



**The TAS Partnership Limited**  
**Passenger Transport Specialists**

**Community Transport & COVID-19 NEWS No.12**  
**8 July 2020**  
 Edited by John Atkins

TAS is currently supporting the CT sector at a time when unprecedented demands are being placed upon it. Our initial information sheet was circulated on 6 April – this newsletter provides updates. For previous information, newsletters, and further debate on the current crisis, please see TAS website: <https://taspартnership.co.uk/TAS-news/>

**Restarting Services**

Following the CTA guidance published last week, Hampshire County Council has circulated to Hampshire CT users a very useful leaflet “What to Expect when we Restart our Services” which prepares users for safer travel and forewarns of what passengers who have not travelled during lockdown might expect in shops and supermarkets.



One area that the leaflet touches upon is the availability of public toilets (or potential lack of). Passengers may find that facilities they had previously relied upon in supermarkets, cafes and shopping centres are now closed. It would be worth CT

operators finding out which loos are still available and sharing this with passengers. If they are all closed, a CT service might well point this out to its passengers before travel. It could potentially try to negotiate some access with a willing shop or café. Otherwise this could be a big problem for a lot of CT passengers. Toilets using a RADAR key are more likely to still be in use.

**TAS Guidance on Mothballing Vehicles**

TAS has produced a guidance note which covers the issues related to taking vehicles out of service and re-introducing them after a period off the road. This is circulated as a separate PDF with this newsletter and is also available on the TAS website. <https://taspартnership.co.uk/TAS-news/>



**Hand Sanitisers – More Feedback**

Following the issues raised over the past couple of newsletters, a number of people have reported a slightly different hazard with alcohol-based sanitisers. It would appear that some of the cheaper brands have expanded or produced gases in very hot conditions in vehicles and split or burst the container. The safest practice is simply to not leave sanitiser bottles in vehicles and certainly not in direct sunlight for any prolonged period.

## CTA Advice Drop-In Session

CTA's drop in session on 26 June featured some helpful advice on insurance issues from Ben Harris of Endsleigh. There was a valuable exchange of practice around the use of disclaimers by which volunteers in vulnerable age and health categories could continue to drive at their own risk – this facility has been much valued by car schemes. Members also shared experiences of vehicle cleaning products and procedures. The discussion is available to watch on Vimeo.

<https://ctauk.org/coronavirus-drop-in-26-june/>



## COVID-19 & RIDDOR for Care Providers

Local Government Lawyer has published an article which considers the issues involved with COVID-19 and occurrences that required a Health & Safety Executive notification in a care setting. This raises some points that could apply to some CT operations.

<https://www.localgovernmentlawyer.co.uk/adult-social-care/307-adult-care-features/44141-covid-19-riddor-for-care-providers>



## Charity Commission

Following the new guidance on the expectation of AGMs to be held by 30 September, John Phillips at Go Start received this message from Laura Ambrose at RAU Gateway Team, which suggests the Commission is taking a less rigid stance in practice: "The Commission understands your concerns in this regard and during this period we will be taking as flexible and pragmatic approach as possible. If you feel that in the best interests of your charity and to follow the government's public health guidance it is necessary to cancel or postpone your

charity's AGM (or any other key meeting) that will be fine. You should record the decision you have made to show good governance."

## Safety Advice for Older Drivers

Disability Action (NI) have produced a range of guidance material aimed at keeping older motorists mobile, especially after a period of being off the road during lockdown. Produced in partnership with the Older Drivers Forum, the guidance consists of four PDF bulletins covering:

- ) Car Care During Lockdown
- ) Maintaining Driving Skills During Lockdown
- ) Getting Back On The Road
- ) Living Without A Car Post Lockdown

<https://www.disabilityaction.org/news/help-and-advice-on-driving-during-lockdown>



## Notable CT Activities from Around the Country

Green Community Travel's team in South Gloucestershire has been nominated by its local paper The Gazette as lockdown heroes for deliveries of food parcels and prescriptions. Manager Jenny Bright is now focussed on the challenges ahead for the service: "During the rest of the year we will be altering and creating new services to ensure we are reducing social isolation, increasing independence, alleviating loneliness and allowing our passengers to utilise their local community and its amenities. We're confident we can achieve our ambition of continuing to support our local community. We look forward to welcoming back familiar faces, and to meeting new ones."

