



Our **Work**
Our **Passengers**
Our **Value**

Our annual report

2022 - 2023





It's been another exciting year with lots of new and exciting developments here at **sedcat**. Our expansion into the Poole and Christchurch areas being one of the most significant. We also managed to secure a substantial Grant from the Motability Scheme to purchase more vehicles so we can continue our expansion into other BH postcodes.

Our Membership has grown exponentially over the past year and post pandemic people are yearning to socialise with one another again. Our Hospital Hop and Community Car services are once again operating at full capacity. Now more than ever with the looming cost of living crises has making affordable accessible transport been essential in getting people to their vital medical, hospital and self-care appointments.

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 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

“Supporting today and in the future”

The area covered by the Charity has a population of just under **397,000 people** is predicted to grow to **403,600** by 2028, growth of 2%. The number of residents aged 65 and over is set to **increase by 15% between 2018-2028**. By **2028, 24% of the local population will be aged 65+**.

There are **86,800** people aged 65 and over living in BCP. This equates to 22% of the local population and compares to a national figure of 19%.

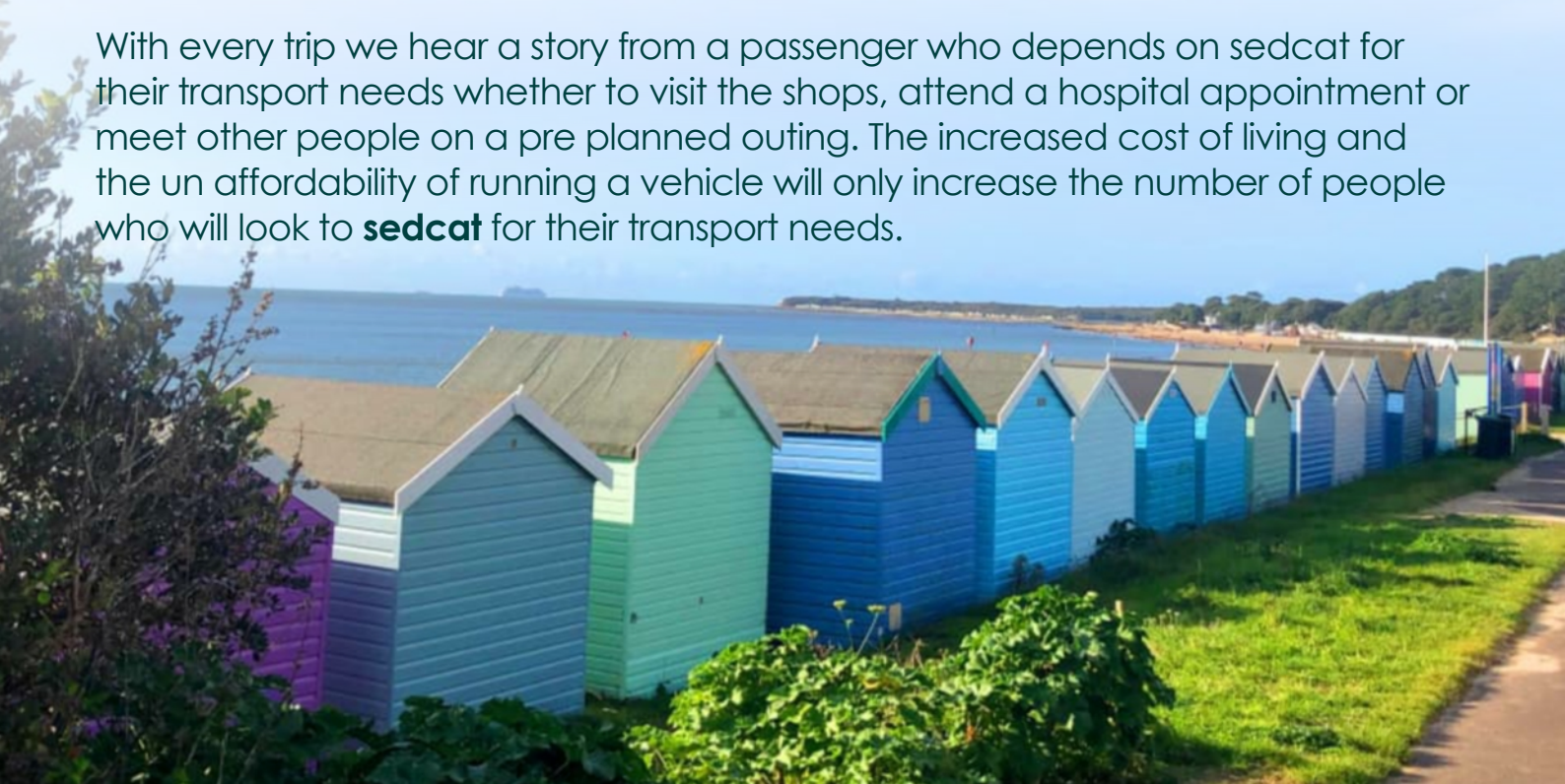
Across BCP there are around **29,500 people (8%)** who state that a long-term health problem or disability limits their day to day activities. The most commonly-reported impairments are those that affect mobility, lifting or carrying .

