

25 Years



A special anniversary edition of our newsletter. Take a look inside and read about the past, present and future of Daventry Area Community Transport.

“As I reflect on this **25th Anniversary** year of DACT, I look back with immense satisfaction and thankfulness. Over the years, DACT has been blessed with some outstanding key personnel, volunteers and Trustees who have dedicated themselves to make this Organisation a leader in its field and a worthy recipient of the **Queens Award for Voluntary Service** in 2017.

“The right staff ably supported by a Group of dedicated Trustees are key ingredients to a successful organisation. However, this is only part of the reason for our success. DACT was founded upon the support of local people – volunteers in the community. It is the Volunteers who have provided ALL of the frontline services we deliver:

“Volunteer Car Scheme; Community Group Minibus Scheme; Dial-a-Ride; Village Travel Clubs; DACT Days Out; MiDAS Minibus driver training; DACT Mobility Shop Hire & Sales; and the DACT Mobility Repairs/Recycling.

“Volunteers deliver all of these services to the community of Daventry District and bordering areas – last year this amounted to over **75,000 hours** of volunteering, a value of **£909,540!** (based on £12 per hour). Without our volunteers, quite simply there would be NO services.

“In 1993 we dared to dream, dared to believe, that we could establish services that the people of Daventry District could be proud to call their own. For me, the dream has become a reality and now in 2019 I can look back at what has been established through fantastic teamwork, because that really is how this has been achieved. The DACT team is ever-changing as volunteers retire (sometimes for the 2nd time!) and new volunteers emerge. The one constant is the ethos and vision of all involved – we want to serve the community needs of transport and mobility and do it with excellence. We often joke that **‘the answer is yes, now what is the question?’**

“Commendations, letters, telephone calls and messages of thankfulness are an almost daily occurrence in the DACT Office as our passengers express their gratitude for the way in which they are treated and served. We go home each night knowing that we have made a significant difference to the lives of many people.

“This booklet gives a brief overview of **25 very happy working years**. How quickly that has passed! It is impossible to record here all the people who have contributed to this wonderful history but please believe me when I say, it could not have happened without the support of hundreds, possibly thousands of volunteers. We have attempted to give a flavour of the past and the present, but it leaves so many precious stories untold.

“As I start to prepare for my retirement in October 2020, I do so with the total confidence in the team who will take the work on to the next stage. **Tony, Phil, Bev, Martyn, Sarah and Matt** – It has been my honour to lead this team and I thank you for helping to make dreams come true, and for your dedication to do this to the best possible standard. The future is in the hands of a great team and over the last couple of years we have been planning and preparing for this transition to not only maintain, but further develop DACT services for many years to come.”

Rob Kinning
Chief Executive



Humble

DACT started as an idea by Community Development Officer, Sally Halson, for Daventry District Council (DDC). Transport (or the lack of it), is a huge issue for thousands of people in this massive rural area. A Management Committee is formed. Someone was needed to drive this vision forward. Step up, **Rob Kinning**, who 25 years later is still at the helm of this Organisation as Chief Executive.

Disc driving DACT to appeal

A COMMUNITY charity is appealing for urgent help in finding a new computer.

Daventry Area Community Transport (DACT) recently bought a old Amstrad computer to help them with the expanding services of its Social Car Scheme and Community Minibus Scheme.

But when that computer broke down, the group, which is based at The Abbey, was horrified to find they couldn't get replacement parts for it - not even from the original manufacturer.

Community transport manager, Rob Kinning, said: "We'd only just bought the computer and started to use it. We were using it for mailing lists, mail merge, lists of volunteer drivers, that sort of thing."

Days ago the drive card for the hard disc on the Amstrad PC1512 broke down, and despite the best efforts of the group, they face

having to scrap the computer.

Rob said: "We need a new computer as soon as possible."

DACT provides cheap transport for needy locals, with volunteers driving people who cannot use existing public transport.

They also have a custom-built minibus, which can be used by all voluntary and charitable groups around the Daventry area.

