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# **Buchan Dial-a-Community Bus and DAB Plus C.I.C**

Annual Report 2009 / 2010

**10 YEAR ANNIVERSARY**

## Chairmans Report

"2009/10 has been a year of highs and lows for Dial-a-Community Bus and our Social Enterprise arm, DAB Plus c.i.c.

We have been hit with contracts terminating due to funding constraints placed on partners, which has led to us being called upon to make some difficult decisions around staffing; considering redundancy or as an alternative, job review.

At the same time we have successfully tendered for and secured several contracts which will allow us to expand our business; entering areas where we have been striving for many years to make headway.

The challenges we have faced conducting business with restricted resources have been met with relish, and I believe that as an organisation we are stronger for the experience.

With the Economy still effectively in a recession, growing a business is always going to incorporate an element of risk. However, during the process of developing the Social Enterprise, we have learned valuable lessons for the future - and we can be sure that the decisions taken to secure this expansion have been founded on a solid, sensibly financed base, hopefully ensuring prosperity and longevity for the organisation.

Once again I am delighted with the assistance we have been given by those with whom we have worked and partnered over the year. Our business has been strengthened by their input, however large or small; in whatever shape or form. On behalf of both the organisations, I thank them all for their continued support.

As we continue forwards into the year to come, I am delighted that our business is growing and that we continue to help represent Community Transport on a National scale. At the same time I am proud that Dial-a- Community Bus still strives to remain close to the reason it exists - to support the community, through the provision of Community Transport and other linked services."

**Alan Brown**  
**DACB Chairman**

## General Managers Report

2010 has been an incredibly busy year for both DACB and DAB Plus. There have been times over the last year when I've looked up from my desk and wondered what happened to the last month...or six!

With the financial climate being a huge cause for concern locally and nationally I've spent a lot of time tightening our belt and trying to find more cost efficient ways of doing things. I have to thank my team for putting up with me as I try and squeeze every penny from the pound and for working so hard to help me do it. It really helps when everyone buys into the same goal, and I've got to say our guys are true Scots; they get every last drop of fuel squeezed out of those buses!

We worked really hard in the early part of the year to tender for all the contracts, only to find that we were more successful than we wanted to be! A learning curve indeed. I have to thank our partners in the city and the shire council's for all their help during this period and especially over the last three months as the contracts have bedded in. If it wasn't for their support we would have struggled; the commercial world being quite tough for a voluntary organisation to move into at first.

And again I have to thank my colleagues in the social enterprise sector as well as those in the Community Transport world who had already made the jump into contracting. I deeply appreciate the time they spent with us answering daft questions, providing support and even giving me easy ways to calculate the never ending sums! Thanks guys; couldn't have done it without you.

It was a year of highs and lows; gaining the new contracts, losing others. Employing new staff and unfortunately having to lose others. We had many hills to climb and some dark times but we learned a lot from every different event and we've had a lot of fun and laughter along the way as well.

As usual I want to thank my incredible team, their strength and hard work holds us together and makes this organisation the very special place it is. Every driver, office member, escort, fundraiser etc; be they paid or volunteer, is amazing and I probably don't say that often enough. And of course the Board. They have been a source of strength and support like never before over the last year and all I can say is thank you.

It wouldn't be right to end this piece without raising a virtual glass to the last ten years of DACB. It's been an incredible journey, for the organisation, the people and for me personally. It's hard to believe sometimes that I started as a part time administrator looking after 2 buses and 2 small services. 10 years later on and we have 9 buses; soon to be 10, an incredible array of work, and for some insane reason I'm still at the helm!

What I'm most proud of is that although we've grown like Topsy, we've never lost sight of our raison d'être, and every single one of the DACB clients are still the most important thing in our "world". Their continuing need for affordable, accessible transport remains our priority and always will.

It was an amazing last ten years....here's to the next ten!

**Rachel Milne**  
**DACB General Manager**

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## The DACB Directors

As this is the 10 year anniversary of DACB, we decided that it would be a good idea to introduce the directors behind the scenes and what makes them so passionate about DACB. To make things a little easier for those who contributed, we used a standard question template; here are the answers!

### Alan Brown

*Name:* Alan Brown

*Occupation:* Police Officer

*Position in DACB:* Director

*Time in DACB:* 14 Years

*How did you get Involved?:* "Through driving qualifications at work – I was asked by a colleague to volunteer to drive one day per week on an ad hoc basis...It grew from there!"

*Has working with DACB given you new skills or enhanced the skills you already have?* "Yes – Training qualifications (MiDAS suite); Presentation skills training; Charing Meetings; Enhanced confidence in Public speaking; Driving assessment skills."

*How do you see DACB having impacted the local community?* "It has become a lifeline for many in the community – through transport, social events and employment provision. It has also brought sections of the community together where they may not have been linked otherwise – youth and aged/disabled sectors for example."

*What is the best thing about working with DACB?* "The pleasure gained when work in service provision is acknowledged by the grass root service users...and at the opposite end of the scale, when that work is acknowledged and recognised as best practice on the National scale."

*What is the worst thing about working with DACB?* "As a voluntary role, it can and does take over life at times...it's a full time job in itself, requiring time alongside work and life commitments.....It can be difficult to strike an appropriate balance."

*What is your vision of DACB for the future?* "I want it to grow and become successful in all it seeks to do, whilst remaining close to the community which gave rise to its being. I will consider this success as achieved if the services are available for my use when I reach the stage of requiring them; that means the next generation of staff and volunteers will have carried forward the ideas, work and services I am assisting to put in place today."

### Gordon Reid

*Name:* Gordon Reid

*Occupation:* Quality Manager, Grey and Adams Ltd, Quality Refrigerated Vehicle Supplier

*Position in DACB:* Director, Health and Safety Advisor

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*Time with DACB: "It seems like many years now, but I believe it has been around six years"  
How did you get Involved?" MiDAS driving test in order to drive for the Church. Became a  
volunteer driver, Board member and then Director"*

*Has working with DACB given you new skills or enhanced the skills you already have? "Having  
to re-qualify the MiDAS driving test every three years makes you a better driver. Attending  
training events like the MEEPs, driver training at the AECC and the drink aware training at  
Fraserburgh gave valuable lessons on how to improve your driving skills and to be able to  
assess difficult and different driving situations. General management skills have also been  
put to the test at times."*

*How do you see DACB having impacted the local community? "By offering the type of  
service we do to those who are deprived of transport needs, we are providing a much  
needed service to the community. However, as we grow, we must never forget the humble  
beginnings of the organisation and the ethos of how/why the organisation was set up in the  
beginning. Our customers/clients should and must remain our top priority as without them we  
would not exist."*

*What is the best thing about working with DACB? "Seeing the organisation grow over the  
years from the initial start to where we are now being able to commit to offering , tender, win  
and provide the services for contracts against more established transport organisations."*

