



Arun Community Transport

Presentation to Aldingbourne Parish Council

21st May 2025



Overview

- Arun Community Transport was set up in 2018 to provide a network of volunteer drivers to support and assist the large and growing number of elderly, and often less abled, community in the Arun District. Enabling access to low cost and flexible transport for Hospital, Doctors and other medical appointment. Social travel such as hair appointments and shopping visits also feature as part of the service.
- Social Inclusion is important to isolated members of Communities and the service offered by ACT helps to improve the lives of many of its users.
- Arun Community Transport operates across 26 Parishes in the Arun District, from Ferring in the east to Selsey in the west, and north out to Arundel.

Operation

- Volunteer drivers use their own vehicles provide the transport service. Collecting their client from home and taking them to their appointment. Then waiting before returning them safely home.
- The drivers are supported by an office manager and a team of volunteer office staff in the ACT headquarters at Dove Lodge. These volunteers manage the day-to-day bookings and driver schedules.
- Volunteer Drivers can claim motoring expenses in line with HMRC rates for ACT client journeys.

The Value of Our Volunteers

- Our transport systems today exclude many people and communities, especially older people, disabled people, rural residents and deprived households leading to social isolation.
- Well managed Community Transport Schemes, using volunteer drivers, provide a solution and a vital service in our local communities. Collecting clients from home, taking them to their appointment, and waiting before returning them safely home.
- Our Volunteer Drivers provide companionship to our clients, a 'Journey Buddy', on their trips contributing to the Health and Wellbeing of our passengers.



The Impact of our Volunteers

- ACT have over 1,000 registered clients who rely on the service provided by our volunteers.
- ACT currently have 32 volunteer drivers
- ACT currently have 10 volunteer office staff
- ACT book and manage over 150 trips each week.
- Our volunteers spent over 180 hours per week interacting with clients, booking trips over the telephone and accompanying them to their appointments. This represents a major social contribution for those who are isolated members of our communities.



Annual Operational Data

1st April 2024 - 31st March 2025

			Ambulant	Walking Aid	Wheelchair WAV
Total Trips Booked	9500				
Cancelled Appts.	1666	17%			
Cancelled Pax Illness	175	2%			
No Driver Available	371	4%			
Completed Trips	7288	77%	3770	3057	461
MEDICAL APPOINTMENTS	5418	75%	52%	42%	6%
SOCIAL TRIPS	1865	25%			
Volunteer Hours Given	7850		WAV Hours	210	
Volunteer Miles Travelled	105890		WAV Miles	5926	
Registered Clients	1039		Volunteer Drivers		32
Under 65	129		New Drivers		7
65 to 74	190		Drivers Retired		3
75 to 84	380		Volunteer Office Staff		10
Over 85	340		New Office Volunteers		5

Aldingbourne Data 2024-2025

Registered Users	8
Ambulant	8
Use Walking Aid	0
Wheelchair User	0
Number of Trips	12



Our Aims

- To build a robust and sustainable Community Transport scheme in the Arun District. Providing better opportunities for social inclusion to the Towns and Parishes in the Arun District.
- To work closely with the Towns and Parishes in the Arun district to identify and understand the social needs of their residents.
- To collaborate with our partner providers to develop new services, such as shopping and social trips, avoiding social isolation.
- To recruit more volunteer drivers and office volunteers to enable the operation to offer additional services within the local communities.

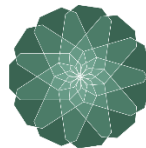
Our Needs

- Funding is essential to the sustainability of the Community Transport Scheme to meet our core costs. These include Office facilities, computer booking system and staff costs.
- Funding is also needed to drive new initiatives like the WAV project.
- To establish strong ties with Town and Parish councils to identify opportunities for funding grants to support the needs of residents in the local parishes.
- To identify private funders who can provide grants to support projects and initiatives for future growth of the Community Transport scheme.



Funding Partners

Arun Community Transport provides a vital service in our local community, contributing to the Health and Wellbeing of its residents. This would not be possible without the generous support of our local Town and Parish councils, organizations and businesses.



Ernest Kleinwort
Charitable Trust





Thank You

Arun Community Transport provides a vital service in our local community, contributing to the Health and Wellbeing of its residents.

For more Information please contact:

Volunteering

Chris Fuller mobile 07778835518

email chris.fuller@actransport.org.uk

Office and Membership

Jen Nicholson phone 01903 792100

email jen@actransport.org.uk