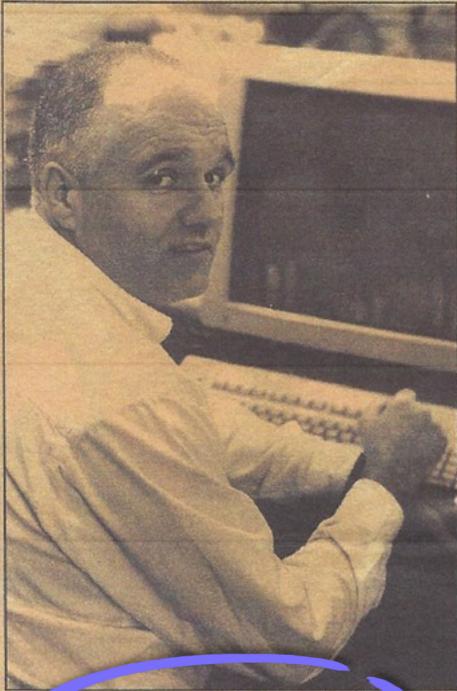
Rob is appealing to any local business or individual, who might be able to help.

He is after a 386 PC, with a minimum hard drive of 40Mb, and while the charity can pay a little, funds are limited.

"There may be somebody who is willing to part with a computer for a bit of cash, this way it will go to a good cause," said Rob.

If you can help, please contact DACT on 01327 301747, or call into their headquarters at The Abbey in Daventry's Market Square.

by Paul Green



Rob Kinning is pictured at one of the desks in The Daventry Express offices longing for someone to donate him a computer for the community service. (94Nov15DC)

A pen, a notebook and a table – that was it!

October 1993, the same year in which Windows NT 3.1, the first version of Microsoft's line of Windows NT operating systems, is released to manufacturing.

Rob had never used a computer before starting work at DACT! This was Rob's first 'computer' – a 1993 Desk Diary in which were recorded the first transport requests for DACT's first members of the Volunteer Car Scheme.



Beginnings

What started as just 18 hours a week for the first few months, soon became full-time as grant funding was obtained.



In May 1994, DACT purchased its first bus—an **LDV 16 seater**—and was able to start serving various community groups throughout the district.



The Nokia 1011 was the latest mobile phone available at the time. It would be quite a few years before DACT purchased the first DACT mobile phone for minibus drivers!

The DACT services began to expand significantly over the next couple of years, covering a wider area of the huge Daventry District which comprises **267 square miles**, with **78 villages** as well as the market town of Daventry.

- **1995**—DACT adopt the Nationally approved **MiDAS Minibus driver training**
- **1997**—2 additional minibuses added – 70 registered groups using the service
- **1998**—DACT move into a new Office in the new **Abbey community building**.

The year 2000 saw another major service introduced...

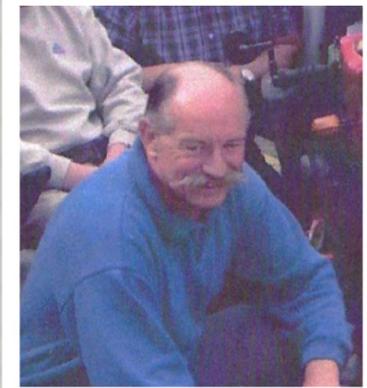


The News

Kathy Jones was appointed Manager for the new **Shopmobility** service, pictured (right) with volunteer **Edna Austin** who was also on the Planning Committee for this new service.

This new service opened up wonderful opportunities for disabled people in Daventry Town to more fully participate in the life of the community. Hire of mobility scooters and wheelchairs gave independence and access to many who had previously been house-bound. Kathy built this service up over a 9-year period together with a fantastic team of volunteers, retiring in 2009.

2001 was another significant year for DACT. Prior to this, Rob, together with **John Hodgkiss (right)** who was appointed Volunteer Car Scheme Co-Ordinator in April 1994 had been the only two full-time employees. **Derek Lobb** (later to become Chairman of Trustees) was taken on part-time to undertake MiDAS driver training for our volunteers.



In July of 2001, an arson attack destroys the roof of Shopmobility which had to relocate to The Abbey until repairs were completed in November 2001.