*What is the worst thing about working with DACB? "Being in full time employment, not being  
able to devote as much time to the organisation as I feel that I could give. Also working 15  
miles away from the office I am not able to contribute as much as I would like."*

*What is your vision of DACB for the future?: "To continue to be available as and when I am  
able to assist/volunteer, to hopefully see the organisation continue to survive in today's  
difficult markets and to see it continue to grow/maintain the existing work which we now  
have been contracted to carry out."*

## Lynne Gordon

*Name: Lynne Gordon*

*Occupation: Community Learning Worker*

*Position in DACB: Board Member*

*Time with DACB: 9 Years*

*How did you get Involved?: "Through my job as a community worker, where we had  
identified that transport was a major issue for you people accessing services in Central  
Buchan and the best way to address this was to work with DACB."*

*Has working with DACB given you new skills or enhanced the skills you already have? "I have  
a better understanding of how a social enterprise works."*

*How do you see DACB having impacted the local community?: "It allows people who would  
otherwise be isolated to get around and maintain their independence, while also being a  
cost effective way of getting groups around and allowing young people to be part of things  
they couldn't if transport wasn't provided to take them home."*

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*What is the best thing about working with DACB? "Everyone involved is committed to always improving the service"*

*What is the worst thing about working with DACB? (No Answer)*

*What is your vision of DACB for the future? "To continue to improve the service and make it sustainable for the whole community".*

## **Norma Thomson**

*Name: Norma Thomson*

*Occupation: Retired*

*Position in DACB: Volunteer Driver Patient Transport, Volunteer Co-ordinator and Vice Chair*

*Time with DACB:""From its inception"*

*How did you get Involved? "Margaret Lawrence, a development worker, asked for assistance to get a bus. Greta Bowie came into the Area Office whilst I was speaking to Maureen and made it clear that things could not go on, never knowing if a bus was going to be available and the rest as they say is history."*

*Has working with DACB given you new skills or enhanced the skills you already have?:  
"Learned to drive the bus and gained MiDAS, learned first aid and became a trainer and then went on to learn PATS and became a trainer. Overall, it has increased my confidence."*

*How do you see DACB having impacted the local community? "It has given employment to many volunteer opportunities."*

*What is the best thing about working with DACB? "Working as part of an effective team of volunteers and paid staff, meeting people and helping them."*

*What is the worst thing about working with DACB? "Having to say no when I can't do a patient transport run."*

*What is your vision of DACB for the future? "I'm still reeling from the expansion this summer, but to keep going from strength to strength."*

## **Peter Kitson**

*Name: Peter Kitson*

*Occupation: Unemployed*

*Position in DACB: Volunteer Car Driver and sit on Management Committee*

*Time with DACB: 2 Years*

*How did you get Involved? "I liked the idea of voluntary work."*

*Has working with DACB given you new skills or enhanced the skills you already have? "It has helped me with my communication skills."*

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*How do you see DACB having impacted the local community? "As a valuable asset for transporting people to hospital, shopping, work etc where no other transport is available."*

*What is the best thing about working with DACB? "Meeting different people and being involved with the management side"*

*What is the worst thing about working with DACB? "Filling in forms!"*

*What is your vision of DACB for the future?"To grow steadily to meet the increasing demand for transport."*

## **Maureen Stephen**

Name: Maureen Stephen

Occupation: Registrar of Births Deaths etc / Area Committee Officer

Position in DACB: Company Secretary

Time with DACB: "Since 1997"

*How did you get Involved? "Through supporting the development and establishment of a community transport service for Buchan. Initial funding, feasibility work and employment of first member of staff."*

*Has working with DACB given you new skills or enhanced the skills you already have? (No Answer)*

*How do you see DACB having impacted the local community? "Providing an essential service for Buchan, improving the health and wellbeing of the most vulnerable in our Buchan communities. Helping agencies provide better services cost effectively, providing a social network for clients, increasing employment opportunities in Buchan, raising the profile of Social Enterprise and Third Sector organisations locally and strategically."*

*What is the best thing about working with DACB? "The satisfaction of knowing you are part of an organisation that delivers the above and makes a difference."*

*What is the worst thing about working with DACB? "Not having enough time to commit fully to the organisation – and seeing there is so much to be done."*

*What is your vision of DACB for the future? "Sustainability through social enterprise activities to ensure the service will continue for as long as there is a demand."*

## “One Year On”

*A Message from Viv Bowser, former Chairperson and Director*

“Back in the 90's, when the plan was to enlarge the area and scope of Dial-a-Community Bus, I joined the committee as the representative of New Pitsligo Community Council.

When we achieved company status, I was one of the original directors along with Norma and Harry. I was Chairman for two years later on.

In the summer of 2009, my already “dodgy” health took a turn for the worse, and with much soul-searching and great reluctance, I resigned at the AGM.

A Year on, I still miss it but also have some sense of relief!

I get around the house and garden with one or two sticks, visit the shops, surgery and church on a mobility scooter (max speed 4mph!) and having given up my driving licence (after 62 years!) depend on Beryl to go anywhere further. We used Dial-a-Community Bus as passengers several times during last winter.”

**Viv Bowser**

## A Year in the Life; The Drivers Perspectives

### Alternative Patient Transport (APT)

*"Without Dial-a-Community Bus, just getting my shopping would be 10 times harder, it's a godsend!"*

The APT service continued to thrive throughout 2009 and 2010, to the point we were putting patients on to the Job Centre Bus during its down time until the JCP service finished its term in June.

The number of clients contacting DACB for transportation has greatly increased, but sadly we have had to turn individuals away due to timing constraints with contracted clients and the inability to find a volunteer driver that was available to transport them at the required time.

Whereas at this point in time last year we had 235 registered APT clients, the 2009/2010 period has seen an increase by 185, bring our APT client list to a total of 420 individuals using the service.

The service has so far provided 2369 return journeys from April 2009 to April 2010, this equates to 1185 individual journeys, an increase of 54 journeys on the 2008 to 2009 period. It should be noted however that this number would have been significantly higher but for bad weather forcing services off the road. Of the 2369 return journeys we have provided over this period in time, 1434 of them were carried out by our volunteer drivers.

During this period in time, the DACB volunteer drivers have completed 21,874 miles in transporting clients to various medical facilities in the Aberdeenshire area. This is inclusive of hospital and doctor appointments, mental health appointments, rehabilitation and resource centres.

The table below shows just how much our volunteer drivers are willing to undertake, but also demonstrates the real cost of transporting clients.