78% of households within the BCP area have access to a car. This means that **8,7340** households do not have access to a car, many of these are people who have mobility issues or do not live within easy walking distance of public transport.

Disabled people are more likely to live in poverty than non-disabled people. 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**

With every trip we hear a story from a passenger who depends on sedcat for their transport needs whether to visit the shops, attend a hospital appointment or meet other people on a pre planned outing. The increased cost of living and the unaffordability of running a vehicle will only increase the number of people who will look to **sedcat** for their transport needs.



The need for Community Transport

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

Across BCP there are around **13,500 individuals (3.6%)** providing more than **20 hours of unpaid care a week**, which compares to 3.7% nationally.

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 have used SEDCAT services for the past 13 years and have made many friends and had some lovely trips together. The lovely drivers have always been so helpful and kind. - **Joyce**

We estimate that there are between 6 - 10,000 older, frail, and income-limited disabled people 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.

sedcat sits on the BCP Council Age Friendly Communities Forum who are a group of committed local partners working together to adopt the World Health Organizations vision to become an Age Friendly Community.

Age Friendly Communities enable people to continue to live the life they wish by participating in the activities that they value, living in homes that meet their needs and have their experiences and knowledge valued by their communities. Transport is one of the key focus areas where the aim is to improve older adults' experience of public and community transport and their ability to feel part of their community and create better access to community transport.

Our Chief Officer is also the **Community Action Network Involvement Partner** for the Voluntary Sector and sits on the **Dorset Adult Safeguarding Board**.



The Facts of the Matter

“Why getting out and about is so important”

Our Customers:

745 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 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:

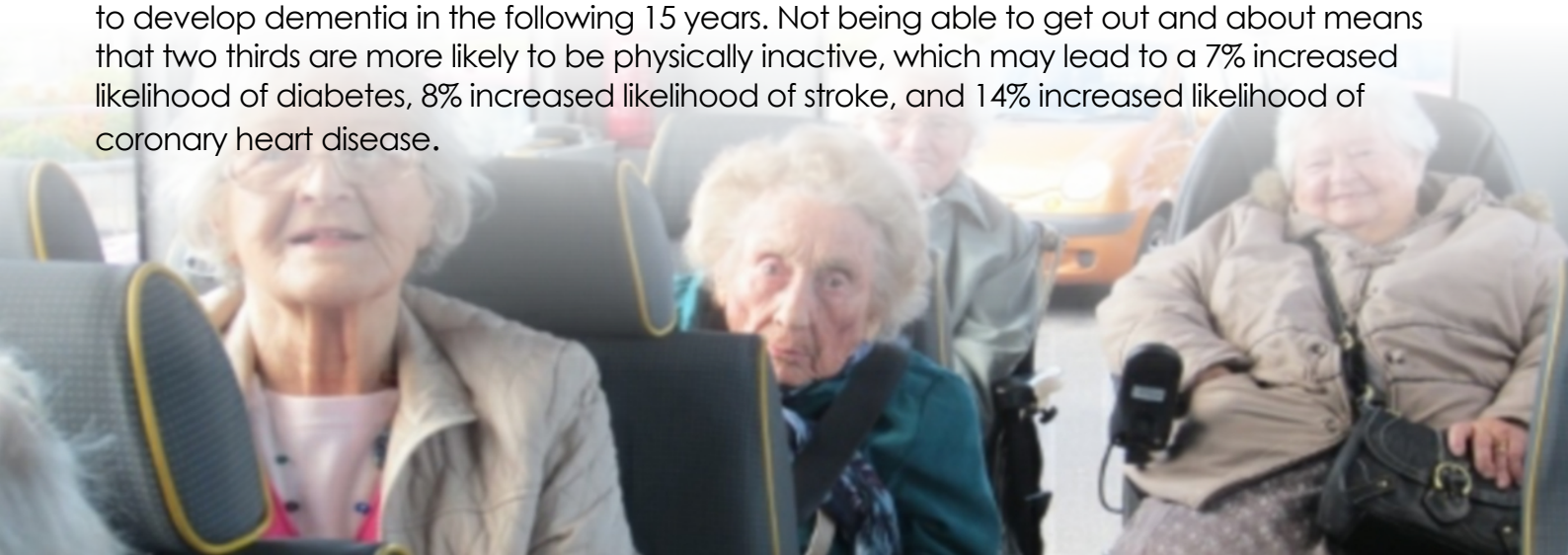
The majority of **sedcat** users spend over £50 in the shops as they are able to get out and about. The spending power of disabled people and their household continues to increase and is currently (2017) estimated to be worth **£249 billion per year to UK business**. Businesses lose approximately **£2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



