

Brent Community Transport
Annual Review 2010



Chair's Report

2009/10 was a very challenging year for BCT. In that year we:-

1. Move from Bridge Park to East Lane
2. Had to restructure the organisation due to the downturn in the economy
3. As a result of (2) above Pradip Sevak resigned from the organisation. Pradip was a catalyst in the formation of BCT and under his guidance and leadership the organisation grew exponentially. It was sad to see Pradip go.
4. Sold a number of vehicles and coaches just to keep BCT operating in the recessionary times.

The management committee had to take drastic action just to keep BCT going. Just as we gaining some stability Dial-a-ride announced that they were seeking to retender the contract. Thankfully Dial-a-ride has taken some time to review its contracts and we were able to maintain most of the trips that was previously under threat.

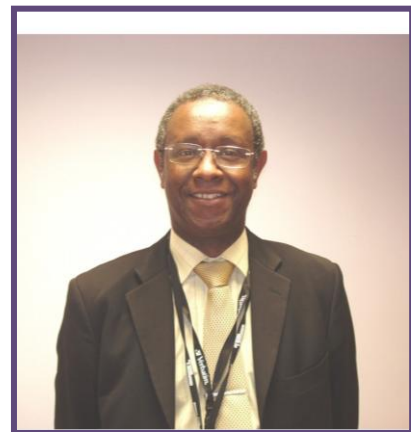
With the ever rising cost of fuel, the reduction of bookings due to the downturn in the economy and the laying off of staff in the sector – has impacted very negatively on BCT's finances.

Special thanks also go to Brent Council for their continued support in funding the Community Car scheme and the minibus service – without their help it would be difficult to continue.

We also have had 2 resignations of the trustees and therefore we are seeking new trustees to fill the gaps left by these trustees. All of our trustees are committed to ensure that BCT continues to ride the storm – as they have all worked very hard.

I would like to give special thanks to John Quinn and the staff of BCT and volunteers for their dedication, which at times far exceeds their job description.

I look forward to the future challenges in the next year, hopefully with the economy turning around for the better.



A handwritten signature in black ink, appearing to read 'Robert Johnson', on a light-colored background.

Robert Johnson

Chairperson

Chief Executive Officer's Report

Time has passed by very quickly on what was another difficult year for both BCT and Brent CT Engineering which saw us selling or disposing of a number of coaches and minibuses in an effort to reduce our overheads and sadly, having to make staff redundant. Coupled with this the move to East Lane Business Park was not as successful as we had hoped it would be due to the high rent which was compounded by the reduction of vehicles making the parking of our vehicles very expensive.

The two 49-seat coaches we purchased in 08-09 were not the successful income generators we had hoped they might be and much of this is due to the high cost of maintenance we have experienced in this type and age of vehicle and will monitor their progress during the next financial year 2010/11.

BCT operating income was a little down on the previous year ending in a surplus of £63,506k brought about by the sale of our flagship coach, but this was offset by a loss of £65,340k in Brent CT engineering ending the year in a deficit on the consolidated accounts.

Once again, due to financial and resource constraints, we were also unable to meet some of the objectives we had set ourselves, such as ISO 9001/2, improving further our carbon footprint and registering as a learning centre for the Driver's Certificate of Competence (CPC) and First Aid Training.

On a positive note, we have managed to reduce and in some instances eliminate many internal processes that

were tying up our staff by introducing new systems of work supported by up to date IT solutions. We are heading very rapidly towards the almost paper free environment in all areas of our operation.

I would like to thank Brent Council, Mill Hill Foundation School, John Lyon School, St. Anthony's School, London Dial-A-Ride and Brent and Harrow PCT's and all our customers for their continued support, without which, we would be unable to carry on our work.

Finally, I would like to thank our Management Committee, staff and volunteers, for their hard work, positive attitude and valuable input in ensuring that we have remained stable enough to carry the organisation forward into, what I know, will be a challenging and exciting 3 to 5 years of change and improvement in all our activities.



A handwritten signature in black ink, which appears to read "John Quinn". The signature is written in a cursive, flowing style.

John Quinn

CEO

Our Mission

To alleviate social exclusion, provide affordable and accessible transport to needy individuals and organisations and to make a positive difference to the environment.