Burnt Taken on the morning after the fire this picture of the building shows the damage to the roof timbers. Picture taken by Christopher Pearce

Angry: Kathy Jones, shopmobility co-ordinator (right) with one of the electric scooters and Rob Kibling, community transport manager, outside the damaged building (19/01)

Millennium



Funding was later obtained from the National Lottery which made it possible to take on a full-time MiDAS Trainer and **Tony Doyle** joined DACT. This was to be a very important recruitment as Tony exceeded the expectations originally planned. Rob's role had tied him up in many practical matters of running DACT which had not given him the freedom to 'manage' and expand DACT. Tony's appointment soon developed far beyond a Minibus Trainer role into a Deputy Manager role which allowed Rob to give more time to managing and reviewing how DACT could increase its impact. Tony would later be appointed as Operations Manager using his skills and expertise in project planning and strategic development. Rob was able to rely heavily on Tony's input and together they forged a great management team being able to stimulate one another's creative thinking.

- **2001-2005**— Minibus fleet increases to 6 buses.
- **2004**— The hugely popular **John Hodgkiss** passes away suddenly. John created the foundation software shell for the booking databases we still use today. He is sadly missed.
- **2005**— **The Village Travel Club** project commenced.
- **2006**— DACT Dial-a-Ride service starts – sponsored by Daventry Town Council.
- **2008**— 3 transport booking officers employed, and bus number reaches 7.
- **2009**— Rapidly decreasing statutory grants meant DACT needed to increase revenue. A small shop was established, selling new mobility equipment. A new Manager, **Tina Walker** was appointed.

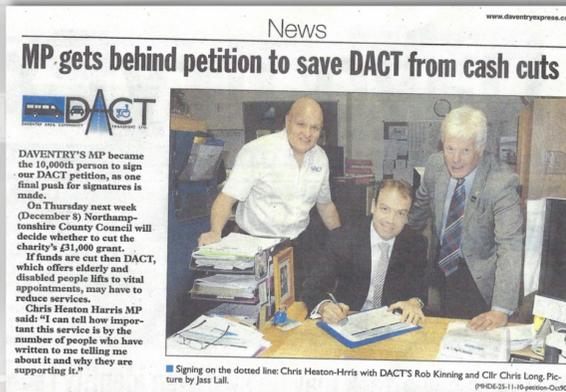


Flourishing

In 2010 DACT moves from a Management Committee structure to be known as a **'Board of Trustees'** to better reflect how the Organisation works. Rob, as Community Transport Manager is now to be referred to as **'Chief Executive'**. Tony Doyle's role is now that of Operations Manager.

The MiDAS Trainer role could not continue to be funded. The **MiDAS Training** was considered to be vital going forward and therefore plans were made to undertake this with Volunteer trainers if they could be recruited. In true Volunteer fashion, we soon found that there were committed volunteers who were prepared to carry on this vital training.

In 2011, a massive petition campaign initiated by **Councillor Chris Long** and the **Daventry Express Newspaper** followed an announcement that Northamptonshire County Council would be stopping grant support to voluntary groups. A hugely positive response over a 4-month continuous campaign resulted in over **11,102 signatures (18.5% of the adult population of Daventry District** – the largest ever response to a petition in the County) and the continuation of the funding to DACT.



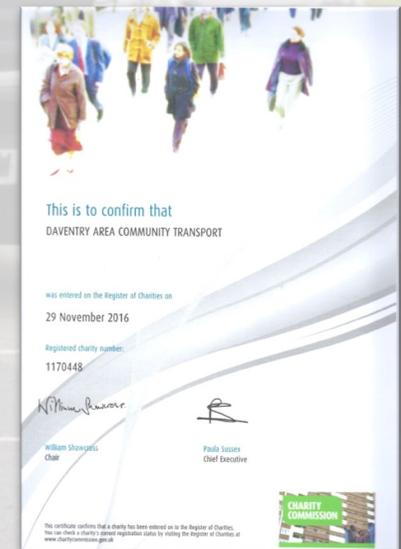
g Support

- **2013**—The **DACT Days Out** project starts with immediate success, providing days out trips for individuals.
- **2014**—The new **DACT Pitstop** project commences following the building renovation which took place in the old Parking Attendant's Office – this new service offered servicing and maintenance for mobility equipment and the opportunity to recycle and repair mobility equipment for re-sale, giving DACT another income stream. **Bev Horner** joins the DACT Team and takes on the role of **DACT Mobility Manager** with a remit to expand the scope and potential of the **Mobility Shop, Shopmobility Hire and Pitstop**.
- **2015**—Application was made to the District Council to ask if we could build an extension to the Mobility Shop.