### Volunteer Mileage Information April 1009 to April 2010

Volunteer	Total Mileage	Total Paid By Customers	Total Paid to Volunteer Driver	Deficit
1	15250	£1890.50	£3616.15	£1,725.00
2	2242	£128.00	£749.80	£621.80
3	2052	£208.00	£612.30	£404.40
4	1016	£118.00	£288.40	£170.40
5	837	£120.00	£216.30	£96.30
6	263	£15.00	£91.60	£76.60
7	130	£7.00	£45.00	£38.00
8	84	£15.00	£18.60	£3.60
<b>Totals</b>	<b>21,874</b>	<b>£2,501.50</b>	<b>£5,638.25</b>	<b>£3,136.75</b>

### Alternative Patient Transport (APT) Driver; Mark Glass

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*"I have worked with DACB since October 2009 working on the Alternative Patient Transport (APT) service. When I first started I was only able to drive the companies small MPV as I did not at the time have a D1 license. Between DACB and myself, we came to an arrangement that through them I would be able to obtain the required license to drive the larger buses.*

*We arranged that the company would foot the bill and then over the next 2 years I would repay a small amount each month, which I was more than happy to do as it meant I had a secure job and it's one that I really enjoy doing. DACB have also put me through other training which they have paid/provided such as, Driver CPC and MiDAS.*

*One of the main reasons that I enjoy my job is the amount of satisfaction I get from helping those in need. It gives me such a warm feeling inside when I have the great company of an elderly client (whom sometimes very rarely gets the chance leave their own home) who is so so grateful of the help and the company of someone.*

*I work with a large array of clients during the week. These range from the very old, mentally or physically disabled, to young school children. I really enjoy working with and having the company of all my passengers, the elderly are so full of wisdom and the young children have so much energy and life so it's a great feeling working with both.*

*There are obviously different challenges that come when working with different people. The main challenge is establishing a good working relationship with the clients, this means that you become aware of their needs and it makes working with them alot easier and enjoyable.*

*The best way to explain this is that with a few of my elderly clients, even though they are very unstable on their feet, they are very very independent. I know from building up a good working relationship with them that I am there to aid them as and when I'm needed, rather than just to help them when my help is neither needed nor wanted. Some of the clients can be rather funny when it comes to helping them when help is not needed, it can really upset them and be a real knock to their confidence and independence.*

*With working with and talking to different people day in day out it really shows just how much DACB help people and just how grateful people are of the company. Hopefully DACB will be around for many many more years helping people and I hope that I will remain in the company for many more years to come."*

## **A2B Dial-a-Bus Services**

*"A really fabulous service. This means I can live my life."*

The A2B Dial-a-Bus service is a Demand Responsive Transport (DRT) Service that has been run by Aberdeenshire Council in partnership with DACB for the last 5 years. This partnership recently came to an end in August 2010 after Aberdeenshire Council decided it was more cost effective for the services to be run in house rather than contracted out.

The aim of the service is to provide door to door transport for individuals that qualify for use of the service due to an inability to access, or limited access to conventional means of transport.

Over time, some of the regular A2B service users have now become regular DACB users, with clients utilising our own DACB shopping Service and our APT Service.

## **A2B Fraserburgh**

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The Fraserburgh A2B Service runs in and around the rural areas surrounding Fraserburgh and goes to Rosehearty, Cairnbulg and Inverallochy to pick up clients throughout the week. In the 2008/2009 period, the service had 57 regular service users and had provided over 5,440 individual journeys.

From April 2009 to August 2010, over 8329 individual journeys were completed, with regular service users now registered having dropped to 55.

In some cases, A2B found that they could not accommodate some passengers due to the accessible capacity constraints on the A2B bus. Two clients in particular had larger wheelchairs that could not be safely restrained in the buses. In this case, the customers were referred by A2B Aberdeen to DACB and they continue to be provided with a shopping trip each week on our APT service.

## A2B Peterhead

The Peterhead A2B Service runs in the rural areas of Peterhead and goes as far as Hatton and Cruden Bay on certain days. During the 2008/2009 period, this service had 42 regular service users and had completed over 4,508 individual passenger trips.

In the final period of the partnership with DACB, the regular users have increased to 50 and it has completed over 6957 individual journeys.

## DACB Shopping Service

*"The Dial-a-Bus is a godsend. Everyone is so helpful and pleasant and nothing seems to be a bother. God bless them."*

The DACB Shopping service continues to grow in popularity and demand, with new clients continuing to be added to the service on a regular basis and a reserve list in place for the majority of the weekly journeys.

We continue to provide the clients with a quarterly timetable of upcoming shopping destinations, along with a news letter, allowing the clients to book on the shopping destination of their choice. This was decided to be the fairest means of booking on the journeys. All timetables are sent out at the same time, so it is therefore up to the client themselves to book either with the office or with the driver on a first come, first served basis.

The shopping service goes to destinations throughout Aberdeenshire, such as Peterhead, Aberdeen and Banff, but will sometimes go as far afield as Elgin, Huntley and Keith.

From April 2008 to April 2009, the DACB shopping service had 167 registered users and it had completed 2,772 journeys, with a return journey total of 5,544. From the April 2009 period to April 2010, we have seen an increase of 198 registered users, bringing the total to 365 individuals registered to use the service. Journey numbers have increased to 2831, bringing the return journey total to 5662, an increase of 118 return journeys.

Again, these numbers had the potential to be higher, but due to bad weather conditions over the winter months, some journeys were cancelled as it was considered the safer option.

## Bill Michie; DACB Shopping Service Driver

*"I have been running this service for ten years now. It continues to be a service much*

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*appreciated by its users. I find they appreciate being able to deal with me direct – since most know me well.*

*Over the years I've got to know them and their likes and dislikes as regards where they like to travel to. This helps me keep the bus full when clients cancel trips and nothing pleases them more than getting a trip they hadn't expected to a favourite place.*

*I am fortunate in having a group of volunteers to assist on the bus – I certainly would be unable to operate the service without them. They are great at helping individuals and also offering general help – especially at supermarkets.*

*The service is also used by clients visiting friends/relatives – they are dropped off either en route to or at our destination and picked up on the return journey.*

*Clients appreciate the bus being parked outside where they are shopping – some make several trips to the bus with shopping combined with visits to the supermarket restaurant.*

*The service is very much a social thing – I stress to clients that there is no need to shop at all – it does them the world of good just to come on the bus and join in the company of their friends for a chat and a cup of tea at the supermarket."*

## Collieburn Day Hospital Service

*"We at Collieburn think the service is very good. Patients would be lost without it"*

The Collieburn Day Hospital contract started in November 2009 after DACB were approached to provide a quote for running the service.

The contract runs twice a day, four days a week, picking up individuals from Hatton, Cruden Bay, Boddam and Peterhead on Tuesdays and Fridays. On Mondays and Wednesdays, the bus picks up clients from Stuartfield, Mintlaw and Longside. All individuals are then taken to the Collieburn Day Hospital, which was set up as a means of assessing individuals with dementia.