Our current services

Community Car Scheme (CCS)

Community Car Schemes are one of the most flexible forms of Community Transport and make a significant contribution to the movement of Disabled and Frail Elderly people living in the London Borough of Brent. Vehicles used for this service are fully accessible and are driven by our well trained and experienced drivers.

Journeys are booked in advanced with our Co-ordinators who match up the travel requirement with the drivers available and able to offer you help with planning your journey.

Most trips are local, either to; day centres, supermarket, bingo, places of worship, hairdressers or to go visit friends and family.

[See page 7 for further information on CCS](#)

Group Transport

Our coach and bus hire service is perfect for group visits to museums, theatres, zoos and wildlife parks; sporting activities, shopping excursions or your wedding party or corporate events.

We can transport groups of up to 70 people, and can even arrange multiple vehicles for larger groups. We will provide the best vehicle to meet your needs at an affordable rate.

Our vehicles are fitted with a GPS tracking software so if anything was to go wrong, we would be able to locate the vehicle.

Many Brent organisations ranging from community groups and statutory organisation often use this service for their group transport needs.

Accessible vehicles

We have a range of fully accessible vehicles, and our drivers are highly experienced at working with passengers who have mobility limitations. We can also provide fully qualified passenger assistants if required.

We ensure that everyone working with us is fully CRB checked for your peace of mind. We are committed to providing you with an excellent service, ensuring that your journey is comfortable and safe.



Staff and Driver Training

This year was a successful year with regards to training. Many of our staff and drivers are now qualified in significant areas relating to Community Transport and the general working environment.

Safe and Fuel Efficient Driving (SAFED)

SAFED training has been developed specifically to enable both operators and training providers to implement driver training within the bus and coach industries.

Our drivers were trained and then assessed on their driving technique and where possible, actual fuel consumption. They were also assessed on performance in safety check and knowledge test exercises as well as the number of faults recorded during the day's practical driving sessions.

Certified SAFED Drivers

Ian Austin	Leroy Clarke
Terry Finnegan	Ravi Gorasia
Beresford Peters	John Quinn
Steven Reid	Bernard Thomas
Richard Williamson	

Health and Safety at Work

Provided by BrAVA

Siamak Eynollahi
Roshni Gami
Steven Reid

Emergency First Aid

Kashap Bhatt	Carlton Carter
Allan Davies	Jonnie Cunningham
Roshni Gami	Roger Giles
Steven Grant	Sharafat Khan
Beresford Peters	Vishal Senghani
Hubert Smith	Isabelle Xavier

Train the Trainer

Provided by Abertay

Theo Osei is now qualified to deliver Emergency First Aid training alongside John Quinn and Terry Finnegan.

Microsoft Project 7 Introduction Training

Provided by XChange Training

Four members of staff attended a one day course in project management. This particular course is designed to address the work and people management needs of today's organisations; these range from, ways to plan, manage and communicate information, resulting in increased productivity and effectiveness.

Siamak Eynollahi	Roshni Gami
Terry Finnegan	Nathaniel Johnson



BCT...getting all technical

2010 has brought BCT many brilliant forms of technology and we continue to look into much more!

GPS Vehicle Tracking

Almost all of our fleet has been fitted with a live vehicle tracking device which gives us real time access to the location of our drivers, where they are going, how fast they are travelling and how far they are from the next pick up destination.

The GPS Tracking device has allowed us to monitor how effectively our drivers are performing and how productive they are resulting in a much more efficient service. It has also allowed us to observe fuel cost (find out when drivers are leaving the engine running unnecessarily) as well as mileage and personal usage. It has also been of great benefit when a vehicle breakdowns.

Text Anywhere – *Fast, efficient and safe*

At Brent Community Transport, we are using this texting service to inform our drivers, school children and their parents of any delays or changes that may occur on the service. It was extremely useful during the bad weather we experienced.

CCTV

In the past we have experienced vandalism to our fleet and although this was at our previous premises we felt that it was important to install CCTV at East Lane as it gives added protection to our lone workers to those inside the office and in the vehicle car park.

Barcode Inventory

This software has improved our operational efficiency as it permits faster and more accurate recording of information such as issuing of keys, mobile phones and sat navs. It has also helped us to reduced paper use as we no longer keep a diary to record entries.

Special thanks to Prajesh Trivedy (I.T and Network Support) for his dedication to the organisation.



Community Car Scheme

Changes to service

Thank you for your continued support for the Community Car Scheme. We would like to bring to your attention some important changes.

