Arun Community Transport

Fundamentally Caring

7th Annual Report 2025-2026

Arun Community Transport
Charitable Incorporated Organisation (CIO)
Reg. Charity No 1183665

Arun Community Transport
Reg. Charity No. 1183665

Trustees of the Charity

Michael J Clayden (Chairperson - resigned 23rd July 2025)

Alex Palethorpe (Appointed 22nd January 2025 -resigned 31st March 2026)
Interim Chair - 23rd July 2025 to 31st March 2026

Anna Hyman (Appointed 17th July 2024)

Graham Irwin (Reappointed 10th October 2025)

Adrian Perkins (Appointed 24th April 2024)

Tony Buchanan (Appointed 2nd October 2025)

David Rainer (Appointed 5th November 2025)

Tony Gellett (Appointed 5th November 2025)

Julie Hucknell (Appointed 10th February 2026)

Cllr Christine Wiltshire (Littlehampton TC representative – non voting)

Office Staff - Employees

Chris Fuller (Part-time Volunteer coordinator/General Manager Appointed 3rd January 2024)

Colette Freek (Part-time Service Manager, Appointed March 2026)

Jen Nicholson (Part-time Service coordinator, resigned 28th February 2026)

Dove Lodge Community Resource Centre
49 Beach Road
Littlehampton
BN17 5JG

Email office@actransport.org.uk
Web www.actransport.org.uk
Tel 01903 792110

Arun Community Transport
Chairman's Report 2025-26

This has been a busy year for Arun Community Transport, as you will read in the reports enclosed.

This report covers the period from 1 April 2025 to 31 March 2026. This aligns with the standard financial year and allows us to produce our report in time for the funding timetable.

Trustees

This past year, we welcomed new trustees Tony Buchanan, Tony Gellett, David Rainer and Julie Hucknell. Mike Clayden resigned as a chair on the 23 July and I stepped in as interim chair whilst the charity looks to recruit a replacement.

Staff

The trustees thank Chris Fuller for all his good work over the year, exceeding his contracted hours every week.

In February, we said goodbye to Jen Nicholson. Our thanks to Jen for all her hard work and wish her well for the future.

We welcome Colette Freek as Service Manager and the skills and experience she brings to our service.

This year, we have a combined General Manager and Volunteer Coordinators' report.

Membership

In April 25 we increased our annual membership fee to £10.00 our first increase since membership fees were introduced. Our membership base continues increase, and we are able to quantify our active clients and produce useful income.

Grant Funded Projects

The funding we had previously secured to fund a Volunteer Coordinators role, two days a week, finishes at the beginning of June 26. We thank the National Lottery Community Fund for their generous grant for this project.

This has allowed us to expand our services and manage the complexities of running a charity.

We are most grateful to the funders for their trust in us to spend their limited funds well and give real value for money to our community. Please read the General Manager's report to see what has been achieved in 2025/26.

With the departure of the service coordinator and the funding of the volunteer coordinator ceasing, an opportunity was presented to review the core operational staff structure. We decided that to enable the Charity to continue and look to grow, a Chief

Executive Officer position would be created. This post would be funded for twelve months, with the post holder seeking self-funding going forward.

Wheelchair Accessible Vehicle (WAV)

During 2025, Tony Buchanan, Trustee led a review of the WAV and its future going forward. It is a pleasure to report that we can continue operating this service and have transformed it from what was a three-day service provision to a five day service provision, entirely serviced by volunteer drivers and that has now created an additional income stream.

Funding Grants

Without core funding, we would not exist, and we thank the generous organisations below for their continuing support.

National Lottery	£19,500
Chalk Cliff Trust	£5,000
West Sussex County Council	£13,500
Arun District Council (SFA)	£5,000
Littlehampton Town Council (SFA)	£2,000
Rustington Parish Council	£450
Angmering Parish Council	£300

We are especially grateful to Littlehampton Town Council and Arun District Council for its generous support of our core funding by way of a service funding agreement (SFA).

We also thank the Littlehampton District Lions Club for their pledge to match fund for a much-needed upgrade to our office server, which is vital for the running our service.

I also thank all the individuals who kindly donated to our funds over the year.

Volunteers

Our organisation's most important people are volunteers, who give up their time freely to help others in our community. As a recognition of our thanks to all our volunteers whether they be a Trustee, Driver or Office volunteer we arranged and funded a Christmas lunch at the Arun View Inn. Thank you all: the trustees, Drivers, and Office volunteers.