Since the service started, we have currently provided 1337 journeys for this service. This would have been a higher number, but due to bad weather conditions during the winter months, a number of days had to be cancelled.

*Collieburn Driver; Chris Mackie*

*"Since November 2009 I have done the Collieburn run twice daily and am very happy with it. Others have filled in when I've been on holiday but I have managed to wrest it back and send them packing!*

Collieburn is a ward in the Ugie Hospital, Peterhead. It is set up as a day hospital for dementia patients. Each day I uplift from Hatton, Cruden Bay and Peterhead itself and two other days from Stuartfield and Mintlaw. The ward is a warm, welcoming place where the quiet room is so retro it takes me back to my Granny's house. Two qualified CPN's and two auxiliaries run the activities from 10:00 till 15:00.

They may be patients, but they are not patient. I hear them saying, while waiting for another patient "you'd think they'd be ready for the bus!" but they themselves have needed extra time and attention at some point. I try to extend the warm feeling to the bus and have had many a laugh and giggle.....behind my hand sometimes. One gent calls me the brussel

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sprout because of the green sweatshirt while others shout "ta ta!" and we exchange blown kisses. Another lady is extremely interested in risqué parts of the body and keeps us all laughing with her continuous outrageous comments.

I know that professional etiquette dictates no attachments to clients should be formed, but that does not get you a "fine piece" when a husband is buying. I enjoy my job thoroughly."

## Community Use

Community Use has continued to thrive over the 2009 / 10 period, although weather conditions and the inability of locating an available volunteer driver has been a common factor in the cancellation of bookings. The Community Use hires have therefore seen a drop from 777 hires from last year, to 721 this year.

As an incentive to groups to put their own drivers through MiDAS, DACB have been offering free training to those individuals that wish to go through MiDAS; on the proviso that they must complete a minimum of four drives in a year for other community groups. If they do not do this, then DACB will charge them for the full cost of the MiDAS course.

This has proven to be relatively successful, with a number of individuals coming forward to do the MiDAS and drive as a volunteer for DACB. New Deer Parish Church is a prime example, where after the retirement of their regular driver from volunteering with DACB, they had no other means of getting individuals to Church. They now have a roster of five regular drivers who take it in turn each Sunday to drive the bus.

Further constraints were added to the Community Use from August, as the buses are now being used to fulfil school transportation contracts. Therefore, at present, both 16 seater minibuses are only available between the hours of 09:30 to 14:00, or after 16:00 in the afternoon.

Because of this, and for cover should a bus go off the road, another minibus has been purchased and will be arriving with DACB soon. This additional minibus will allow Community Hires to go ahead as previous, without the current time constraints and will prove invaluable in being able to once again provide a minibus as and when a group requires it.

## New Services to Dial-a-Community Bus

The last few months have been extremely busy for DACB as new contracts have come online with other long term contracts coming to an end.

### Aberdeenshire Council Contracts

As of the 18<sup>th</sup> of August 2010, DACB is now contracted to three Aberdeenshire Council school contracts; each with a duration of five years. These are covering transport to New Deer, Maud and Boddam primary schools during term times.

More contracts were tendered for and won, but it was decided that only certain contracts would be accepted allowing for current DACB resources.

New Deer and Maud primary schools are covered using DACB's 16 seater minibuses, whereas Boddam primary transport is provided with the use of the DAB Plus Taxi Service, DAB Cabs.

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Until the arrival of the new sixteen seater minibus, the use of our community use buses to cover the school transport meant that we had to unfortunately cancel hires that overlapped the school times.

While this has impacted the community use over the past three months, the arrival of our newest bus in the coming weeks will greatly reduce this issue and community use will return to some semblance of its former availability.

### Aberdeen City Council Contracts

Tendering for and winning contracts in Aberdeen City was a huge step for DACB, not only in terms of the expansion into the city and the prospects it brings, but also in terms of staffing and managing contracts over 30 miles away from our main office.

Expanding into the city required the purchase of four additional minibuses, all accessible and meeting the criteria set by the contracts when tendered for. While one was used to become a dedicated bus for the Collieston Day Hospital run in Aberdeenshire, the remaining three were used to cover the city contracts.

Additional staff also had to be recruited to drive in the city. There was a good response to the adverts in the paper and those drivers selected all had that "special something" that enables them to work well with people of all ages and abilities. A relief driver also had to be recruited and trained on the services, providing the full time drivers holiday cover when needed.

The contracts are varied and cover the transport of vulnerable individuals to rehabilitation centres, specialist schools, day care facilities and nursing homes. Each service has its own unique issues, where the driver has to accommodate for the idiosyncrasies of each individual passenger on a daily basis.

An issue that was at first problematic to some of the new services, was the traffic and congestion caused in the morning rush hour. This was simply overcome by the drivers starting earlier until a happy medium was reached for all concerned.

A few months down the line and the services are running smoothly, allowing the occasional "one off" transportation of individuals to take place during down time.

### Private Hire Taxi Service

With the end of the Job Centre Contract earlier in the year, it was decided that the MPV used for the service would go through testing and become a Private Hire Taxi Service; operating in the Peterhead area.

Five of our current drivers and the General Manager have now been granted a Taxi licence to allow for holiday cover and relief cover as and when needed.

The service is fully accessible, and will be aimed at those who have mobility needs in addition to the general public. In the initial stages of developing the service properly and establishing the service, it will run from 07:00 to 19:00, Monday to Friday; although time will be required to incorporate the Boddam Primary School transport during term time. Weekends will be considered as the service progresses.

When the service is ready to go operational, there will be an article in the local papers promoting the service, in addition to letters, leaflets and posters sent out to nursing homes,

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hospitals and other facilities aimed at individuals with mobility issues or an infirmity. The general public will also be able to book transport as and when required.

## Aberdeen University Shuttle Run

DACB were approached by Aberdeen University to provide two drivers for a 6 month trial shuttle run between the main Aberdeen University Campus and the University medical facility at Forresterhill Hospital.

The University have provided the use of two thirteen seater Ford Transit minibuses for the duration of the trial, which sees the minibuses running between the two destinations to a timetable of every 15 minutes.

With the difficulty in finding parking spaces within the University grounds, the shuttle buses have proven to be a great success with the staff, with averaging numbers increasing to over 50 people per bus per day. This number keeps increasing as the service gets round the University by word of mouth.

## Volunteering with Dial-a-Community Bus

Volunteer positions within DACB are as varied as the people that apply to us as volunteers. Opportunities within DACB are flexible and cover aspects from administration, passenger assistants on our shopping or APT services, shopmobility, patient transport car drivers and minibus drivers that help community groups.

DACB has at present, over 00 volunteers working in different areas of the organisation. Without the help and commitment of these volunteers, DACB would not be able to provide the excellent service standard it currently boasts.