Bookings and Journey allocation

As you may be aware we manage and operate the scheme with generous funding from Brent Council and provide in excess of four thousand journeys each year. Up to now we have usually been able to meet the journey and time of your choice, but due to a significant increase in the scheme membership we are finding it difficult to accommodate every request and to this end we may have to decline some journeys once the daily allocation is full.

We have only been able to extend bookings for two weeks at a time and not the current four weeks. You will have to contact us to extend bookings as journeys will not be booked or extended automatically.

You can book your journey by telephone, fax or by email using the details below; bookings line is open from 9:30am – 3:30pm. Please note that booking requests left on the answer phone will not be processed.

Bookings

Tel: 020 3114 7022

Fax: 020 3137 0751

Email: bookings@brentct.org.uk

Payment of Journeys

As you are aware we make a small charge directly to you at the end of each journey and the vast majority of you pay the driver at the time, but we are experiencing an increasing number of service users deferring the payment of the outward journey, opting instead to pay for both trips on the return journey and then fail to make the payment. Much of this is because you may have a different driver for the return journey who is not aware of the amount outstanding from the previous trip. We are also experiencing some service users not having the correct money at the time of payment and the driver is unable to collect the money as they do not carry change. This then puts the onus on us to recover the money at a later date.

Collecting outstanding money at a later date is both time consuming and expensive. We reduced the amount payable to £2.50 for a trip up to 10 miles to make it easier for service users to determine the fare needed to pay the driver for each individual journey at the time of travel.

All journeys undertaken need to be paid for at the time of travel unless prior agreement is made with our office. The charge is likely to be £2.50 unless you are undertaking a journey greater than 10 miles. If in doubt, please ask at the time of booking.



Our move to East Lane

In last year's report we mentioned that we have moved to East Lane Business Park; we have settled in well and are continuing to make improvements to our new premises.

The vehicle workshop is fully equipped with all the necessary machinery required and we can now maintain our larger fleet in-house.

We experienced problems with moving over our telephones lines from Bridge Park and it took awhile for everything to be in place. We now have all the lines set up and have also installed a separate driver's line so that our customers experience no hold up when they call in.

Lighting has been fitted in the depot. We now also have a porta cabin for our driver's which is fully furnished with a kitchen, WC and rest area. Appropriate parking signs were put up along with a shed for the storage of seats and other equipment required for the everyday running of the depot.

We have two dedicated employees who maintain the depot through the day. Kashap Bhatt and Theo Osei make sure the yard is kept safe and check all vehicles as they leave and return back to the depot.

Brent CT Engineering

It has been another difficult year with regards to the economy and Brent CT Engineering felt the pressure however I am please to say that work is picking up and we have managed to stay focused and determined.

We have endeavour d new ventures; we now do seat repairs for minibuses and coaches and we are open on the weekend for bodywork. We have taken up safety inspection for Brent Transport Services and supply their fire extinguisher and first aid kits.

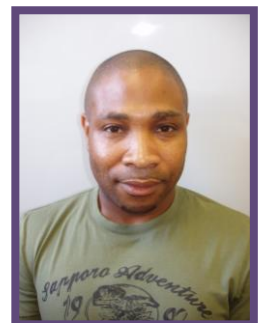
Cash flow has become a growing issue due to late and outstanding payments. Engineer's hours have had to be reduced although work is increasing.

I would like to thank workshop staff for their hard work and dedication during the past year.



Steve Reid

Workshop Manager



Brent Community Transport
Company Limited by Guarantee
Notes to the Consolidated Financial Statements
Year Ended 31 March 2010
Registered Charity No. 280698

Financial Review

2009-10 was a very difficult period for BCT & it's subsidiary Brent CT Engineering Ltd especially during the recession by moving to east lane (1st June 2009) and more than doubling rent charges and facing considerable refurbishment costs of the move.

The Consolidated Statement of Financial Activities for 2010 shows net outgoing (deficit) of £1,835 (2009: surplus £279) which is made up of net unrestricted incoming (surplus) from BCT of £63,506 and loss of (£65,341) by Brent CT Engineering Ltd. The consolidated deficit was after depreciation charges of £121,933(2009: £109,671), Employer Pension Contribution of £7,570(2009: £8,550) and Auditors' Remuneration of £8,080(2009: £6,500), BCT didn't borrow or take any new loan therefore its long term liability reduced by 63% (from £108k to £40k).