In **2016**, **Phil Houston** joins the team as **Assistant Manager**, with a view to taking over from Rob as Chief Executive when he retires in around 3-4 years time. A full 3 years of training, with Tony Doyle continuing in his role as Operations Manager, is seen as vital for continuity.

DACT changed its legal status from a Co-Operative & Community Benefit Society (No.27663R) to a Registered Charity CIO (No. 1170448). This enabled us to apply to a wider range of Trusts who require Organisations to have Charity status in order to be eligible to apply for a Grant.

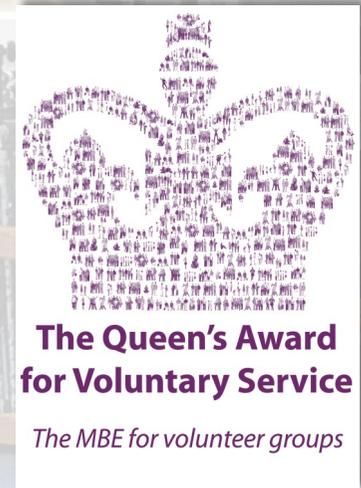


Broadening

In 2017, having been on the upper levels, the office moved to its new ground floor suite within the Abbey building, making it easier for those less mobile visitors—who up until this point had to use a lift, or climb 2 flights of stairs.

Later that year, DACT receives the highest commendation it could possibly receive when we are awarded the **Queens Award for Voluntary Service (QAVS)**. This was the biggest and most significant endorsement of how much our wonderful volunteers have given to make DACT such an outstanding organisation. *This award is the equivalent of a personal MBE award.*

Mr David Laing MA RIBA, HM Lord Lieutenant of Northamptonshire agrees to become President of DACT – an honorary role.



2018 also saw the arrival of the **Mellor's Low-Floor VW Tucana bus** – the first low floor bus with the advantage that it can be driven on a standard 'B' category licence. If this proves effective, it will provide the solution to the long-term problem of gradually losing volunteers with the D1 licence category.

g Horizons

A year or so earlier, after two rejections of our appeal to build an extension, a final appeal was successful and planning permission was granted for the shop extension at DACT Mobility. In **2018**, building commenced, aiming to provide a wider range of mobility products, new and recycled.



Recogn

DACT is here to support its local community and that is satisfaction enough. However, we are also very humbled by the recognition we've received over the last 25 years.

2000—Daventry Express Award for Community Support (Winner)

2001—Daventry Express Award for Community Support (Runner-up)

2003—Daventry Express Awards for Community Support (Winner)
Daventry Express Awards for Team of the Year (Winner)

2005—Daventry Express Awards for Community Support (Runner-up)
Daventry Express Awards for Team of the Year (Winner)

2006—Daventry Express Awards for Non-Profit Making Organisation of the Year (Winner)
Daventry Express Awards for Team of the Year (Runner-up)
Daventry Express Awards for Community Support (Winner)

2008—'Nationwide' Endeavour Award (Regional Winner)

Daventry Express



omition

2012—Daventry & District Housing 'Star Awards' for Volunteer of the Year (Winner)
 Daventry & District Housing 'Star Awards' for Community Project of the Year (Winner)

2014—Daventry & District Housing 'Star Awards' for Community Project of the Year (Winner)
 Daventry & District Housing 'Star Awards' Volunteer of the Year (Finalist)
 Northamptonshire Business Awards for Enterprising Organisation of the Year (Finalist)
 Northamptonshire Business Awards for Community Investment (Finalist)

2016—Pride of Northamptonshire Awards for Volunteer of the Year (Winner)
 Pride of Northamptonshire Awards for Choice Award (Winner)
 Britain has Spirit Award for Volunteer of the Year (Finalist)

2017—Queens Award for Voluntary Service
 Pride of Northamptonshire Awards for Community Group of the Year (Winner)
 Pride of Northamptonshire Awards for Volunteer of the Year (Winner)