Norma Thomson continues to work on bringing in new volunteers, with a volunteer coffee morning planned for later on in the year, weather permitting.

Why volunteering with DACB can produce its own unique problems, it can also provide the volunteer with a sense of pride and accomplishment in making a worthwhile difference in their local community.

## Ian Morris and George Terrans

Ian Morris and George Terrans (his carer) are an invaluable part of the office team. Ian is a disabled volunteer who comes into the office 3 to 4 times a week to go through all the bus BSOG (Bus Service Operators Grant) sheets, logging all mileages, journeys, passengers onto spreadsheets to enable Lynn to do her invoicing; this information is also used to complete the grant claim.

Over the past 3 months this has become a mammoth task now that DACB has 9 buses, and Ian and George come in and get the job done in their usual upbeat and comical fashion, they are certainly a pleasure to have around and always bring a smile to the face of office staff and drivers alike!

*Ian Morris, Office Volunteer and APT Car Driver Volunteer*

*"Well it's over three years now that I have been volunteering with DACB and in the last 6 months have been very busy due to the way the company has been expanding and we*

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*also seem to be running out of office space. I am still enjoying the work that I do and the banter in the office, even though George my support workers jokes leave a lot to be desired.*

*It's also great to see Riian back and to hear that she is expecting a baby in March which is wonderful news.*

*Well not much more to add, except I will probably still be here next year to annoy everyone!! So it's goodnight from him and goodnight from me."*

## Adam Bruce

Adam Bruce came to us through the charity Momentum with the aim of aiding him work on his administration and people skills and has been volunteering with DACB for a year this coming October.

Momentum pioneered the UK's first specialist service to help people with traumatic brain injury return to work in 1993. They now support more than 75 per cent of the brain injury service users who have undertaken a vocational rehabilitation programme into employment or further education and training each year.

*Adam says;*

*"Hi my name is Adam Bruce and I have been volunteering at Dial-a community bus for 10 months now. I only come in for 2 hours once every week and I do enjoy it. I come here because of momentum which is a place in Aberdeen for people who are brain injured. I am brain injured because I had a motorbike accident and I was in hospital for a year and a half.*

*When I'm here, I work with the police cadets, I make posters for events, create business cards I also work on community use forms and auditing .I would happily recommend other people to work with dial a bus because it is handy for me because Dial-a-Community Bus is in Maud and that is where I live. And if possible I would like more time to work here.*

*Last year I went to the Dial-a-Community Bus Christmas party last year which was good it was in New Deer which was good; my mum and dad took because they were going as well because they both volunteer at Dial-a-Community Bus as volunteer drivers."*

## Ruari McGarthland

Ruari McGarthland came to DACB through Banff and Buchan Colleges Adult Foundation Learning Course, where DACB were approached to offer him a 6 week work placement in November 2009.

Ruari remains with us today, volunteering on the APT, DACB Shopping and Youth Transport services when possible. He also volunteers at fundraising events, which he thoroughly enjoys.

*Ruari; Passenger Assistant*

*"I like buses and working with them. When my sister started to work for Dial-a-Community Bus, I liked to ask her questions about the different buses and what they did. I learned all about them and the drivers that take people to different places.*

*When Liz Gault told me that I had to do work placement at college, I was asked what I wanted to do and I said I would like to go work with Dial-a-Bus and help to look after the*

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buses. Liz spoke to Rachel and it was agreed that I would help out on a Wednesday when I did not have to be at college. I got a nice t-shirt and a green sweatshirt to wear with Dial-a-Community Bus on it, which I have to wear when I go out to help on the buses.

I have helped out on Bill's shopping service and helped the ladies with their shopping. I like working with Mark on the patient transport service. He lets me help with putting people on the lift and has shown me how to put the wheelchair restraints on properly and how to take them off when the passenger is coming off the bus.

He shows me how to fill up on screen wash and make sure all the bus checks are done properly in the morning before we leave to pick people up. He has also taken me to the garage with him when there has been a problem with a bus that needs fixed. I also enjoy washing the bus with him. We take it in turns to buy food when we are out and he makes me laugh. His singing hurts my ears though.

I have helped on the evening transport service too, I enjoy that also. Sometimes I can't go though if there are too many people on the bus.

I really enjoy helping with Dial-a-Bus and want to keep doing it."

## Alan Campbell

Alan Campbell has been a volunteer with DACB for numerous years, volunteering his time as a bus driver for Community Groups throughout Aberdeenshire. Recently, Alan has also been working on core DACB Services, covering the Shopping Service and Alternative Patient Transport aiding us in covering staff holidays or sick leave. As he has covered a variety of services throughout DACB, Alan was asked to give his perspective on the services and what exactly appeals to him about volunteering with us.

Alan Campbell; Volunteer Bus Driver

*"I was asked to write a paragraph for the Annual Report, but on sitting down I realised that it's very difficult to quantify what you get from being a volunteer driver with DACB, and the one paragraph request was going to be even more difficult!*

*Since starting I have done an amazingly varied number of jobs; the shopping services, day trips for care homes, patient transfer, visually impaired and even taking schools to swimming or riding lessons! Every job is different and they all have their own unique problems, whether it's dealing with a different type of wheelchair and ensuring it is safely installed in the bus or a bus full of children who want to ask a hundred questions about your 'job'.*

*The one thing that is always the same however, is the satisfaction that you get out of knowing that you have made a difference to someone. All the jobs that I have been involved in have meant that whether it is the young, infirm or elderly, they have all been able to do something that, without DACB, they would not have been able to achieve. The words of thanks that you get after every journey, the 'hope to see you soon' and knowing that it's meant is exceptionally gratifying and makes the whole thing very worthwhile for me.*

*Is there anything else that makes it worthwhile? Lots! The pleasure of driving round the Buchan countryside, the people that you meet as clients, escorts, office staff and regular drivers who do not treat you as an interloper but as an equal. Even the training and refresher training that you receive is very worthwhile. It definitely makes you a better driver not only in your role as a volunteer, but also while you are driving for yourself. It certainly encourages*

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*you to try to be a better driver at all times, not least to avoid the embarrassment of having to go into the office and hold up our hands for a speeding offence or accident!"*

### Partnership Work

Dial-a-Community Bus works closely with several different organisations and we are very proud of the partnership's we've built over the last few years.

We work closely with so many people that it would take more than the space allocated on this report to thank them all.

For sake of brevity we have highlighted three of our major partners, but groups like the Buchan Development Partnership, Mintlaw Hall, Maud Village Trust, Fairer Scotland Fund, Future Jobs fund, Community Planning etc are all integral to the growth and development of our organisations and we are very pleased to call them our partners.