In fact if we look closely at the BCT's account and if we take out £68,102 gain on disposal of assets (Sale of 3 large vehicles and 5 minibuses), operationally BCT had a deficit of £4,596. The action of selling some vehicles was to utilize our fleet more efficiently and cost effectively and get cash flow in at the time most needed by BCT and while Engineering was making a loss and was dependent on the parent company. By reducing our fleet size, we could utilise the remaining fleet, increase productivity and return on our assets since we got rid of unnecessary running cost and its related overheads of our ageing fleet wherever we could (we couldn't reduce the parking size accordingly to half the depot rent as it is part of the whole rental package deal).

Within the Financial year almost all BCTs service departments suffered from the economic crisis and in total the turnover of those services were down by £158k the top 5 decreased turnover departments as percentage are: Driver Training by 42%, Dial-a-Ride by 29%, Contract by 20%, Coach by 10% and Group hire by 10% in addition that was very unfortunate that our trading arm (Brent CT Engineering Ltd) didn't work out as planned and expected and as a result suffered a big loss of £65k (the turnover was down by 8%). Due to various reasons and the site location, they were not successful in getting enough business to cover their fixed cost & overheads and the immediate financial implication was that Engineering at the end of the financial year had a liability of almost £89k to BCT.

It is crucial to have a proper practicable business plan which will be commercially and financially viable especially in this economic downturn therefore BCT need to work more towards its reachable goals by reducing and controlling its overheads.

We are unable to replace our aged fleet as there is no cash reserve to do so therefore, we need more business to increase our turnover and while covering the cost, make some reasonable surplus to meet our goals and business plan.

BCT has potential to achieve its objects if focus is put on the key area such as: Fundraising, Reduce and better Control on overheads, Increase the quality of our services and also marketing to bring in more returnable regular work & business, Increase efficiency to high standard, have a proper friendly and effective Website and finally review its policy & procedures more regularly.

I would like to express thanks to Hocine Malki for assistants with accounts for Brent Community Transport and managing Brent CT Engineering Ltd accounts.

