



CTLA
TRANSPORT FOR YOUR COMMUNITY

Keeping Life Moving



Our Story

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VAT No: 730103006

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**To support CTLA, please visit our website,
www.ctla.org.uk to donate. Follow us on Twitter
@CTLewesArea & visit our Facebook page**



About CTLA

Formed in 1996, CTLA (Community Transport for the Lewes Area) is an award-winning charity. We provide fully accessible affordable personal travel for those in the community who have difficulty getting out and about on public transport and who do not have access to a car.

The transport we provide helps in reducing isolation and loneliness, supporting independent living, and building stronger communities – this is at the very heart of what we do.

Our Purpose

- To play a leading role in the provision of Community Transport

Our Vision

- Provide reliable, high quality transport to reduce loneliness and social isolation for those who have difficulty accessing regular public transport

Our Values

- We will be open to all people and have a desire to say yes.
- We will show we care, respect, listen and support all colleagues, service users and supporters
- We will manage our resources carefully, as every pound counts. We will be efficient, always adapting and creating to ensure sustainability

CTLA relies on the generosity of our supporters to enable us to ***Keep Life Moving*** for many in the community.

Welcome

CTLA is a leading force in the provision of *Local Community Transport* in the Lewes District Area, where over 5000 members are supported, by reaching out to, understanding, and assisting people who are *socially isolated* and at risk of *loneliness*. Helping them to lead *independent lives* & providing opportunities to reconnect and restore confidence.

Local authorities, health and social care services, schools and other non-profit organisations work in partnership with us, which *builds stronger communities*.

Families are actively assisted by use of our specially adapted, accessible vehicles and fully trained, knowledgeable, and caring staff. This helps people's loved ones continue to connect with others and use transport safely.



Development within the Charity

345,773
Vehicle
miles per
annum

79,339
Passenger
Journeys in a
typical year.

We offer our NEPT service (Non-Emergency Patient Transport service which helps our members get to and from their local GP or hospital and clinic out-patients appointments helping them to help get the vital treatment they need and reducing missed medical appointments.

Our direct door to door service takes the worry and the stress out of a journey that might need several changes of buses and a long walk and can often make the difference between older and less mobile members getting the regular checks ups they need or having to cancel or forego treatment because getting there and back is too difficult. Good management of underlying health conditions is often the difference between managing lifestyles or ending up requiring emergency hospital admissions.

“Knowing my dad can get to his doctor’s appointment safely, takes a weight off my shoulders.”

Supporting Independent Living

CTLA understands how important independence is; the desire to be independent does not diminish with age if anything it becomes more important in later years.

Lack of accessible and affordable transport is a huge barrier to independence. Free bus passes for older and disabled people are only valid on scheduled public services – which often require unmanageable walking distances to bus stops for some who have mobility problems.

Our service users have a valuable perspective to contribute and deserve equal opportunities to decide how to take part in their communities and a right to have equal access to goods and services affecting their day to day lives.

33% of our members are aged between **81 -90yrs** & **13%** are aged between **91-100yrs**

Number of registered young people using the services 4,945

3% are aged 0 – 10 years
8 % are aged 11 – 20
1% aged between 21 and 30





Reducing Isolation & Loneliness

CTLA is aware that nearly one-third of older people in general and almost half of those over 80 say they are sometimes lonely.

We are aware that our services can help people reconnect with one another, and that is why they are vital for the community.

We are proud to assist many, to help them overcome personal travel difficulties in later life and re-build their independence and dignity, to support all, where possible with the services that we provide.

According to a survey conducted by Radio 4 & University of Manchester in 2018, 16–24-year-olds are more likely to experience loneliness than any other age group.

“CTLA was a lifeline for mother. Chatting to everyone on the bus always lifted her spirits.”