Alex Palethorpe (Mrs)
Outgoing Interim Chair (Resigned 31st March 2026)

Mr Tony Buchanan
Chairman (Elected 13th May 2026) - 20th May 2026

Arun Community Transport
Treasurer's Report 2025-26

The financial position for ACT is relatively strong. There is always caution to be observed due to the volitivity of grant funding applications.

Our year-end figures show a small surplus of £5,634.02 reported.

Income

The income provided by the Voluntary Car Service has increased by almost 13% to £22,820.11.

The decision made in October 2025 to drop the paid driving roles for the WAV service and revert to volunteer drivers made an incredibly positive impact on both the sustainability of the WAV service and the financial contribution it makes to the operation. To maximise the use of the WAV vehicle and cover the running cost it was decided to use the WAV for normal volunteer car services with the provision that members needing wheelchair transport would always be prioritised. After deducting running costs, the WAV service provided added income of £4,475.00 for the year. Going forward this proves the sustainability of the WAV service, provided that sufficient volunteer drivers are available.

Grant Income

Funding was received for our Volunteer Coordinator role from the National Lottery Community Fund, increases in funding were also achieved via the WSCC voluntary transport grant. Existing funding agreements with Arun District Council and Littlehampton Town Council also provided funding alongside smaller grants from other Town and Parish Councils. There will always be concern about this grant funded income going forward due to the financial climate and the fact that grants are becoming harder to obtain.

Membership

Following an increase in the membership fees, from £5 to £10, in April 2025 our income has increased accordingly. The introduction of proactively following up membership renewals by office staff and volunteers has had significant impact. Membership levels dropped to below 900 following a concerted effort to cleanse the records, removing duplicates, those who sadly had passed and, those no longer needing the service. I am please to report that the current membership has grown to over 1,000.

Reserves

The ACT constitution set the reserves at 50% of annual operating costs. This aspirational value was selected to protect the charity from any delay in the receipt of grants, which form a major part of ACT's income. The reserves have been increased from £17,099.79 to £20,221.71 in this financial year.

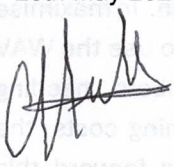
Longer-term ACT could review the constitution and possibly change the reserves to read '3 to 6 months' .

With the removal of the salaries for our paid WAV drivers and the inclusion of new salary posts going forward our current reserves would equate to around 27% of our current annual running costs, up from 25% last year.

We will continue to add to the reserves in the coming years, but I suspect it will take several years to reach our goal. Subject, of course, to not having to call on it.

Our vulnerability still remains and if we have unsuccessful grant applications, this could affect our cash flow at short notice. The Voluntary Sector primarily works on annual grant awards, which causes a continuous treadmill of Grant Applications for funding to keep the charity functioning. Progress has been made in finding and securing sustainable funding but there is much more to be done.

Chris Fuller
Treasurer
20th May 2026



Arun Community Transport General Manager & Volunteer Coordinator's Report 2025-26

ACT operates across 24 Towns and Parishes that make up the Arun District, from Ferring in the east to Selsey in the west, and north out to Arundel. ACT have recorded increases in the demand for its services making the recruitment of Volunteers essential to maintaining its services in the future.

As a community transport service, ACT had 1,104 members using its services in 2025-2026. With an average of over 150 weekly trips made by its members Arun Community Transport provide a vital lifeline to many of the elderly, vulnerable, disabled people, rural residents, and deprived households in the Arun District.

Arun Community Transport relies on its volunteer drivers using their own vehicles to transport its members to vital appointments in hospitals and doctors' surgeries. Social visits are also catered for when sufficient drivers are available. This service is vital to elderly and vulnerable residents of the towns and parishes in the Arun district. Office Volunteers co-ordinate and manage the daily bookings from our users and allocate them to available drivers.

Our volunteer Drivers and Office staff are the backbone of our operation, in the year 2025-2026 8,991 hours were given by our volunteer staff. Without their dedication our service would not be possible. We continue to need more volunteers to ensure the smooth running of our service. A robust recruitment and retention policy is crucial to our organization, it helps us keep our existing volunteers but also ensures that we have enough 'hands-on deck' to meet the growing demand for our services in the future.

Volunteering with us is not just about giving back to the community, it's also about taking care of yourself. The opportunity to volunteer has a positive impact on your health and well-being, giving you a meaningful way to spend your spare time. Many of our volunteers, who are still active and in good health, found this to be a fulfilling use of their newfound free time.

New volunteers are vital to ensure that the ACT services can be supported, and that future growth can be achieved. We also must be aware of what I call the 'Churn Factor'.