Siamak Eynollahi
Finance Manager

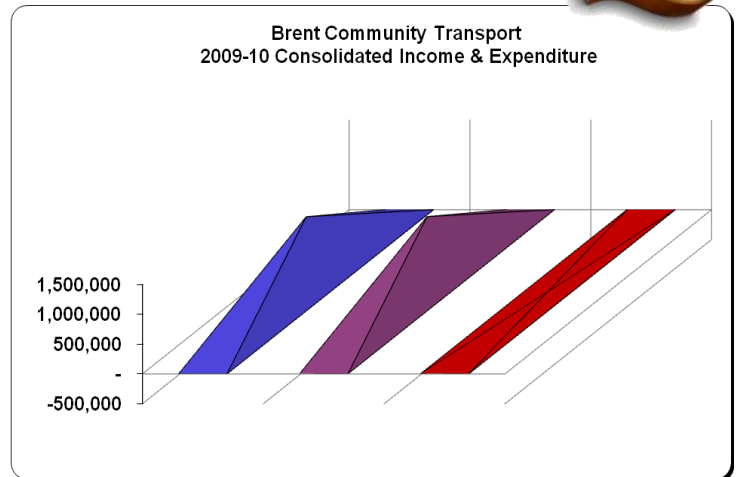




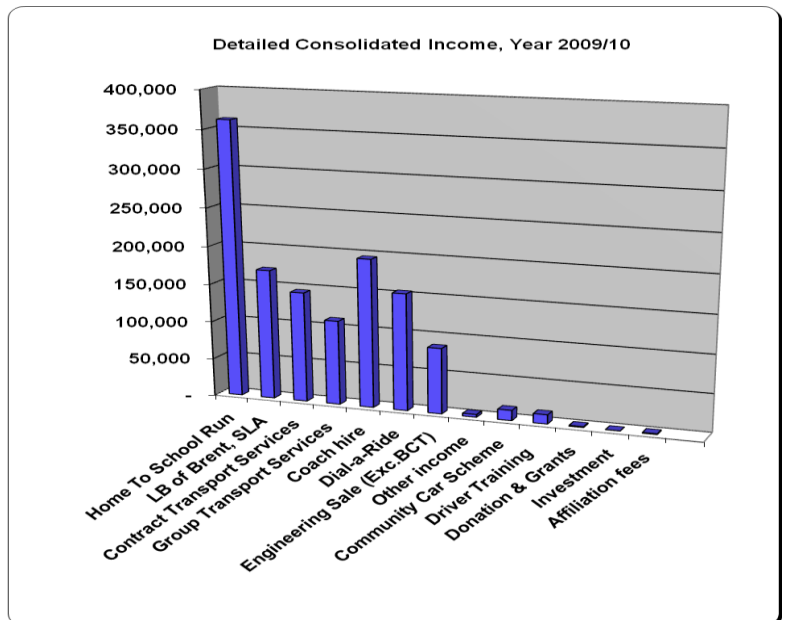
BRENT COMMUNITY TRANSPORT - 2009/10 CONSOLIDATED ACCOUNTS

(Incorporating the Income and Expenditure Account)

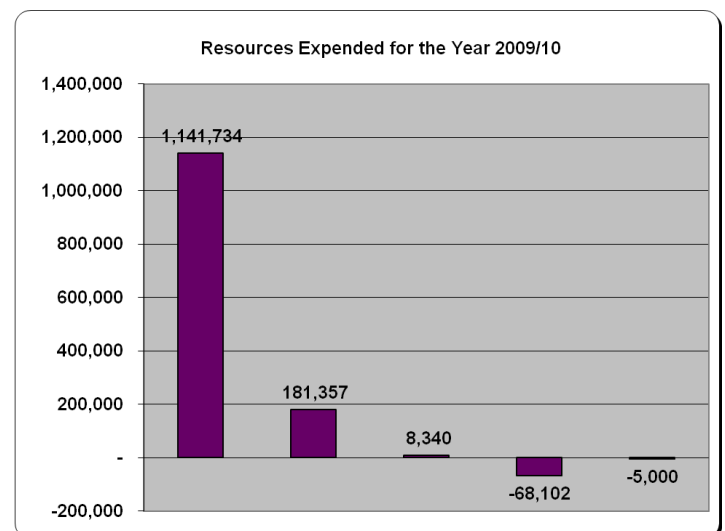
<i>CONSOLIDATED</i>	Year 09-10 £	Prior Year % of +/-
Incoming Resources	1,256,494	-11%
Resources Expended	1,258,329	-11%
Net (Outgoing)	- 1,835	



Incoming Resources	Year 09-10 £	Prior Year % of +/-
Home To School Run	362,185	-4%
LB of Brent, SLA	171,271	2%
Contract Transport Services	145,065	-20%
Group Transport Services	111,215	-10%
Coach hire	195,207	-10%
Dial-a-Ride	154,007	-29%
Engineering Sale (Exc.BCT)	86,573	2%
Other income	3,520	-90%
Community Car Scheme	13,447	7%
Driver Training	12,065	-42%
Donation & Grants	1,000	-76%
Investment	39	-98%
Affiliation fees	900	-24%
	1,256,494	



