



Dear SEDCAT Members and Friends,

As we look back on the last financial year, we are pleased to share some encouraging news about the positive impact our services continue to have in the community. Thanks to your ongoing support and engagement, **SEDCAT's social value has increased to £1,095,028** (last year our social value was £401,541) and we conducted over **18 000 passenger journeys**.

This figure represents far more than a number it reflects the real difference our services make every day. It includes improved wellbeing for our users, reduced isolation, greater independence, and fewer missed medical appointments. It also demonstrates the vital role accessible transport plays in helping people stay connected, supported, and active. However, with the increase comes further operational costs which affect the long-term sustainability of the Charity.

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### Looking Ahead: Introducing a New Scheduling System

To improve the way, we plan and deliver our services, we are currently exploring the introduction of a **new Scheduling System**. This will help us streamline bookings, make our operations more efficient, and ultimately offer a smoother service to our clients.

As part of this process, we may need to **adjust our charging strategy**. One potential change under review is moving to a model that calculates trip costs **based on mileage**, rather than fixed or standardised rates. We will provide full details and plenty of notice before any changes take effect, and we remain committed to keeping our services fair and accessible. We are currently conducting extensive testing to ensure that everyone will be charged fairly.

## Membership Fee Update

We also want to be transparent about the challenges the charity is currently facing. Like many small charities, we have experienced rising costs and financial pressures.

To ensure the **long-term sustainability** of SEDCAT and to protect the services that so many people rely on, we will be **increasing our annual membership fee to £15 from January 2026**.

This small increase will help us continue offering safe, reliable, and compassionate support to our users and contributes towards necessary insurances. We deeply appreciate your understanding and the trust you place in us.

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## SEDCAT Operating Hours over the festive season

We will be closed from the Wednesday the 24<sup>th</sup> December until Monday the 12<sup>th</sup> January 2026

The week of the 5<sup>th</sup> – 9<sup>th</sup> January the office staff will be conducting training however messages can be left. Pertinent Hospital appointments and regular bookings will still take place week of 5 – 9<sup>th</sup> January.

We will run a **Shopping outing** on the 6<sup>th</sup> & 8<sup>th</sup> January, however these dates need to be booked in by the 23<sup>rd</sup> December for Postcodes BH1 – 11.

Poole Dial a Bus Shopping service will be operating as usual during week 5 – 9<sup>th</sup> January however bookings need to be in for these dates by the 23<sup>rd</sup> December.

**Shopmobility** will be closed from the 24<sup>th</sup> December and reopen again on the Monday 5<sup>th</sup> January 2026.

## Thank You

We remain committed to serving you and our community with care, respect, and reliability. Your continued involvement strengthens SEDCAT and ensures we can keep making a meaningful difference for those who need us most.

If you have any questions about the information in this newsletter, please feel free to contact the SEDCAT office we are always happy to help.

With warmest wishes,

**The SEDCAT Team**