97%
Of Our Travel
Club Members
Live Alone

Our services enable people of all ages to connect, socialise, learn new things and fight against isolation and loneliness:

- **Dial A Ride**
- **Travel club**
- **Community Group Hire**
- **Local Bus Services**

Dial A Ride

5 Dial A Ride Bus Schemes Covering:
*Telscombe, Peacehaven,
Newhaven, Seaford, Lewes, Eastbourne
& Uckfield*

Dial A Ride buses deliver door-door access to healthcare, shopping, lunch clubs, visits to friends and family and the chance to socialise with our drivers, passengers and the wider community!

**Total Dial A
Ride journeys**
32,809 per
annum

**Total
passenger
journeys in a
typical year**

We do not see people with additional travel needs as a problem to be solved – simply people who are in need of equal access to everyday goods and services and the chance to continue to enjoy a life which is as fulfilling and independent as possible. We also recognise that our services are needed by everyone – young and old. Dial A Ride is for **everyone!** All ages can register to become a valued member of CTLA and benefit from our services.

Community Group Hire



Our Community Group Hire service provides charities, social enterprises, schools and not for profit clubs and support groups with the perfect solution to your group's travel needs allowing you to pursue your interests whilst we look after your travel needs.

All we ask is that your organisation or group registers free with us using the form you can find on our website www.ctla.org.uk or by contacting our group-booking specialist in our office on 01273 517332.



Our transport supports one-to-one interactions and also group-based shared interests. See how we can solve your community group hire needs.

Local Bus Services

CTLA operates some local bus services . Our buses run where there is a community need but no service provided, offering local bus connections within communities and connections to other bus services. You can find the bus timetables on our website. These scheduled bus services are available to the general public without the need to be a member or to pre-book.

Travel Club

2855 Passenger-trips
for 234 trips during
the year

218 Active Travel
Club members
look forward to
regular days out



Our popular Travel Club offers members of all ages the chance to get out of the house, make new friends and visit new places, Stately homes, shopping centres, pub lunches and boat trips or all part of a varied programme included in or monthly newsletter sent out to members and also published on our website. The only requirement to be part of the travel club is, that you must be a registered member of CTLA first, before booking any trips or days out with us.



Meeting and making friends with others on the bus is often a big part of a day out with the Travel Club and can be so enjoyable.

Supporting Families

Supporting families is one of our main priorities. We can do this by taking children with special travel requirements to and from school and college. Our drivers and passenger assistants provide a first-class service to passengers, ensuring there are calm journeys, happy parents and carers. **All our drivers and passenger assistants** are highly trained and there to ensure the safety and comfort of our clients.

Each experience is different when looking after elderly or young people with special needs, and caregivers can often face many challenges. CTLA supports family members of all ages, by providing safe, reliable travel to and from care centres and schools.

**13,300 Home
to School
Journeys
each year**



Caring for a family member with Dementia can be demanding. We work alongside Adult Social Care and dementia support organisations, delivering transport to day centres, lunch clubs and respite care.



**“Our son uses
the CTLA bus.
He absolutely
loves it!”**

**“Life became a
challenge for
my mother,
until she found
CTLA.”**

**“Your drivers
are amazing!”**

Building Stronger Communities

We believe in partnership working. By working closely together with other community groups and charities and wider stakeholders, CTLA plays a large part in addressing a range of social issues, not just loneliness and isolation.

The positive impact of partnership working in the community can benefit a wide part of the local population, helping local people access help from other support services.

We work alongside many groups providing transport to and from activities in village halls and community centres.

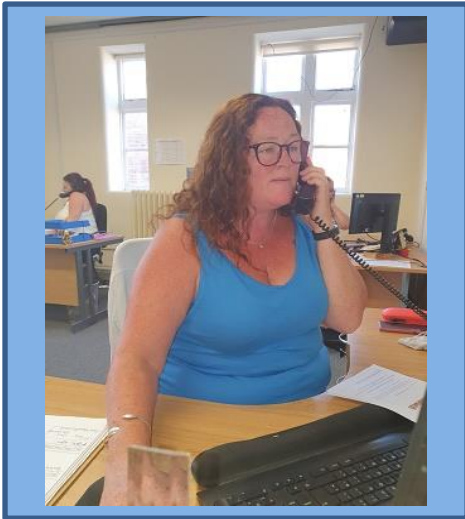
134
Registered
Groups

470 Different
locations
through East
Sussex
(Lewes &
Wealden
Districts)
services.

“Your drivers are always on
time and polite. They
provide us with peace of
mind.”