Realistically ACT will lose volunteers through natural wastage, such as moving away from the area or retiring. In the year 2025-2026 10 of our volunteer drivers retired or left. I am pleased to report that we were able to recruit 10 new volunteer drivers to replace them. Similarly, 4 of our office volunteer staff left and I am also pleased to report that 4 new office volunteers have been recruited to replace those who left.

As demand for community transport services increases it is important that Arun Community Transport networks with similar or related organisations, particularly Volunteer Action Arun & Chichester, Community Transport Sussex and the Community Transport Association. This will open further opportunities for Volunteer Recruitment. Collaboration with similar operations, such as these, also enables us to grow together by sharing and adopting best practices. Attendance at events such as the Littlehampton Lions Volunteer Fair, Angmering and Rustington Parish Council events, Littlehampton Town Council events also provide opportunities to recruit volunteers.

Chris Fuller
General Manager & Volunteer Coordinator
20th May 2026

Annual Operational Data
1st April 2025 - 31st March 2026

Arun Community Transport
Fundamentally Caring

		% of total	% Change this Yr
Total Trips Booked	9,117		4%↓
Cancelled Appts.	1,640	18%	2%↓
Cancelled Pax Illness	324	4%	85%↑
No Driver Available	449	5%	21%↑
Completed Trips	6,704	70%	8%↓
MEDICAL APPTS.	5,419	82%	1%↑
SOCIAL Trips	1,285	19%	31%↓
Volunteer Hours	8,031		2%↑
Volunteer Miles	60,039		n/a
WAV Hours	960		357%↑
WAV Miles	12,527		111%↑

		% of total	% Change this Yr
Registered Clients	1,104		6%↑
Under 65	54	5%	58%↓
65 to 74	178	16%	6%↓
75 to 84	447	40%	18%↑
Over 85	425	38%	25%↑
Ambulant Trips	2,883	43%	24%↓
Walking Aid Trips	3,506	52%	15%↑
Wheelchair Trips	315	5%	32%↓
Volunteer Drivers	32		0%
Left(Rt) 10 - New 10	10		
Office Volunteers	10		0%
Left 4 – New 4	4		

Arun Community Transport

Profit and Loss

April 2025 - March 2026

	TOTAL
Income	
Bank Interest	358.54
Car Income	
Admin Fees from Drivers	16,804.51
Car Office Payment	6,015.60
Total Car Income	**22,820.11**
Donations and legacies	671.73
Donations with membership fees	473.80
Grants Core Funding	22,600.00
Grants Restricted	24,500.00
Income	16.01
Membership Fees	9,165.14
PayPal Income	10.00
WAV SJ24DHX Income	
WAV Booked Mileage Fee	8,920.51
Total WAV SJ24DHX Income	**8,920.51**
Total Income	**£89,535.84**
Cost of Sales	
Repayment of Driver fees paid directly to office	119.68
Total Cost of Sales	**£119.68**
TOTAL	**£89,416.16**
Expenditures	
Accommodation Costs	
Meeting Room Hire	942.84
Rent	8,071.88
Total Accommodation Costs	**9,014.72**
Advertising/Promotional	137.80
Computer Costs	2,493.39
Computer Hardware	1,421.11
Computer Service Contract	888.55
Fenton's Hourly Rate bulk Buy.	2,340.00
Printer Ink	1,351.88
Total Computer Costs	**8,494.93**
Insurances	
Business Insurance	712.40
Total Insurances	**712.40**
Office/General Administrative Expenses	96.03
CATTS Software	5,468.40
ICO Data Protection	47.00
Printing, Postage and Stationery	377.68
Quickbooks Accounting Software	642.00
Stamps	62.56
Telephone Costs	673.87
Mobile Telephone	301.33
Total Telephone Costs	**975.20**
Total Office/General Administrative Expenses	**7,668.87**

Arun Community Transport

Profit and Loss

April 2025 - March 2026

	TOTAL
Other Professional Services	48.78
Funding People	2,442.00
PayPal Fees	317.23
ULEZ & Congestion Charge	42.50
Total Other Professional Services	**2,850.51**
Purchases	36.77
Raising funds	35.00
Salaries & Wages	39,663.19
Pensions	2,102.90
Total Salaries & Wages	**41,766.09**
Subscriptions	160.00
Uncategorised Expense	
Volunteer Expenses	328.55
DBS Checks	174.80
Subsistence	1,678.81
Volunteer Travel Expenses	46.75
Total Volunteer Expenses	**2,228.91**
WAV SJ24DHX Running Costs	801.80
Diesel	1,623.82
Wav Insurance	1,824.89
Wav Road fund licence	195.00
Total WAV SJ24DHX Running Costs	**4,445.51**
Total Expenditures	**£77,551.51**
NET OPERATING INCOME	**£11,864.65**
Other Expenditures	
Depreciation WAV SJ24DHX	6,230.63
Total Other Expenditures	**£6,230.63**
NET OTHER INCOME	**£ -6,230.63**
NET INCOME/(EXPENDITURE)	**£5,634.02**