When a picture says it all

Behind every journey is a person, behind every person is a story and a need to maintain independent living.



Thank you to everyone who has helped to make a difference

Highlights and Achievements of the year

sedcat continued to grow our services in the Poole area (BH12 - BH18) and through the generous Grant from the Community Transport Association we were able to also offer lunch outings to the Poole residents. These outings will continue through the Grant received from the Motability Scheme.

sedcat launched its MIDAS (Minibus Driver Awareness Scheme) Training programme and this year trained **4 of our own drivers as well as 3 external candidates**. The Drivers are trained to the national standard for driving minibuses as permitted within the scope of their Driving Licenses, and training includes an element of Accessibility and how to strap in wheelchairs whilst in transit.

sedcat has also been successful in accessing Grants from the following funders and is extremely grateful for the help received during this period:-

BCP Council

The valuable yearly Grant we receive from the Council contributes towards our BAT Bus, Community Transport and Shopmobility services and without it we could not provide the service that we do.

Castlepoint Shopping Centre

This Grant assists us in running the Shopmobility side of the Charity where we hire out mobility equipment not only at Castlepoint Shopping Centre but also to anyone who requires mobility equipment on a longer loan period. Castlepoint also provide **sedcat** with the use of premises at the Shopping Centre and electricity.

Alice Ellen Cooper Dean Charitable Trust & The Albert Hunt Trust

These two Grants received went towards providing a Hospital Transport service in the Poole area.

Community Transport Association

This project was a sub-Grant through the DfT (Department for Transport) to investigate the impact and benefits of Community Transport in helping people maintain contact with friends, family and the broader community and reducing loneliness. This Grant enabled us to have the funding to offer a lunch outing service in the Poole area, contributed towards our Bournemouth Lunch outings as well as support to recruit more volunteer drivers. The survey that was conducted was designed to give us an understanding of the experiences of people who are benefiting from or supporting community transport services.

There is a growing interest in the impact of community-led solutions in driving inclusive transport and the final outcomes were presented at a national event which showcased the results of the **Tackling Loneliness through Community Transport** project across England.

Motability Scheme

This very generous Grant is to enable **sedcat** to expand services even further into the Christchurch and Ferndown area and the funds are allocated towards Capital Costs for **purchasing 2 new vehicles** and Human Capital Development as well as Overhead costs for a **period of 3 years**.

583%

Increase in year 2022/2023 of people being less lonely with sedcat outings.

100%

Of our passengers would recommend us to a friend



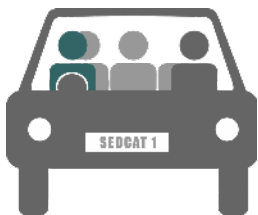
700+

Members who can access our affordable transport



3,038

Number of people taken to hospital for an appointment in years 2022/2023



2650

Community Car passengers in year 2022/2023

£

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

Community Transport - Our Services

BAT BUS - The BAT bus offers a door-to-door bus service making use of accessible buses that have a lift/ramp and accessible steps to make it easy to get on and off and are also suitable for people who use manual or powered wheelchairs. Carers, can also travel on BAT Bus. Currently we have two accessible Minibuses available which operate under a Section 19 License. sedcat also has access to a Minibus provided by BCP Council when required for which sedcat also holds the Section 19 license for. Shopping trips are scheduled to run 4 days a week to Castlepoint and Boscombe Sovereign shopping centres, and twice weekly Lunch outing trips to local places of interest. During the reporting period sedcat also offered Lunch outing Trips to the Poole area twice a month. In total **1552 BAT Bus Lunch Outings and 1612 BAT Bus Shopping Outing passenger journeys** were made in 2022/23, (2021/22 collectively = 1937).

