

Felixstowe Area Community Transport Service

Felixstowe Town Council Grant Report 2025/2026



Felixstowe Area Community Transport Service 'FACTS' offer door to door, accessible transport to anyone of any age that has a physical, sensory, or cognitive impairment that limits their access to public transport. Our fleet of wheelchair accessible vehicles are driven by a team of dedicated volunteers, who offer up their time to help our users get 'out and about.'

FACTS are grateful to be the recipients of a grant from Felixstowe Town Council, which has provided core cost funding which has been put towards our vehicle operating costs. As we are a not-for-profit organisation, grants and donations are vital to keep us operating. This funding helps to cover the cost of fuel, as well as regular vehicle safety checks, repairs, as well as general maintenance and servicing. This means that our fares can remain affordable for our passengers, which is crucial, especially for those who might need to take frequent trips for medical reasons.

Funding means that we can act on vehicle repairs promptly, preventing the need to take vehicles off the road for extended periods of time. Keeping our vehicles operational and in good condition allows us to provide support to as many users as possible. In the last year we have had to pay out for some more costly mechanical repairs, and core cost funding has been vital, meaning that the work was able to be performed as soon as possible.

Due to the rise in larger repairs needed for our vehicles, this year we are looking to start replacing the vehicles in our fleet that have been long in service. We are exploring leasing options for a new vehicle so that our funds are not depleted in a time where the price of fuel and other operating costs are continually rising.

We currently operate five wheelchair accessible vehicles in 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 exercise classes, community groups as well as taking them to supermarkets to go shopping and to meet up with friends and family. Our licences also allow us to provide transport for local community groups.

We are always in need of more volunteers to support the number of trip requests we get from our users. Full training is provided. Our vehicles range in size, so while some require a D1 entitlement (included on all driving licences for those who passed their test before 1996 and are under the age of 70) to be driven, others can be driven on a basic car licence. Volunteers can give as much time as they like - even a couple of hours, once or twice a month can make a big difference.