2018—Pride of Northamptonshire Awards for Hard Work and Determination (Finalist)
 Northamptonshire Community Awards for Lifetime Achievement (Winner)
 Northamptonshire Community Awards for Volunteer of the Year (Runner-up)



**The Queen's Award
 for Voluntary Service**

The MBE for volunteer groups



Lifetime Achievement Award
 Daventry Area Community Transport (DACT)

Here and

The **grand re-opening** of our Mobility Shop took place on 22nd March 2019 with more than 80 in attendance, plus esteemed guests including **Lord Spencer**. Beverley led the ceremony, thanking all those who have supported DACT.



and Now

In **2019**—benefitting from a quarter century of hard work—DACT continues to reach new heights. Achievements across our services in the last year show just what kind of difference volunteers can make to their local communities.

Volunteer Car Scheme

More than 16,000 passengers were taken to their medical appointments.

Dial-A-Ride

Our 65 and overs benefitted from more than 4000 passenger trips into the town centre.

Minibus Group Hire

156 local groups are currently affiliated to use our Minibuses for their outings (approx. 4850 individuals)

Mobility Shop

Just under 7000 customers came through our doors and were cared for by our wonderful team.

DACT Days Out

Just under 1000 passengers are registered for our Days Out scheme, and when added to our affiliated groups total to more than 25,000 passenger trips taking place.

Mobility Repairs

Our skilled volunteers helped many customers by putting over 3500 hours of work into repairing and recycling various items of mobility equipment.

MiDAS Training

We currently have 248 qualified drivers, 30 of which our trainers helped pass this year.

Mobility Advice and Information

Our newest service is helping to change lives, and people in need are being given hope and opportunity.

A Social Value of £1.65million*

*according to a recent study by Ealing Community Transport, regulated by Buzzacott LLP

 **311,808 Miles Travelled**

75,795 Volunteer Hours



PASSENGER STORIES

“Well done on your Queens Award. Well deserved. DACT services enable me to live independently in a village which has few services. The Minibus hired by our Women’s Institute gives me a chance to have special days out. But the future looks bleak! The huge budget cuts to rural bus services will isolate villagers from all the services which are vital for independent living e.g. Hospitals, Doctors, Opticians, Pharmacy, Banks, buildings Societies, Supermarket Shops etc. as well as trips to the theatre and social interaction with friends and family. Those who are in education and workers will be affected. I know DACT can only do so much, but it will be vital in the future.”

Ann T

“With various health issues over the years, the DACT Minibus has been a life-saver for me. The Bus and volunteer drivers mean so much to us on the Priory Estate, especially as we are all getting older – I’m the baby at 76!!” **Barbara H**

“As I suffer from macular degeneration, I really appreciate the door-to-door service I receive from DACT. I live alone and have no transport. I am 93.” **Anon.**

“If it was not for the DACT Minibus, I would be stuck at home, especially after having new knees. You gave me my independence and confidence back.” **Anon.**

“I would like to make a few comments about my travels with DACT since losing my husband 18 months ago. I was newly widowed, very suddenly, and it was absolutely devastating for me. I had never had to fend for myself in any way and here I was suddenly so alone. Well, that stopped when I met the wonderful people from DACT. All of them! I have made lots of new friends and have been to a lot of super places. I did not know that DACT did such things – I just assumed, as I am sure many people still do, that they were people who helped those with disabilities etc. Well believe me when I say, they really really help people like me, who are in a way, suddenly disabled but not in a visible way. I think they are all truly lovely people, all of them. All those in the Office doing a grand job, and all the drivers who volunteer with the driving – I love ‘em all !!! Thanks to everyone. (Perhaps I should say, I am 73 years of age and it has given me a new lease of life)” **Christine C**

“DACT have really helped me because of hiring a mobility scooter. A friend told me about this and I haven’t looked back since. It helps me get around town with my wife to do some shopping and I’m not struggling now. Beverley and her volunteers are so friendly and helpful; no wonder you got the Queen’s Award – you so deserve it. We sometimes go on the DACT Days Out trips which are very good and its good for me because I can take a mobility scooter on the bus. Your service here in Daventry is the very best.” **Rodney T**

