

CIC 34

Community Interest Company Report

For official use
(Please leave blank)

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Please complete in typescript, or in bold black capitals.

Company Name in full

MOORSBUS COMMUNITY INTEREST COMPANY

Company Number

9044336

Year Ending

31st March 2019

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a description of how they have benefited the community.

The Moorsbus Community Interest Company works with the community to improve public access to and through the North York Moors for social, environmental and economic benefit.

In order to understand and meet passenger expectations we have developed an approach which reflects 5 Cs: cost, confidence, continuity, comfort and communications.

Through volunteers and in collaboration with other like-minded bodies, the CIC raises funds, increases knowledge about public transport provision in the area, and commissions a network of bus services.

In summer 2018 it ran services from surrounding urban areas including Teesside and York and simultaneously provided the local community with access for shopping, leisure, work and volunteering. Our routes cover many areas of high social deprivation as well as some very remote places not otherwise reached by public transport. The Moorsbus Network provides the only public transport access to large swathes of the North York Moors National Park, including the two National Park visitor centres at Danby and Sutton Bank, as well as Dalby – The Great Yorkshire Forest.

Our surveys show that passengers include a high proportion of elderly, and those from households without access to a car. We are proactive in working with other groups including health professionals to combat loneliness and other social and health issues. Our work also demonstrates that economic benefit is derived by more remote and smaller businesses where the impact is greatest. We carried over 10,000 passengers in 2018, generated over £250,000 for the local economy and made a significant positive contribution to environmental improvements.

At the end of 2018, the CIC was offered support from North Yorkshire County Council's Stronger Communities fund to undertake a review of its governance and organisational development, as well as strategic engagement, marketing and business planning. This project will be developed during 2019.

(If applicable, please just state "A social audit report covering these points is attached").

(Please continue on separate continuation sheet if necessary.)

PART 2 – CONSULTATION WITH STAKEHOLDERS – Please indicate who the company’s stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

Our stakeholders fall into ‘direct’ and ‘indirect’ categories.

Direct beneficiaries include passengers who are consulted through on-board passenger surveys for each journey taken (the results are analysed and then published on the www.moorsbus.org website). In 2018 almost 500 survey forms were received. The CIC directors travel on each route to gather direct feedback from passengers (and drivers) about their experience, issues arising, and their aspirations. At the end of the 2018 season, consultation meetings took place with passengers at Danby and at York. Our monthly ‘Moorsbuzz’ newsletter is available free on every bus and facilitates further dialogue. Passengers also use the website and social media to share their views. All passenger comments – from whatever source – are considered by the Directors and used to develop the strategy for the following year. The CIC is aware of the need to manage expectations and we take every opportunity to explain the processes and costs involved in developing a public transport network, as well as the very real limitations of funding and external constraints such as legislation, size of roads, availability of operators, etc.

Indirect beneficiaries include the wider community (including businesses), and the environment. The CIC works closely with the ‘Friends of Moorsbus’, the North Yorkshire Moors Association, the local passenger transport users’ group, other interest groups and district, unitary, town and parish councils in the area. We also meet with other bus and rail companies to share experiences, clarify roles and develop cooperative projects.

In this ‘indirect’ category we would also place those who at present do not use our services, but who could possibly benefit from them. We wish to establish why this is so, and if new approaches are necessary. Our work with the NYCC Stronger Communities project will help identify how we can develop this work.

Finally, we have the overall wish to be environmentally and socially aware, ensuring our actions are in the interests of future generations. Our consultations are thus predicated on this long-term objective, and work on the principle of two-way communications..

(If applicable, please just state “A social audit report covering these points is attached”).

PART 3 – DIRECTORS’ REMUNERATION – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, “There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director’s loss of office, which require to be disclosed” (See example with full notes). If no remuneration was received you must state that “no remuneration was received” below.

No remuneration was received by any of the Directors

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that “no transfer of assets other than for full consideration has been made” below.

No transfer of assets has taken place.

(Please continue on separate continuation sheet if necessary.)

PART 5 – SIGNATORY

The original report must be signed by a director or secretary of the company

Signed

Date

Office held (delete as appropriate) Director/Secretary

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

Tel	
DX Number	DX Exchange

When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ
DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38
Linenhall Street, Belfast, BT2 8BG

The accounts and CIC34 cannot be filed online

(N.B. Please enclose a cheque for £15 payable to Companies House)