

Felixstowe Area Community Transport Service

Felixstowe Town Council Grant Report 2024/2025



Felixstowe Area Community Transport Service 'FACTS' has been serving the local community for 35 years. We offer door to door, accessible, affordable transport to anyone of any age that has a physical, sensory, or cognitive impairment that limits their access to public transport. Our vehicles are driven by a team of dedicated volunteers, who offer up their time to help our users retain their independence and get 'out and about.'

FACTS were grateful to be the recipients of a grant from Felixstowe Town Council, which has provided core cost funding towards covering our vehicle operating costs. As we are a not-for-profit organisation, we rely on grants and donations to support our operations. These help to cover the growing costs of regular vehicle safety checks, repairs, and general maintenance and servicing, as well as other day-to-day running costs of our office. This means that our fares can remain affordable for our passengers, especially those who need to take regular trips to Ipswich Hospital.

Having funding for these running costs also means that we can afford to get any major repairs that arise rectified immediately, rather than having to take the vehicle off the road until the funds can be raised.

We currently run five wheelchair accessible vehicles of varying sizes to accommodate our bookings, supported by some volunteers who transport more able users in their own vehicles. Our volunteers undergo accessible driver and passenger assistant training courses that are developed by the Community Transport Association, and all receive DBS certification. We currently have 30 volunteers, who are a mix of minibus, MPV and car drivers, and passenger assistants. Our friendly volunteers help to transport our users to medical and personal appointments, day centres and classes, as well as taking them to the town centre or supermarkets to go shopping and to meet friends and family.

Last year we raised funds to replace the portacabin that houses our office as the previous building was at the end of its lifespan and no longer fit for purpose. The new cabin has better insulation and a new heating system, meaning that it is far more energy efficient and comfortable to work in, as well as being much more presentable and inviting for visitors than the old cabin.

As of March 2025, we have over 300 active members, their ages ranging from 4 to 103 years old.



FACTS' new portacabin office, installed last year