Balance Sheet Comparison

Arun Community Transport

As of 31 Mar, 2026

	TOTAL	
	AS OF 31 MAR, 2026	AS OF 31 MAR, 2025 (PY)
Called up share capital not paid		
Fixed Asset		
Tangible assets		
Motor Vehicles Cost	0.00	0.00
Office Equipment Cost	12.00	
Vehicles WAV SJ24DHX	12,461.24	18,691.87
Total for Tangible assets	**£12,473.24**	**£18,691.87**
Non-current Assets		
Total for Fixed Asset	**£12,473.24**	**£18,691.87**
Cash at bank and in hand		
ACT Reserves	20,221.71	17,099.79
General Funds 56376660	26,329.47	14,007.41
Lloyds Bank 43556268	8,397.34	2,076.92
Paypal ACT	0.00	259.51
Postcode Grant	0.00	0.00
Restricted Funds	2,884.47	14,990.81
Returned Cheque	0.00	0.00
Undeposited Funds	75.53	160.75
Total for Cash at bank and in hand	**£57,908.52**	**£48,595.19**
Debtors		
Debtors	-411.99	-4,727.27
Total for Debtors	**-£411.99**	**-£4,727.27**
Current Assets		
Uncategorised Asset	0.00	0.00
Undeposited Funds-1 Do not use	0.00	0.00
Total for Current Assets	**£0.00**	**£0.00**
NET CURRENT ASSETS	**£57,496.53**	**£43,867.92**
Prepayments and accrued income		
Creditors: amounts falling due within one year		
Trade Creditors		
Creditors	3,507.11	1,731.15
Total for Trade Creditors	**£3,507.11**	**£1,731.15**
Credit Cards		
Current Liabilities		
Total for Creditors: amounts falling due within one year	**£3,507.11**	**£1,731.15**
NET CURRENT ASSETS (LIABILITIES)	**£53,989.42**	**£42,136.77**
TOTAL ASSETS LESS CURRENT LIABILITIES	**£66,462.66**	**£60,828.64**
Creditors: amounts falling due after more than one year		
Provision for liabilities and charges		
Accruals and deferred income		
TOTAL NET ASSETS (LIABILITIES)	**£66,462.66**	**£60,828.64**
Charity Funds		
Called up share capital		
Net Income/(Expenditure)	5,634.02	-443.03

Balance Sheet Comparison

Arun Community Transport

As of 31 Mar, 2026

	TOTAL	
	AS OF 31 MAR, 2026	AS OF 31 MAR, 2025 (PY)
Opening Balance Equity	20,795.89	20,795.89
Retained Earnings	40,032.75	40,475.78
Total for Charity Funds	**£66,462.66**	**£60,828.64**

Agreed on Board Meeting May 13th 2026.

A. J. BUCHANAN

CHAIRMAN ACT.

Arun Community Transport Notes to Accounts

Trading year 1st April 2025 to 31st March 2026

Note 1

Restricted Funds

We currently have £2,884.47 in our restricted funds, which is funds set aside to cover posts covered by grants received.

Note 2

Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.
Depreciation is recognised to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Motor vehicles 25% Straight Line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the asset's carrying value. It is recognised in the statement of financial activities.

All assets costing more than £1,000 are capitalised.

Note 3

Reserves

The Trustees have agreed to build a reserve account equal to 50% of annual operational costs in this financial year.

This year we have £20,221.71 in the reserve account. This equates to 27% of current annual operating costs.

Note 4

Profit & Loss

Funding People was a company used to support grant funding applications and are no longer

used.

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees	**ARUN COMMUNITY TRANSPORT**		
On accounts for the year ended	**31/03/2026**	**Charity no (if any)**	**1183665**
Set out on pages	**1** (remember to include the page numbers of additional sheets)		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2026.

Responsibilities and basis of report

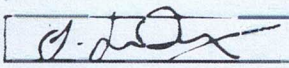
As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:		**Date:**	**15/05/2026**
Name:	**JAMES LOVEDAY**		
Relevant professional qualification(s) or body (if any):	**N/A**		
Address:	**10 WILTON CLOSE, RUSTINGTON, WEST SUSSEX, BN16 3TH**		