

LCT

Business Case

Harborough District Core Funding 2020/21

April 2020

1. Introduction

What are you

Lutterworth Community Transport

(NB registered as 'Lutterworth Volunteer Centre Ltd.')

How are you made up

Registered charity - Governed by a board of Trustees (x 8)

Managed by 2 x Co- service managers (part time) + Volunteer co-ordinator (part-time)

Volunteers; 25 minibus drivers, 35 social car drivers

What have you done historically.

Provided volunteer-driven transport (both minibus and car) in the area around Lutterworth, Broughton Astley and surrounding villages. We provide services for people who are vulnerable, disabled or elderly together with those with mobility issues or who are rurally isolated, because of the lack of public transport.

2. Strategic Case

What are you going to do in 2020/2021

Continue our ongoing campaign(s) to recruit new volunteers (drivers and office helpers) together with completing our MiDAS driver training initiative. Also considering similar training for our car drivers. Additional first aid training is planned for staff and volunteers.

Existing marketing channels continue to provide good promotional exposure. We continually review this regime and often try alternative media and resources. A recent example being the new 'Lutterworth Quarterly' – community newspaper in an endeavour to attract new clients and supporters / sponsors.

Why are you going to do it

Seek to maintain the level of services offered to the community and supplement the number of volunteers together with improving our support and development of them.

What is the community impact

The provision of various services via both community minibuses and the 'social car scheme' to members of the local community which have trouble accessing traditional transport. This enables such individuals to maintain their independence for example by; taking them shopping, health appointments, visiting friends / relatives also to lunch / social clubs and other places of interest. These services help to alleviate social and rural isolation.

*"I would be a prisoner in my own home without community transport" **

*"A wonderful service for trips out, as well as meeting people" **

What is the impact on the group/volunteers

Maintaining and seeking to extend our pool of volunteers, will ease the burden on individuals at peak demand times. However the rewards of knowing that their efforts make a real and direct impact on the community will still be there. To help gauge the effectiveness of our services another client survey is planned – to be conducted during 2020 (NB the quotes above are from the 2018 survey *)

How does it link locally/nationally

Whilst we operate independently and autonomously within an area defined by Leicestershire CC (due to funding parameters and boundaries) we are members of the Leicestershire federation of Community Transport operators. Alongside this county alliance, we act wherever possible in collaboration with neighbouring organisations – particularly VASL based in Market Harborough and covering the eastern section of our combined district.

We are members of the Community Transport Association, a national governing body for operators. This helps ensure we are appraised of current and changes to relevant legislation and guidelines, together with having access to a national voice and lobbying body for our sector.

Who are your partners and who are you going to link with this year

Our links with with Cross Counties Radio continue to develop - a locally based digital broadcaster covering our area of operation. Their help and assistance with promotion and advertising is very useful also one of our volunteer drivers is now a regular presenter on the station – so provides an even stronger link.

We are developing a good relationship with a local garage / vehicle maintenance specialist, with a view to establishing a formal link and based on their looking after our vehicles.

How are you going to make the project sustainable (if it is possible)

We continually monitor and review aspects of our operations that are crucial to the continuation of our business. The biggest impact is the renewal of minibuses, the age and cost of individual vehicles is assessed on an on-going basis. Provision is made for replacement of buses at appropriate age and condition to ensure and effective and efficient fleet is maintained.

Regrettably recently 3 (of our 4) mini-buses suffered breakdowns for varying reasons – all within a period of 3 weeks. This put a strain on resources, but services were maintained together with the replacement of a bus being brought forward due to resultant scrappage of existing one. The ‘bus sub-committee’ has been reinstated to oversee this together with looking in-to acquiring an all-electric vehicle for our local operations.

As reported last year, we had not increased our fares for approx. 3 years - this was reviewed and increases applied where appropriate. These equate to an increase of C. 2.5% which will ensure the viability and sustainability of the business.

3. Service Offer

- What time are you putting in to the project

2 x part-time (job share) Co-managers @ 25 hrs per week

1 x part-time office manager

C. 65 volunteers – approximately split into 3 ‘frequency groups’ ie.;

Those which do at least 2 or 3 drives a fortnight

“ “ 1 “ “ “

“ “ around 1 or 2 drives a month

4. Cost of Service

Some examples below

Description	Cost (£)
Salaries	51336
Premises	6681
Staff and volunteer expenses	21666
Office costs	4904
CT vehicle costs	13507
Total	98093

5. Benefits of service

- **How does it help the community**

Provides transport services to those in the local community who have difficulty accessing traditional transport resources – using cars and minibuses driven by volunteers. Also, whilst offering a rewarding and interesting opportunity to volunteers to feel good at making a direct impact themselves.

6. Summary

We seek to continue to provide a volunteer driven transport service to members of the local community who have difficulty accessing traditional transport resources. By adjusting our fare structure and securing sustained core funding from both Harborough District Council and Leics. CC, together with support from other partners we are confident of a viable future. By maintaining our resources and assets along with developing our valued volunteers we are determined to continue this valuable service for the community.

Driving The Community Forward Together...