*We provide 5 scheduled local bus services:
3 of which link the towns of Uckfield & Crowborough
2 of which provide for the needs of those living in the
urban area of Lewes.*

Working & Volunteering at CTLA



CTLA recognises that recruiting the right staff and volunteers is essential to providing our vision and values.

Our colleagues tell us how *'inspiring'* it is to be part of a team where they help people to get 'out-and-about' in their communities, support them in learning new skills and help them to make new friends.

Over 1000
Volunteer
Hours completed
in a year

Our Team: 70 in total
6 Trustees
9 Managerial/admin
29 Passenger Assistants
25 Drivers
2 Volunteers



Supporting CTLA & Legacy

CTLA's impact within our community, not only makes a social difference to individuals but has a positive financial impact to the local authorities and other care agencies, however all of this is done without any guaranteed statutory funding. This means that the support we receive from local fundraisers, grant providers and the community is vital in keeping our minibuses on the road and delivering life-affirming travel to our members in the fight to reduce isolation and loneliness.

£120k
Raised via
Fundraising
2021/2022

We are thankful to our Fundraising Partners who have organised events on behalf of CTLA and to those Grant Providers who have awarded us grants helped keep us moving. But we always need more help and you can be a part of our great team.

Support CTLA via:
Partnership Fundraising
Personal Donations
Corporate Sponsorship
Grants or Becoming a Volunteer!



Did you Know?

Members can continue to support CTLA after death. This can be done through remembering us in your will.

More information can be found on our website, regarding legacies or by contacting us and asking about our legacy-giving options.

CTLA acknowledges the generosity of all our supporters

How to Volunteer for CTLA

What roles we offer:

- ❖ Volunteering to drive one of our minibuses (D1 licencerequired) or volunteer passenger assistant
- ❖ Helping out at fundraising events & sales
- ❖ Helping out on admin work in the office



You can be a young person or older person to volunteer. We encourage as many people from all backgrounds to volunteer as possible! There are no minimum hours and you don't need any training or previous experience just come along and be a part of the team. Any training necessary will be provided.

Want to find out more about volunteering for us? for an informal no obligation chat

Telephone: 01273 517332

Email: info@ctla.org.uk

Post: Community Transport for the Lewes Area Hillcrest
Community Centre
Hillcrest Road
NEWHAVEN
BN9 9EA

You can also use the 'Contact Us' form, which can be found at the bottom of our home page on the website.

CTLA and the Future

Following the Covid pandemic we are working hard to grow back the numbers of people we help in the local community to the pre-covid levels. Numbers are beginning to grow again but inevitably some of our older and more vulnerable members have yet to return to full activity levels.

We would like to see continued growth in the non-emergency patient transport service – NEPTS that we provide as we seek to help more and more people get their regular medical check ups they need.

Finally, increasing our volunteer numbers would help us to deliver more passenger-trips, but without a significant increase in costs. Therefore, we see attracting volunteers as a major part of our marketing strategy



All figures quoted in this guide relate to a typical year immediately prior to Covid. In common with all transport providers and many other organisations the travel restrictions and social distancing imposed during the pandemic temporarily reduced numbers travelling, which are now beginning to grow back towards pre-covid levels.

Testimonials

"Mollie currently attends the Life Skills Centre at Chailey Heritage Foundation and has enjoyed a crucial, comfortable and caring service" **Mollie's dad.**

CTLA has, and continues to, assist infinite numbers of vulnerable and isolated members of the community across my constituency"
Maria Caufield, MP for Lewes

"Lewes Town Council considers that CTLA provides essential services to the community of Lewes" **Steve Brigden, Former Town Clerk for Lewes Town Council**



CTLA

TRANSPORT FOR YOUR COMMUNITY

Keeping Life Moving



Our socials:

Facebook @CTLACommTrans

Twitter @CTLewesArea

