance with accessible transport **sedcat** is here for you.

Our Customers:

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

Staying fitter for longer improving people's physical and mental well being:

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. It is estimated the DNAs cost the NHS £224 million a year.

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 people with disabilities 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 people with disabilities.

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.



Highlights and Achievements of the year

Following on from Sue Leighton, **sedcat** appointed a new Chief Officer Natascha McAllister. Natascha has extensive experience in the charity sector and will help steer the charity forward, continuing to unlock the opportunities and potential.

In this financial year **sedcat** were able to upgrade all our computers ensuring they met the latest operating system and security requirements. We have invested in a new database developed tailor made for **sedcat** requirements to help manage the day to day operation and generate data to help improve system and processes and save money.

We were pleased to celebrate one of our service users 100th Birthday

We continued to build on **partnership working** and forged collaborative relationships with other Charities to provide transport services (MyTime & BCP Young Carers, Abbeyfield Wessex Care & Dorset Blind association to name but a few.

Funding received from the following donors

BCP Council
JLL Castlepoint Tenants Grant
Power to Change
Talbot Village Trust
Clothworkers
Leathersellers Company Charitable Trust

Our Plans for the future

- Launching a Hospital Hop service for Poole residents
- Launching a Lunch outing service for Poole residents
- Start a specialised Lunch outing for people with learning disabilities
- Continue collaborating with other Charity associations and health care providers
- Launching **sedcat** MIDAS training Academy





500+

Members who can
access our affordable
transport

96,000

Passenger journeys
over last 10 years

100%

Of our passengers
would recommend
us to a friend

£

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

12%

of people cancel their
important health
appointments due to the
lack of being able to access
transport

£216

Million

Costs to the NHS of missed
appointments

Community Transport - Our Services

"We ensure that safe, affordable and fully accessible transport is available to local people 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. Our transport services aid independence and mobility, each journey makes a positive to the quality of a person's life.

Our Community Cars:

Our Volunteer drivers can take older or people with disabilities to essential primary healthcare appointments, leisure facilities and many more places. This year we provided **1,305 passenger journeys**, picking up and dropping off door to door.

The BAT Bus Service:

Providing door to door accessible minibuses that take older or people with disabilities to the shops and on outings. This year we provided **1,937 BAT Bus passenger journeys**.

Social Trips and Outings:

Social outings and trips for people or (not for profit groups) who are looking to get out and about. This year our ability to run trips was impacted by the COVID pandemic, however we were able to provide **12 safe and socially distance trips** in the year.

Our Hospital Hop:

The Daily shuttle service to Bournemouth, Poole and Christchurch Hospitals. In the year we provided **1,948 passenger journeys** helping people who would otherwise struggle, to get to hospital.

Shopmobility:

Electric scooters, powered and manual wheelchairs are available for hire on a daily basis. We also provide a "longer loan" facility if required! This year we **hired our vehicles 401 times**. In addition, vehicles were hired on a long loan (longer than 1 day) **a total of 917 days**.

Behind these figures is a person who without the help and support of sedcat would struggle to get out and about or get to an appointment or a weekly shop. Every journey makes a positive difference.





10

Our team of full and part time staff and casual drivers



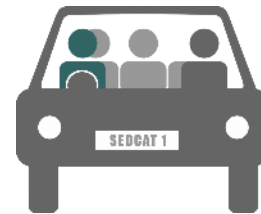
17

Volunteers who support the charity giving freely of their time



1,944

Passenger journeys with the Bat Bus 2021/2022



1,305

Passenger journeys with community car 2021/2022



1,948

Passenger journeys with the Hospital Hop 2021/2022



1,318

Days hiring out mobility equipment 2021/2022

Our Members Voice

“We know we are making a positive difference to people lives”

"*sedcat* has had a great impact into my quality of life, through their services I am able to meet other people, make friends and do my own shopping. **The drivers always treat me with respect and dignity** and are very helpful when needed."

"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.**"

"I 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 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 can 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 our 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.





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

Phone: **01202 534027**

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

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

www.sedcat.org.uk