**Aberdeenshire Council** works with both Dial-a-Community Bus and our social Enterprise DAB Plus c.i.c, both as a funder and a client/service procurer. But, just as importantly we have built an extremely good relationship with the council through several divisions;

**Area Manager;** The Buchan Area Manager is a great friend to DACB and has been a source of help and advice for the ten years that we have been providing our services. It is hard to enumerate all the ways that he and his staff have supported us but suffice it to say that we are extremely grateful.

**Transport and Infrastructure;** we purchase all our maintenance through their Fleet services department and they kindly allow us to park 3 of our vehicles at the Mintlaw depot.

The **PTU** (Public Transport Unit) have been an amazing support for DACB and to the emerging Social Enterprise DAB Plus. This year has been especially hard for us as we have tried to bid for new tenders and add new contracts to our portfolio in order to work towards reducing our grant reliance. PTU has been supportive and helpful all the way along and has worked with us all the way along the process to ensure that we provide the best service that we can, without overloading us and creating a problem for the organisations.

Up until August 2010 we worked with the council to provide the DRT service in Peterhead and Fraserburgh. This service was removed due to financial constraints within the council and is now being run directly by the Local Authority themselves. Although we are disappointed to lose the work, we feel that we have helped build an excellent service for the local community in these areas.

Over the last year we have been invited to give our input on the importance of this partnership work at Government level as well as local. We are proud to work with Aberdeenshire council and we hope that we have made that apparent.

**Aberdeen City Council;** 2010 saw the start of a new partnership, between ourselves and Aberdeen City council.

This was a big step for the DACB organisation since it has involved some "distance" working. Our HQ is 30 miles away from Aberdeen City and therefore running contracts in the city has meant some travelling and a great deal of IT/phone work.

Aberdeen City have been supportive and helpful from the initial small steps towards tendering for the contracts right through to the daily work that we now do managing the 3

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new services in the city. Without their assistance and encouragement we would not be at the stage we are now and we are very grateful to them.

**Grampian Police:** We have had an ongoing partnership with Grampian Police since before the DACB project started in its current form in 2000. That relationship has only grown stronger and more enduring over the last 12 months with help and advice being constantly on offer from Leslie Harrold and his staff in the Road Safety Unit and the local officers and management giving encouragement and support regularly; both in an official capacity and for some as volunteer drivers, trainers and Directors with DACB.

Our relationship with the Cadet Unit continues to flourish and the article in this Report from PC Christa Reid gives more information on that.

It would take too long to thank all the individuals who, as our partners, give so much time, effort and goodwill to both DACB and DAB Plus. All we can say is that we are truly grateful for you and we could not manage without your help and support.

A View from a Partner, PC Christa Reid, Cadet Unit

*"In 2006, when Grampian Police Cadets were re-introduced to the Force, one of the first organisations they worked with was Buchan Dial-a-Community Bus.*

*During their time with Grampian Police, the Cadets work towards a specially tailored qualification while waiting for their 18th birthday, when the majority hope to join as a regular Police Officer.*

*It is an SVQ (Scottish Vocational Qualification) called "Developing Community Citizenship" and splits into 8 modules.*

*Dial-A-Bus enables the Cadets to work closely with the organisation and helps to gather evidence in relation to their qualification, through the activities they carry out, which covers a wide spectrum of the SVQ qualification and can be applied to everyday life.*

*Dial-A-Bus provides a 2 day training package at the start of their placement which allows the cadets to work safely with the clients in preparation for the time they spend with them and helps gather evidence for their SVQ too.*

*To date all cadets who joined in 2009 have spent a week on placement with Dial-A-Bus and extra visits are booked until the end of the year.*

*The Cadets also assist with 2 Charity Bag Packing Sessions on a Saturday, at Marks & Spencer in Aberdeen, as part of the main fund raising done for Dial-A-Bus.*

*The comments received back from the cadets after their placement with Dial-A-Bus are always very favourable.*

*Here are some quotes, "I found Dial A Bus a good placement, especially when out on the buses", "This placement was interesting and I enjoyed working with the public" and "I got to see all the different types of runs that the drivers have to do".*

*This Partnership Working Opportunity also fulfills our commitment to the Community Focus aspect as one of the Force's Priorities for 2010/2011.*

*Grampian Police are grateful for the continued support offered by Dial-A-Bus to allow us to send Cadets to spend time with them and learn from their placement experiences."*

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## Social Return on Investment Project (SROI)

In late 2008, it was decided that DACB should undertake a Social Return on Investment in partnership with the Buchan Development Partnership with the objective of providing a documented account of the impact DACB has on the local area. Staff at DACB performed information gathering, while BDP staff that had gone through specific SROI training would compile the information and present the overall findings.

An SROI is a means by which the social and environmental impact of an organisation is measured and a monetary value is applied. Developed through a combination of social accounting and cost benefit analysis, the SROI measures changes in the way that the organisation is relevant to or impacts other organisations or people that contribute to or experience the organisations service.

By detailing how change is being created throughout the organisation by measuring the social, environmental and economic outcomes; monetary values can be applied to represent them. These monetary values can then enable a ratio of benefits to costs to be calculated for the organisation i.e. a ratio of 1:3 indicates that for every £1.00 invested, and return of £3.00 is delivered in social value.

Once completed, the SROI would be used to demonstrate to both current and potential funding bodies the value that DACB gives back in investment and aid them further by adding a monetary figure to some of the crucial but difficult to measure factors that encompass DACB and have an effect on the overall operation of a service, or the organisation as a whole.

As DACB is already a well established organisation, it was decided that the SROI would be done under an evaluative basis, where it is conducted retrospectively and based on existing outcomes that have already taken place.

Due to the continued expansion of DACB, it was decided that the DACB Shopping Service would be the idea service to perform the SROI on, as this was the least subject to change.

During this information gathering period, DACB were approached by Lucie Wookey, a university student studying land management. For her dissertation, Lucie was looking at the impact of Community Transport Groups such as DACB in rural areas and approached DACB as a CT group she could potentially base her dissertation on. It was agreed upon that Lucie could base her dissertation on DACB and in return, we could use the information gathered for both the SROI purpose, and for future funding applications. During this time, clients using the service were a great help to both staff and Lucie in gathering the relevant information to make both the dissertation and the SROI a success.

The completed SROI demonstrates that for every £1.00 invested in the DACB shopping service, a return of £3.03 is generated in social value.

The SROI evidenced that the DACB Shopping Service has had a significant impact on the quality of the life of the clients, yet not in the way which was originally intended. The DACB Shopping Service was originally aimed at helping the client base access services easier than they had previously been able, if at all.

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The service still provides this, but has evolved into providing a lot more than an easy means of accessing shops. With the aid of the driver and the escorts, it provides a secure place of companionship, where clients can get out to different places and socialise with friends without worry, allowing them to be more independent and giving them back some confidence. This in itself makes a marked difference in the wellbeing of the client and their attitude to life.

