



## Felixstowe Area Community Transport

The Portakabin

Garrison Lane Car Park

Felixstowe

IP117SH

February 2023

### Felixstowe Area Community Transport - Report to Felixstowe Town Council 2023

FACTS were grateful to be the recipient of a generous £2,000 grant from Felixstowe Town Council to help us replace broken or tired office equipment. These upgrades have allowed us to become more efficient, and provide a better environment for our staff and volunteers.

We have been providing accessible transport for the Felixstowe community for over 30 years, and our base at Garrison Lane Car Park is the hub of our operations for our office staff and volunteers. FACTS can only operate thanks to the kindness of our volunteers, who give up their valuable time in order to allow our passengers to get out and about, and remain active members of the Felixstowe community.

Felixstowe Town Council's grant has allowed us to purchase a brand new colour LaserJet 3 in 1 printer. Our previous laser printer was purchased in 2010, and was well overdue replacement. The new printer, which has photocopy and scanning functions is much more efficient, and which has greatly helped in our efforts to digitise our older records. The purchase of a laminator has given us the chance to create more durable reference documents for our buses, as our volunteers go out in all weathers to provide our services. Having newer, reliable technology has helped operations to run smoothly.

We have also been able to purchase new office furniture, including ergonomic chairs, which have greatly helped to reduce physical strain, as our staff spend much of the day working at the computer. We have also been able to acquire new storage solutions, allowing us to streamline our office activities, as well as completely restructure our storerooms.

The money has also allowed us to upgrade our mess room facilities, so that our volunteer drivers and passenger assistants can enjoy their tea breaks in a more comfortable environment. We have been able to purchase a newer, more energy efficient fridge freezer, as well as other catering equipment for our kitchen area. These changes, along with a general office refresh, including new hand towel and sanitiser dispensers, along with the renovations that were able to be completed with our previous grant from Felixstowe Town Council, have made our portacabins a more pleasant place for our staff and volunteers to work.

Being able to provide volunteers with a more appealing place to take a rest stop between passengers will help to improve morale, and ultimately help with volunteer recruitment and retention. Without our wonderful volunteers, FACTS would not be able to provide our accessible transport to the members of the Felixstowe community who need us most, therefore we are very grateful to Felixstowe Town Council for their support.

On behalf of our trustees, volunteers, and staff, we thank Felixstowe Town Council for their continued support.

Laura Kempson

Operations Supervisor, Felixstowe Area Community Transport