OTHER OUTINGS - We officially launched "Other Outings" which sees us collaborating with other Charities in providing much needed accessible transport to those that need it most to get them out and about, helping to reduce social isolation and loneliness. In total we provided **82 other outing trips to 361 passengers** during 2022/2023.

HOSPITAL HOP - The Hospital Hop Service was introduced in May 2017 to address poor provision of accessible transport to local hospitals. Wheelchair accessible MPV transport to Bournemouth, Christchurch and Poole Hospitals was offered to registered service-users during weekdays. Currently we have two accessible MPV vehicles operating under a Section 19 License. This service is accessible to residents within post codes BH1 - BH18. **In total 3038 passenger journeys were made** in 2022/23 (2021/22: 1948).

SHOPMOBILITY - In June 2021 sedcat signed a new peppercorn lease with the Landlords of Castlepoint and now occupy a new building at the newly renovated centre. This lease requires that in return we offer a Shopmobility service to the local residents who struggle with mobility issues so they may shop at Castlepoint with leisure. sedcat Shopmobility hires battery operated scooters, power wheelchairs and push wheelchairs to people who need them.

In the year 2022/23, **Shopmobility hired 706 vehicles**. In addition, vehicles were hired on a long loan (longer than 1 day) **totalling 1056 days**. sedcat Long Loan scheme has really grown over the last reporting period, as Bournemouth is a favourite summer destination for tourists. We are one of the most prominent Shopmobility schemes in the area and re-joined Shopmobility UK as a member and our Chief Officer now sits on the Shopmobility UK management board.

COMMUNITY CAR SCHEME - The Community Car Scheme offers a door-to-door service by volunteers using their own cars. Volunteers are repaid for their mileage at the current HMRC agreed rate of 45p per mile. During 2022/2023, 2650 journeys were made.

Helping more people in 22/23			
		2021/2022	2022/2023
Demand for our services continue to rise, we are helping more people every year and these numbers are expected to rise in 2023/24	Community Cars	1305	2650 87% increase
	Hospital Hop	1948	3038 45% increase
	BAT BUS Lunch outing	488	1552 211% increase
	BAT BUS Shopping outing	1394	1612 16% increase
	Outings other	12	82 583% increase



1,056

Days hiring out
mobility equipment
2022/2023



3,164

Passenger journeys
with the Bat Bus
2022/2023



10

Our team of full and
part time staff and
casual drivers



17

Volunteers who support
the charity giving freely of
their time

12%

of people cancel their
important health
appointments due to the

£216

Million

Costs to the NHS of missed
appointments

Our members voice

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

*Thank you so much for organising the transport for our members, it gives so much pleasure to our members to get out and meet up with people and socialise to have such a helpful and friendly driver makes all the difference. **Gill***

*"Don't know what we would do without SEDCAT, keep up the good work". **Peter & Joy***

*"I have used SEDCAT services for the past 13 years and have made many friends and had some lovely trips together. The lovely drivers have always been so helpful and kind." **Joyce***

*Great service, I use it a lot for mum's medical appointments, thanks to the entire team for their patients and professionally. **Melanie***

*It's great volunteering with Sedcat Community Transport. Very flexible around what we can do on a weekly basis that makes it a little bit easier. **Jane, Volunteer driver***

*Volunteering has helped me get out of the house and meet other people and feels great doing something that helps the community. **Brian, Volunteer Driver***

"I use the BAT 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 love their mini-trips"

"We have used sedcat for years both my husband and I, he passed in February, and I have not been out much since then, 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 sedcat, 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**"*

*"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.**"

Introducing Alex

We have been taking Alex regularly to Crumbs project twice a week for years now, his mum volunteers for sedcat in the office. We provide accessible transport for people of all ages and regardless of age, we make a difference to peoples lives enabling them to live independently and safely.

" I don't know what I would do without Sedcat, Sedcat have made it possible to get my son twice a week to the Crumbs project initiative. Taxi drivers won't take him and he cannot travel via public transport, but with Sedcat I know he will get their safely"

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.





sedcat

Your community transport

Getting you there with care

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

Phone: **01202 534027**

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