Evening Tales

VOLUNTEER STORIES

"I had to take two sisters (both well into their 80's) to an Opticians in Abington Street, Northampton. Both were suffering with the onset of dementia. Their appointment was at 2.50 pm. It was discovered that one of the ladies was suffering from a severe haemorrhage behind the eye so the Optometrist asked if I would take them for immediate emergency treatment at NGH. As the sisters were by now quite agitated and confused, I had great difficulty in getting them back into my car. I had even more difficulty getting them out of the car at NGH. Once I'd managed get the ladies into the Department, they would not co-operate with the Consultant due to their confused state related to their early stages of dementia. One of the ladies would not put her head on the apparatus so that her eyes could be examined. I had an inspired idea. I asked Matthew (the Consultant) if I could put on a white coat and pretend to be the doctor as she knew me and might respond positively. To cut a long story short, it worked—and I got home for 6.30pm that evening! Matthew, the Consultant, said that I was fantastic and 'deserved a medal' for my patience, care, and understanding. To top it all, I had forgotten to display my DACT parking permit when I arrived at the hospital due to the extreme circumstances, and picked up a parking ticket for my troubles. I am very pleased to report that following an appeal explaining all the circumstances, this was subsequently withdrawn!" **Clive L**

"I once took a passenger on a one way trip to NGH. With it being only one way, I took my wife with me so we could stop for some shopping on the way home. Once done we returned to the car to go home. My wife always travels in the back seat as she feels more comfortable. On the journey back to Daventry, I was chatting away to my wife for quite a few miles, in fact until we got to Weedon. Anna was being unusually quiet so I asked if she was OK. No reply. I asked again. Still no reply. I began to get very concerned so I pulled over to see if she had passed out, only to discover that she had vanished altogether. Now I was panicking. I returned back to the Retail Park to see if she was there. No sign of Anna. It turns out, she'd been found by a 'Good Samaritan' who had kindly returned her back home where she was eagerly waiting for me. You can imagine the scene I'm sure. Anna had not had the chance to get into the car in the first place as I had driven off before she had managed to get in." **Brian H**

"My memories of being a Volunteer Driver are very rewarding ones. My passengers were always very grateful and I loved getting to know lots of new people. In fact I think my car knew the journeys better than I did because we were often half way to pick up a passenger, when my brain would click into gear and I would suddenly realise who we were going to collect!" **Wendy C**

“In **June 2014**, I started work with DACT, with the aim to further develop the old mobility hire/retail shop. The premises had very limited space for the three services that were being provided. It was a dark room, had no front window and was not really inviting for customers or Volunteers. The workshop had not long been moved into the other side of the building, leaving the shop space a bit grim. The mobility scooters were looking tired and outdated and the wheelchairs mostly old steel designs. The retail shop was very limited for space, so it was difficult to have the varied stock that would enable us to help the customers in the best way.

“In order to develop and **grow the DACT Mobility services** for the future, there has been a team of talented, knowledgeable staff and volunteers, who commit every week to managing all the Mobility services. The reward is being part of an amazing team, who have transformed the DACT Mobility services over the last 5 years, to what we have today. A wonderful bright and inviting retail and service centre, with volunteers who are delivering much needed services to the community.

“Since the **completion of the extension** to the building in 2019, DACT Mobility has become more than just a retail store. It is a place where customers can come and know they are going to get a **personal service**. We have a new fleet of hire equipment, a service centre with Volunteers that pride themselves to fix almost everything ‘mobility’. There is a huge range of mobility products for sale and of course our **information and advice desk**, which deals with anything from personal healthcare advice to signposting to other agencies.

“I have had the opportunity to work for DACT for only **5 of the 25 years** that the charity has been established. It has been a real pleasure and joy for me to assist in further developing the Mobility Service for the charity. I look forward hopefully to **another 25 years.**”



Beverley Horner
Mobility Shop Manager

“A successful enterprise needs a good and sustainable product, a passion and belief in what you want to achieve, good management, good staff and some financial backing. 25 years ago, a small **Management Committee** made an important decision and appointed Rob Kinning to set up a Community Transport scheme for Daventry District. Their choice was perfect as they had in Rob a man **full of passion and belief**. From virtually nothing Rob became the driving force in growing DACT to what it is today with the support of a small but dedicated staff to support him and to buy into the ethos of DACT. The sustainable product is the provision of vital community transport services to the Daventry District, but DACT has a very important additional element, its’ volunteers. Rob and his team provide the vision and support and the army of volunteers provide the day to day services. Volunteers also make up the **Board of Trustees** providing the necessary oversight on the running of this charity. So we have all the ingredients for a successful enterprise, and that is exactly what DACT has been over the 25 years.