One client told us that before DACB "I used to get up in the morning and wait to die". Happily she is now a regular user of the services DACB provides and has been for many years. This alone shows the kind of impact a friendly driver and the ability to get out and about in a safe environment with friends can have on a person's life.

The complete Social Return on Investment is available at the office if anyone would like to view the full contents or would like a copy.

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## Achievements and Thanks

The Annual Report has shown the huge steps that Dial-a-Community Bus has taken over the last twelve months. We are very proud of the progress of both the charity and the Social enterprise arm.

Ten years of work and effort to move the organisation ahead was marked with a "Corporate event" in early summer when we invited our partners to an evening of food and camaraderie in the BanCar Hotel in Lonmay.

This was organized and managed by our youngest Board member; Alex Gaskin, who used all of her skills to create a perfect evening for all. We thoroughly enjoyed reminiscing about "the old days" and reconfirming our commitments to working with our partners in the future.

Being a family oriented organisation we have always encouraged our staff and volunteers to involve their families and children in our business. This has proven its worth time and time again as the children have grown up with a real understanding and interest in the values and work of Dial-a-Bus. Most of them help out at fundraisers, help in the office during school holidays, escort on the buses etc. All of which makes us very proud. It is wonderful to see the young people interact with and understand the needs of the most vulnerable in our society.

One of our young people went as far as to get her school involved with Dial-a-Community Bus this year. Through Ellon Academy, Sarah Milne became involved with the Youth and Philanthropy Initiative (YPI); an international programme designed to develop community leaders of the future and to raise awareness of the work of grassroots charities. Pupils are given a hands-on experience of philanthropy that highlights the positive impact they can have on their communities and provides them with the tools to lead.

Sarah and a group of young people in 6<sup>th</sup> year adopted DACB as their charity; researching and working with us for a period of time before presenting their findings to a panel of judges. To their joy, and their credit for a job exceptionally well done, they won the competition and presented Dial-a-Community Bus with a cheque for £3000. We were very proud to be a part of the YPI process and have offered further help in 2010 when a staff member will be a judge on the panel.

Continuing the theme of "youth", DACB was proud to work with the Future Jobs Fund this year; we provided two placements for young people who were struggling with finding a suitable route to employment. Both DACB and the young people themselves learned a lot from these placements and we hope that we will be able to provide more placements of this nature in the future. Alexander Stephen's account of his placement through the FJF is elsewhere in this report.

Our main focus over the last twelve months has been tendering for and implementing the various new contracts. This has been a very steep learning curve for all involved and without a great many people's help would not have been the success it ultimately was.

One group who gave us a huge amount of support was the Social Investment Bank SIS; their advice and free mentoring session in late 2009 was very important to the development of our social enterprise.

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It was therefore a great pleasure to be able to solidify this relationship during 2010 when they worked with us on a successful application to the Scottish Investment Fund (SIF). This ultimately meant that we have been approved for a fairly large investment of funds by SIF which will enable further development of the DACB/DAB Plus organisations. We are very pleased with this success and very proud of continuing our association with SIS.

All in all, 2009/10 was an astonishing year for both organisations. We achieved some amazing results and developed the businesses in ways we could never have dreamed of way back in 2000 when we started this journey.

We could never have managed any of our growth and success without the help and support of our partners and friends in other organisations.

We would like to thank everyone who has had a hand in our success in any shape or form, this year or any of the previous ten. The growth of DACB and DAB Plus is as much your achievement as it is ours. Without your input we would not be where we are today and some of the most vulnerable people in people of Buchan, and indeed Grampian, would be less autonomous and self-sufficient. Thank you all.

Alexander Stephen; Future Jobs Fund

*"Before enrolling on the Future Jobs Fund I had been unemployed for just over a year: graduating from University right in the middle of the worst part of the recession and being unable to get into work.*

*With the news reporting all time high unemployment records hopelessness started to seep in. It was at this point my advisor at the Jobcentre mentioned the Future Jobs Fund; completely underselling the benefits of the course. Believing it to be just another 'no prospect course' I reluctantly agreed to attend. I have never been happier to have been proven wrong.*

*The Future Jobs Fund course ran for a week. During which time we were taught, not only the basic information about CVs and cover letters, but also how to keep your job. Something other courses had never even touched on.*

*I myself was lucky enough to land the job at Buchan Dial-a-Community Bus, a rural transport charity providing much needed support for the people of the area. My position was that of Personal Assistant. Although 4 months down the line my duties were so varied that it would be very difficult to place them under a single job title.*

*When I first started at DACB I didn't think I would be able to cope or fit in. However, the staff were extremely supportive – more so than in any other job I had been in previously. Within no time I found myself settling in and enjoying the work. I got to meet a variety of people: office staff, volunteers, drivers, clients and people who had been helping the company since it first started. I never would have guessed that there would be so many people involved in running a charity!*

*Every day I had something new to do. From general office work such as filing and typing; taking client bookings; helping with accounts; going on bus runs; auditing the client usage for the yearly reports all the way to helping at the organisations Birthday Party for the clients. These are just a few examples of what I got to do while with DACB. Monotony is not a word that is often used at the office, I can tell you that!*

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*I could easily fill a page with the list of what abilities I have gained while working at DACB, so much more than at any other company I have previously worked for. The staff really took me under their wing and allowed me to experience the full array of work that is involved, each of which brought with it requirement of skills that I didn't even know I had.*

*I feel the experiences gained at DACB have set me on very good standing for the rest of my life. For the time that I have been with the company I have learned a great many things – dealing with difficult circumstances; understanding that not everything can be fixed and that good planning is only half the battle. The other half is being able to take responsibility for your mistakes and deal with things when they fall apart with humility.*

*That being said I quickly learned that no one person can know everything and that sometimes you need to put your trust in someone else, who you may never have met before, to help get the job done. I also gained a great deal of respect for the people who volunteer their time freely to help this organisation. It is a rare thing indeed (and quite humbling) to find such a variety of people (young, elderly, and disabled) that are willing to help day in and day out to keep DACB going. Anyone can be paid to do a job, but it takes a special type of person to help out of the goodness of their heart.*

*The staff, volunteers and also clients have all helped influence me and I feel that I have grown through my time at the company. Everyone at the organisation has left a lasting impression on me and I shall remember them for a long time to come. I can only hope that I have done the same for them, even if it's only in a small way."*

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## DACB Accounts

				05.04.10	05.04.09
	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
<b>FIXED ASSETS</b>					
Tangible Assets	6	40,392	-	40,392	48,819
<b>CURRENT ASSETS</b>					
Debtors	7	93,855	-	93,855	73,800
Cash at bank and in hand		55,414	-	55,414	54,755
		<b>149,269</b>	-	<b>149,269</b>	128,555
<b>CREDITORS</b>					
Amounts falling due within one year	8	(34,677)	-	(34,677)	(33,170)
<b>NET CURRENT ASSETS</b>					
		<b>114,592</b>	-	<b>114,592</b>	95,385
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<b>154,984</b>	-	<b>154,984</b>	144,204
<b>NET ASSETS</b>					
		<b>154,984</b>	-	<b>154,984</b>	144,204
<b>FUNDS</b>					
Unrestricted Funds	9			154,984	144,204
Restricted Funds				-	-
				<b>154,984</b>	144,204

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## DAB Plus C.I.C

DAB Plus C.I.C was created in December 2006 as an independent subsidiary company to the Buchan Dial-a-Community Bus (DACB) Charity.