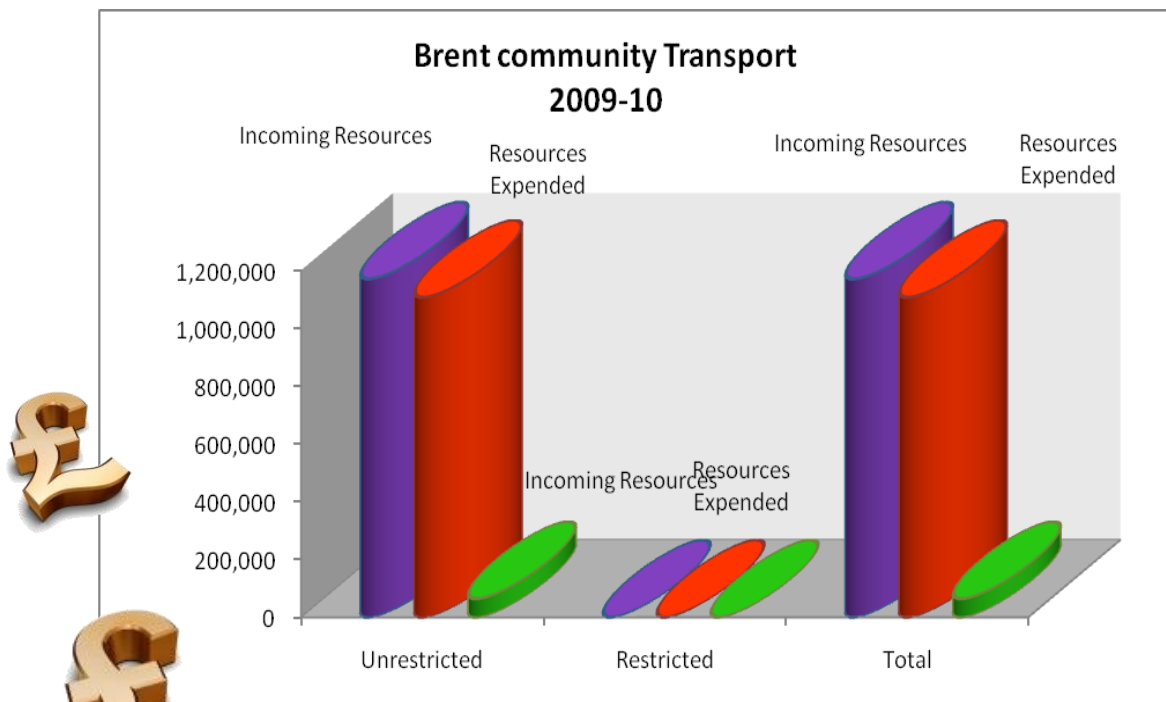
Resources Expended	Year 08-09 £	Prior Year % of +/-
Charitable Activities	1,141,734	-8%
Workshop & Other Costs	181,357	15%
Governance costs	8,340	24%
Profit on Sale of Assets	- 68,102	5346%
Provision for Dilapidation	- 5,000	-200%
Total	1,258,329	



Brent Community Transport**Detailed Statement of Financial Activities****For The Year Ended 31 March 2010**

TABLE 1:	Fund		
	Unrestricted	Restricted	Total
Incoming Resources	1,169,918	0	1,169,918
Resources Expended	1,106,412	0	1,106,412
Net Incoming Resources	63,506	0	63,506

TABLE 2	Fund		
	Unrestricted	Restricted	Total
Resources Expended			
Charitable Activities	1,105,104	0	1,105,104
Governance costs	6,308	0	6,308
Provision for the Move	-5,000	0	-5,000
Total Outgoing	1,106,412	0	1,106,412



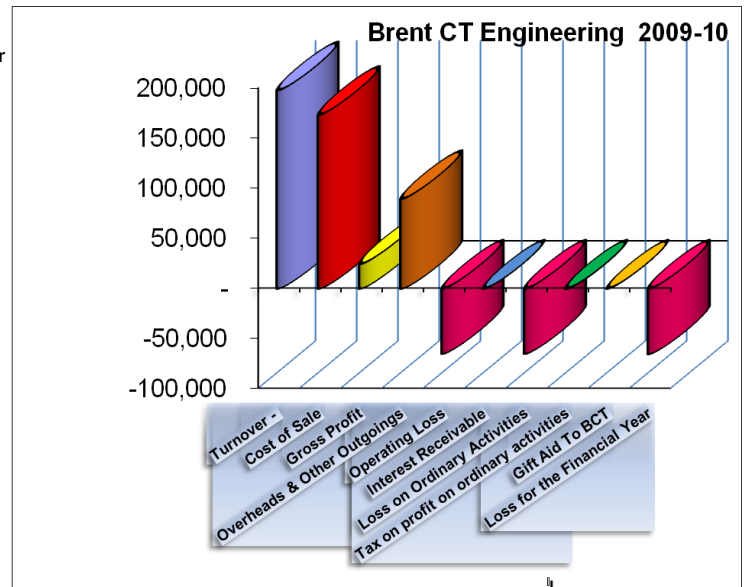
Brent Community Transport			
Company Limited By Guarantee			
Balance Sheet			
	31 March 2010		Prior Year
	£	£	% of +/-
Fixed Assets (Net Book Value)		178,205	-37%
Current Assets:			
Debtors	252,201		80%
Cash at Bank and in hand	73,707		-27%
	325,908		35%
Creditors: Due within One Year	(163,678)		-5%
Net Current Assets		162,230	140%
Total Assets Less Current Liabilities		340,435	-3%
Creditors: Due After One Year		(39,917)	-63%
Total Assets Less Liabilities		300,518	24%
Other Provisions		0	
Net Assets		300,518	
Unrestricted Income Funds		300,518	

Audited Consolidated Accounts (Financial Statements) of Brent Community Transport and its wholly owned trading subsidiary 'Brent CT Engineering Limited' is available upon request.