“The vision going forward is for DACT to continue to evolve and expand the services it can offer to the community whilst at the same time providing increasing opportunity to move towards being **self-funding**. The future of DACT looks to be secure which is testament to the way it is run. The staff are committed to its success and for them I am sure they find what they do fulfilling. For the community DACT supports, the services it offers are vital and **life-supporting**. For the volunteers, the work they do can be **life-enhancing**.

“My working life was spent at 2 large American corporations. I enjoyed much of what I did over the years but essentially these were soulless organisations where bottom line profit was everything. I took the opportunity to retire early and then joined DACT, **12 years ago**; the experience has been for me both fulfilling and life enhancing. It has been a **privilege** for me to be involved in DACT. “



Dennis Clayton

Chairman of Trustees

Trustee Board

Avis Hughes (Vice Chairman)

Andy Hogan

Pauline O'Connor

Adrian Finch

Ian Sharp

David Turton

“As I sit here and look around at today’s staff and some of the volunteers in the office at the present time (June 2019), I think back to the **1st March 2001** when I started. I walked in to a very different DACT to today’s operations with just 2 full time members and 1 part time person. There was an early computer system that had a ticker tape backup system, we were never really sure whether it would retrieve the information if we needed it.

“Rob, the then manager, was heavily involved in all aspects of bookings on both cars and minibuses as well as trying to manage the organisation, raise funds, recruit volunteers and generally run all aspects of DACT.

“My role was to be a **minibus trainer** and bus maintenance person; I don’t think this was ever the case. I could see the support that was needed and started to get involved in all aspects of DACT more or less from the start. It didn’t take long to realise just what DACT was achieving in the community; helping individuals and enabling community groups to travel which greatly enhanced their activities. All of this was getting people to their medical appointments and tackling loneliness.

“Very quickly I was hooked, DACT becomes part of who you are. Before very long I became the deputy manager and worked alongside Rob developing DACT. Over the years many things happened in DACT’s development, but the one constant was the need to renew the minibuses and increase the fleet to accommodate new services. As far as I can tell we have had **27 minibuses**, on today’s prices we have had to raise **£2,133,000** to keep the fleet up to date and renew each bus every seven years as well as increase the fleet to **7 buses**.

“It has always been our aim to have as modern fleet as possible to allow for any periods when funds cannot be raised. More than **£2,000,000** has also been raised to develop DACT services and pay for staff roles. The services are listed elsewhere in this booklet, so I won’t list them all.

“Rob and I have had a great working relationship neither of us too proud to take on each other’s ideas. Developing DACT alongside Rob has been a truly fulfilling life experience, its not hard work when you believe in what you are doing. Working with people who volunteer their services is also a pleasure, as they would not be there if they didn’t enjoy what they do.

“The assessment of my last **18 years** revolves around the volunteers and staff members. Just about everyone that joins DACT becomes invested in its ethos and quickly becomes part of the DACT family. It always amazes me just what people will do to help DACT run its services. When we recently received the **Queens Award**, I thought it was well deserved by everyone that has helped make DACT become what it is today, every single volunteer and staff member that have ever worked for DACT can be justly proud of their part in the evolution of this brilliant organisation.

“Going forward Rob will retire soon and within a couple of years I will be following him, the time scale meant that we made the decision some time ago that a more long term investment into the future was needed, so we have made provision for our successors. Training has been ongoing for the last 2 years **investing for the future**, we have a new Chief Exec undergoing extensive training (Phil) and other roles are being developed to support the Chief Exec. My Role for the next period will be split between carrying on with my present duties and training of the new management team.”