DAB Plus operates as a social enterprise to provide a range of services to the local community which will enhance the rural and economic sustainability of the Buchan area and will also make a surplus; this will feed directly into the DACV charity and therefore reduce the charity's reliance on grant funding.

No Directors are paid and there is no "profit" since any extra surplus created by DAB Plus will be gift aided directly to DACB in order to sustain and build their community transport projects.

## DAB Plus C.I.C Directors Report

Over the last year DAB Plus has developed rapidly. The organisation successfully applied for funding from the Government's 3<sup>rd</sup> Sector Enterprise Fund and the council's Support for Aberdeenshire Business grant and in October 2009 were able to employ a Development Worker for the training dept.

This department soon grew into the DAB Plus Training Academy and from midsummer 2010 will be providing a variety of training packages, e.g.; D1 driver training, driver CPC's etc which will compliment the MiDAS/PATS suite that DAB Plus currently provides.

DAB Plus also employed another trainer on an ad hoc basis and this has enabled the Academy to expand operations into Aberdeen City where we have been able to provide training in MiDAS and PATS to Aberdeen City council employees.

Another area of development is the O licensed private hire service. It currently only provides approximately one hire per month, however because it has to fit it round all other services and only a couple of drivers are PSV trained, the service has not really been advertised, relying on word of mouth referrals.

The Job Centre contract was renewed by the Job Centre until the end of May 2010, where the decision to renew again was not taken. This led to redundancies for staff drivers within the organisation however it has created the opportunity for further expansion into other areas which is currently being explored.

Once again the Directors of DAB Plus are content with the growth and sustainability of the organisation. It is fulfilling its primary directive of supporting the DACB charity and the Directors are delighted to be able to do this once more.

## Training Academy

The DAB Plus Training Academy has grown and developed over the last year. With the help of the Scottish Government's 3<sup>rd</sup> Sector Enterprise Fund we employed a Development Officer and we began to build our portfolio of training programmes.

In late 2010 we successfully applied to the Scottish Investment Fund for investment and we were able to employ Gary Laing as our Training Manager. Gary is working hard on a variety of different Training projects which will enhance and compliment the programmes we already have.

Some details on the new services as well as our "old faithfuls" are below;

### MiDAS / PATS / Emergency Evacuation Procedures:

Our trainers have either undergone training or taken refresher training in the above courses. This will allow us to continue to training and support our drivers and also continue to providing training for other organisations.

### CPC Development:

With the introduction of drivers CPC in 2008, vocational drivers have to undertake and complete 35hour training before 2013. As the industry predicted there would be initially a slow uptake, many companies being unwilling to invest in driver training for the driver only to move on. However with 2013 fast approaching we anticipate that there will be a demand for such training and with this in mind DACB Training Academy has been developing CPC modules.

At the end of September we received approval from JAUPT (Joint Approvals Unit For Periodic Training) for the 4 modules submitted. To strengthen our portfolio further our training manager will be undertaking **Out in 3 Training** in November.

We are continuing to develop CPC modules and will seek further approval for these courses as and when the demand dictates.

### D1 Training:

With the change in legislation regarding accompanying and the supervision of drivers on training coming into effect on May 2010, Gary undertook training and passed the D1 (minibus) test. This will place DACB in a strong position to provide such training to other organisations and companies increasing further revenue streams.

### Fleet minibus Driver and other Driver Training packages;

Gary has developed a Fleet minibus driver training package for non-voluntary/commercial organisations. This package is selling well and has had some excellent feedback from our clients.

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We have also adapted this training for other areas of Driver Training and are hopeful that this will continue to develop over the next year.

## DAB Plus Accounts

	Notes	05.04.10		05.04.09	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible Assets	5		<b>21,804</b>		26,476
<b>CURRENT ASSETS</b>					
Debtors	6	<b>5,024</b>		3,573	
Cash at bank and in hand		<b>38,519</b>		34,069	
		<b>43,543</b>		37,642	
<b>CREDITORS</b>					
Amounts falling due within one year	7	<b>20,508</b>		9,314	
<b>NET CURRENT ASSETS</b>					
			<b>23,035</b>		28,328
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
			<b>44,839</b>		54,804
<b>CREDITORS</b>					
Amounts falling due after more than one year	8		<b>(13,000)</b>		(13,000)
<b>ACCRUALS AND DEFERRED INCOME</b>					
	9		<b>(21,803)</b>		(37,476)
<b>NET ASSETS</b>					
			<b>10,036</b>		4,328
<b>RESERVES</b>					
Profit and loss account	10		10,036		4,328
			<b>10,036</b>		4,328

Buchan Dial-a-Community Bus is a company limited by guarantee and is recognised as a Scottish Charity.  
Company no; 216225 Scottish Charity no; SC 031183.  
DAB Plus is a community interest company. Company no; SC316107

**TFN** SCOTTISH CHARITY OF THE YEAR 2007



## Future Plans

As you will have read in this report, DACB and DAB Plus have had an extraordinarily busy year.

So much so that we still have a lot of ground to cover in 2011 to consolidate the growth and ensure the ongoing stability of the organisations.

With that in mind 2011 brings a new grant funding application. Our funding from Aberdeenshire Council's ACTI fund ends in March 2011 and we are hopeful that we will be accepted for continuation funding for 2011 to 2014. However the financial climate is such that we will take nothing for granted, worrying though that is.

However, all is not doom and gloom and as you have seen from the report so far, we are working hard to become more self sustaining.

2011 should see the University pilot shuttle programme appropriately assessed and decisions made, we look forward to seeing what the future will bring.

The new contracts in Aberdeen should have some flexibility for further bus use in their downtime and it's hoped that we can start to develop some Community Use opportunities in the city and Ellon where the buses are parked. This will take some work but will hopefully address some issues that have been mentioned many times over the past years.

Our new Private Hire Taxi service should be fully launched by late 2010 and we hope to be very busy by mid 2011. This is a whole new area for DAB Plus and we're keen to see how it develops.

And our Training Academy will hopefully continue to flourish with new programmes coming on line and ongoing development of current services.

All in all, there has been a lot of ground covered in 2010 and much more to work on in the future. We look forward with anticipation, a bit of concern but a lot of hope.