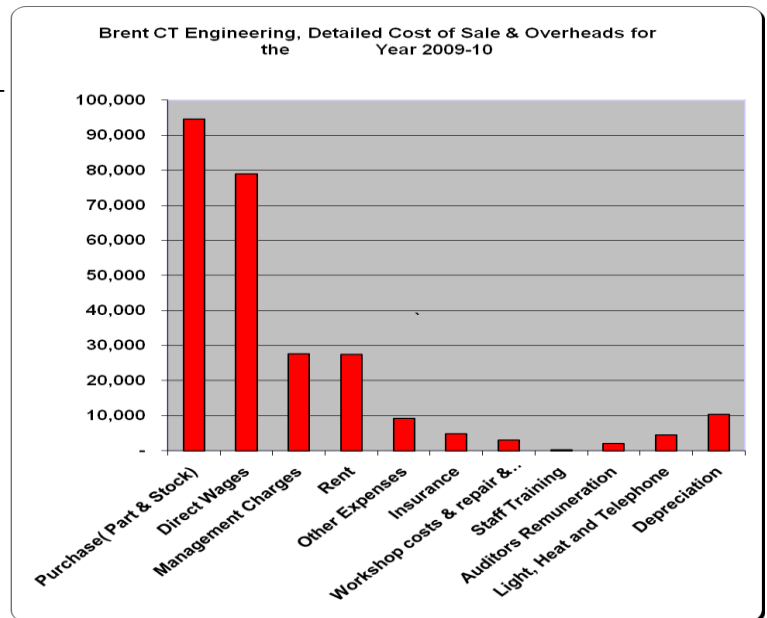


BRENT CT ENGINEERING LTD - INCOME AND EXPENDITURE YEAR 2009/10

Profit & Loss - Year	2009-10	Prior Year
	£	% of +/-
Turnover -	198,067	-8%
Cost of Sale	173,638	14%
Gross Profit	24,429	-62%
Overheads & Other Outgoings	89,508	70%
Operating Loss	- 65,079	-694%
Interest Receivable	3	-94%
Loss on Ordinary Activities	- 65,076	-691%
Tax on profit on ordinary activities	- 264	
Gift Aid To BCT	-	-
Loss for the Financial Year	- 65,340	



Cost of Sale & Overheads	2009-10	Prior Year
	£	% of +/-
Purchase(Part & Stock)	94,594	4%
Direct Wages	79,044	29%
Management Charges	27,687	4%
Rent	27,486	137%
Other Expenses	9,265	96%
Insurance	4,835	6%
Workshop costs & repair & ...	3,075	42%
Staff Training	225	19%
Auditors Remuneration	2,032	35%
Light, Heat and Telephone	4,475	334%
Depreciation	10,428	573%
Total	263,146	



Acknowledgements

1st Call Windscreens

ATS Tyre Services (Park Royal)

Barnet Community Transport

Brent Council

Brent CT Engineering Ltd

C & R Motors (Wembley)

Commercial Motors (Watford)

Dial a Ride

Ealing Community Transport

FireDon

G. M. Warren (East Lane)

Gary

Gary – Just Tail Lifts

Groman & Company, Chartered Accountants

Hackney Community Transport

Hammersmith & Fulham Community Transport

Harrow Community Transport

Lantern Recovery (National)

Maddens Recovery (Wembley)

Minerva Motors (Park Royal)

North West London Online

Peninsula

Prajesh Trivedy - Multicom Business Systems Ltd

Scott Rosser CTA (London)

Sean - Regor Concepts

Shaunsoft

St. John Ambulance Supplies

Superscreens

Systems Ltd.