Tony Doyle
Operations Manager



“It was a pleasure to join the DACT team in **September 2016**. After working in the voluntary youth sector for over 25 years, I knew nothing about Community Transport and was about to embark on a steep learning curve. Whilst I was able to bring experience in working with volunteers, fundraising, liaising with County, District, & Parish Councils and some administrative skills, I have had to learn all things minibuses, passenger & booking databases and Community Transport in general.

“I feel very privileged to have been asked to take this vital work forward as well as a little bit of pressure to continue the success that has been built so painstakingly over these 25 Years. Great services like DACT don't just spring up overnight with little effort; what has been created here is in no small way down to the hard work, passion, commitment and wisdom of **Rob Kinning** and the teams of staff, volunteers and Trustees that have supported him over this quarter century. As a result, the organisation is on a sound financial footing that is enhanced by grants from Trusts and our local Authorities. (I'd like to add that whilst Rob has been the linchpin in DACT for these 25 years, the one thing we won't miss is having a Man United fan in the office!)

“As Rob pointed out at the start of this booklet, none of this could have been achieved without the support of local people and the hundreds of volunteers who have delivered all DACT's frontline services over these past 25 years. This is the essence of DACT and without this continued **community 'buy in'**, DACT will not be able to continue to deliver its services. This is the reason our focus for the future needs to continue to be our volunteers and our community.

“With a changing local political landscape taking place between now and 2021 and the changeover to two unitary authorities, it is going to be essential that DACT does not lose sight of its vision and ethos and that will be another challenge for us all. DACT's practice of having **Trustees** that are involved in volunteering and delivering services is one way that we can aim to keep the focus on serving our community's needs for transport and mobility and this is a practice I aim to continue.

“I am looking forward to working with the team who create such a professional, efficient but fun atmosphere in the DACT office and it is a pleasure to walk in to work every day.

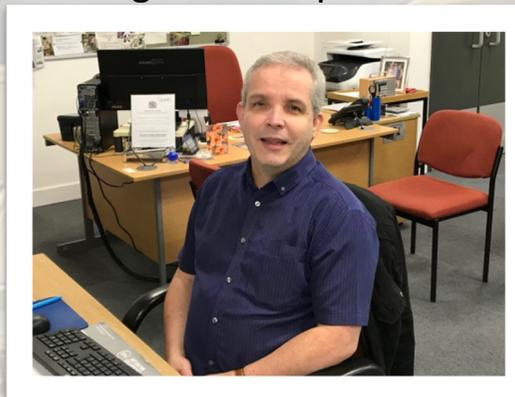
“I am also grateful that **Tony Doyle** has decided to stay on past Rob’s retirement as for DACT to lose them both at the same time would leave a huge hole in knowledge and experience that would be impossible to replace. Tony’s ability to pass on his knowledge and experience is second to none and this will be essential in the future development of the staff team.

“It has been great to see the recent developments and expansion in the **Mobility Shop** and the increased footfall we have experienced. People are coming in not only to buy essential mobility aids and to hire scooters and wheelchairs but to make enquiries and seek advice about equipment and services that might best help them to live life to the full. We hope to see the refurbishment of our **Mobility Repair Workshop** in the not-too-distant future since most of the facilities in there are in need of an upgrade.

“DACT has built many great relationships with partner agencies over the years, who have supported us in various ways such as **Ford Motor Company, Cummins** and **Long March Commercials** to name but a few. These relationships are fundamental to the progress and continuance of the DACT Services and it is my intention to develop these over the coming years. Support from our Local Authorities has also been instrumental in DACT being in the favourable position we are in today and in particular, **Daventry District Council**.

“Rob has always believed that DACT needs to be **‘relational’** and that is an important principle I agree with and want to take forward whether that be with our volunteers, passengers, staff team or our partners. I am determined that DACT will be around for many years to come serving the transport and mobility needs of this community.”

Phil Houston
Assistant Manager



from all the team at



THANK YOU



DACT Office

The Abbey
Market Square
Daventry
Northants
NN11 4XG
01327 701665

Mobility Shop
New Street
Daventry
Northants
NN11 4BS
01327 312555

www.facebook.com/DaventryAreaCT

www.dact.uk.com

info@dact.uk.com

mobility@dact.uk.com

special thanks

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COMMERCIALS**