TIDE (Ealing CVS)

Treadline Electrical Ltd

Wembley Tyres (Wembley)

Wrightsure (Insurance Group)

Donations

Vehicle Windscreens and Glass

Tyre Replacement & Repair

Operational Support

Community Car Scheme

Vehicle Repair & Maintenance

Vehicle Bodywork

Vehicle Repair & Maintenance

Services

CRB Applications & Support

Vehicle & Premises Fire Extinguishers

Landlords

Sounds & Surveillance

Tail Lift Repair & Service

Audit & Accounts Service

NVQ's Road Staff

Operational Support

Operational Support

Coach Recovery & Roadside Assistance

Minibus Recovery

Vehicle Bodywork

ECDL Training & Accreditation

HR Advice & Support

IT & Network Support

Support & Advice (often needed)

Vehicle Upholstery Repairs

Operational Software & Support

First Aid Supplies

Vehicle Windscreens and Glass

Security CCTV

Training for Voluntary Sector Employees

Electrical Installations & Support

Tyre Replacement & Repair

Company & Vehicle Insurance

Speechly Bircham LLP (Anonymous)



We would like to thank all our staff and drivers for their hard work and commitment. Special thanks to the Management Committee for their support throughout the year.

2009/2010 Trustees

Robert Johnson, Chairman

Moses, Vice Chairman

Suresh Thakrar, Treasurer (Resigned on 23.03.2010)

Robert Dunwell, Trustee (Treasurer from 23.03.2010)

Hazel Sheppard, Trustee

Jean Brewer, Trustee

Roger Simmons, Trustee

Ray Starr, Trustee

Peter Smith, Trustee

Colin Todd (Resigned on 27.10.2009)

D. Bhudia

Office Staff

John Quinn, CEO

Siamak Eynollahi, Finance Manager & Deputy CEO

Hocine Malki, Accounts Manager

Terry Finnegan, Training & Compliance Manager

Monica Ramgi, Bookings & Administration Manager

Roshni Gami, Publicity & Fundraising Assistant

Purvita Bhatt, Booking Coordinator

Ashley Daly, Booking Coordinator

Saima Qaisrani, Bookings Coordinator

Volunteers



Jonnie Cunningham



Steven Grant

Brent CT Engineering

Steve Reid, Workshop Manager

Vishal Senghani, Engineer

Sharafat Khan, Engineer



H.W. Pickrell



Gardiners Lane North, Crays Hill,
Billericay, Essex CM11 2XE
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Telephone: (01268) 521033

email: sales@hwpickrell.co.uk www.hwpickrell.co.uk



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www.hwpickrell.co.uk



BRENT COMMUNITY TRANSPORT

- Accessible and Non-accessible Minibuses
- Door-to-door transport for Brent Residents
- Qualified and experienced drivers

- WEDDINGS
- EDUCATIONAL TRIPS
- AIRPORTS
- EXCURSIONS
- ACCESSIBLE TRANSPORT

T: 0203 114 7022

E: bookings@brentct.org.uk

W: www.brentct.org.uk

✓ Our drivers are CRB Enhanced checked - Charity No: 280698 - Registered Company in England & Wales No. 1509231



Brent Community Transport



Community Car Scheme

The Community Car Scheme is a door to door transport service funded by the London Borough of Brent which is available to Brent residents.

- Available 7 days a week
- Registration is free
- Qualified and trained drivers
- All drivers hold a valid CRB
- All vehicles are fully accessible
- No minimum number of journeys
- You can travel anywhere within the M25
- £2.50 flat fee for the first 10 miles you travel

Who is eligible?

Brent residents who are in receipt of the Higher Rate Mobility Component of the Disability Living Allowance. Or able to provide a confirmation letter from their GP in relation to your mobility limitations.

If you are interested in registering for this service you can download a form from our website www.brentct.org.uk. Or call us on **0203 114 7022** for further information and assistance with completing the form.

We also provide transport for group outings etc.



Contacts

Bookings

E: bookings@brentct.org.uk

Training - Terry Finnegan

E: training@brentct.org.uk

Brent CT Engineering - Steve Reid

E: steve@brentct.org.uk

Community Car Scheme - Roshni Gami

E: roshni@brentct.org.uk

Accounts – Siamak Eynollahi

Hocine Malki

E: accounts@brentct.org.uk

For all other enquiries or to speak to a member of staff regarding any of the above please telephone 020 3114 7022



Mission Statement

To alleviate social exclusion, provide affordable and accessible transport to needy individuals and organisations and to make a positive difference to the environment.

Brent Community Transport

East Lane Business Park

Studio 41-42, Building 56 South

Magnet Road

North Wembley

HA9 7RG

T: 020 3114 7022

F: 020 3137 0751

E: bookings@brentct.org.uk

W: www.brentct.org.uk