<https://www.gazetteseries.co.uk/news/18551599-community-transport-team-named-lockdown-local-heroes/>



East Riding of Yorkshire MEDiBUS Services are operated by North Holderness Community Transport (HART) and Goole and District CT (Goole GoFar), both of whom jointly manage East Yorkshire Community Transport (EYCT). Caroline Wegrzyn Business Manager at HART, reports that the CTs have "continued to operate, albeit at much reduced occupancy levels, with MEDiBUS providing a lifeline for vulnerable residents with urgent non-pandemic related health needs, as transport to hospital appointments, GPs and respite care became almost impossible for them during the emergency. Once lock-down began, large numbers of vulnerable residents found that they suddenly did not qualify for the Yorkshire Ambulance Patient Transport Service, under the new NHS guidance for PTS providers during the COVID emergency, published on 27 March 2020. With demand increasing dramatically, we decided to try to respond... We asked our shared fundraiser resource, Andy, to assist, and he has worked extremely hard to secure new grant funding from the Two Ridings Community Fund, and Edward Gostling Foundation. East Riding Council then also stepped in to award us additional funding from their DfT Better Deal for Buses fund allocation. Bridlington now has a five days a week MEDiBUS service, and we and our passengers are extremely grateful for the funds we have secured to fully establish this important service." <http://medibus.org.uk/>



Disability Action (NI) resumed its Transport Scheme on 1 July and provided each passenger with a 10-step guidance note prior to travel. Infrastructure Minister Nichola Mallon commented in Causeway Coast Community: "I am pleased to announce the resumption of Disability Action Transport Services for essential travel. I know that Disability Action and all of the Rural Community Transport Partnerships have provided transitioned services during this Covid-19 response period. They have provided

invaluable support to many of our most vulnerable citizens and I will continue to support them in doing that as we proceed through this next stage of the Executive's recovery plan...I want to pay tribute to the Community Transport sector for their resilience during this period and hope that this move is another step closer to our recovery from Covid-19 to a new and improved normal".

<https://www.disabilityaction.org/transport>  
<https://news.causewaycoastcommunity.co.uk/news/minister-mallon-confirms-resumption-of-disability-action-transport-services/>



Waverley Hoppa has benefitted from a £1,000 donation from Farnham Institute Charity to provide PPE, reports In Your Area. Steve Forward, General Manager at Hoppa, said: "Generally, our services are used by those people who are most at risk from Covid-19 so we need to do everything we can to protect and reassure them. We've estimated that it will cost around £20,000 to buy the PPE we need for just one year. This is not a cost we had budgeted for, so we are having to look to other sources of income to ensure we have enough gloves, face masks and hand sanitiser. We are extremely grateful to the Farnham Institute Charity for their grant and for continuing to be such a loyal supporter of our service."

<https://www.inyourarea.co.uk/news/farnham-charitys-grand-gesture-helps/>





Community Transport Glasgow in partnership with Glasgow City Council and One O One Convenience Stores have launched a new food supply and delivery service to help the city's most vulnerable and shielding citizens, reports Scottish Housing News. Graham Dunn, manager of Community Transport Glasgow, said: "We are very proud to be part of this new project helping elderly and vulnerable people across the city during the pandemic. I know our staff and volunteers are glad to be involved in such an important and positive service."

<https://www.scottishhousingnews.com/article/convenience-store-to-help-vulnerable-glasgow-residents>

North Oxfordshire Volunteer Driver Service is raising funds via a Just Giving webpage to provide PPE for its drivers as it returns to providing passenger services after months of food deliveries. Keith Davies, the volunteer manager for the Citizens Advice of North Oxon and South Northants, told the Banbury Guardian that the "Volunteer Driver Service are now in a position to return to passenger transport but we need to purchase COVID-19 personal protective equipment (PPE) to do so. Our wonderful volunteer food drivers have so far donated 82 per cent of the total paid as a fuel allowance into the PPE pot. Put quite simply, VDS are very humbled by this gesture from what are on the whole brand new drivers, who are looking to get our core passenger drivers back onto the road to help our community. Ideally VDS are hoping to get Volunteer Driver Service taking people to appointments, when there is no reasonable alternative transport available, once again by mid-July.

Volunteer Driver Service are looking for additional funds from the public and business in and around Cherwell, and are grateful for any help no matter how big or small you are able to give."

<https://www.banburyguardian.co.uk/news/people/north-oxfordshire-volunteer-driver-service-launches-fundraising-campaign-help-pay-ppe-2901665>



Community Transport for the Lewes Area (CTLA) has resumed its local bus services 246, 248 and 249 serving Uckfield, surrounding villages and Crowborough from 29 June. CTLA's website also reports that "Local Bus Service 132 which provides a Lewes Town service with a morning and afternoon connecting journey between Newhaven and Lewes will begin operating again with effect from Sunday 12th July 2020."

<https://www.ctla.org.uk/news/current-service-updates/>



CTA Online Event - Recovery and Restart: How Community Transport can lead in building a Stronger Community. CTA is inviting the CT sector to "Join us on 17 July for a free online event where our expert panel will be examining key questions about how community transport can recover from coronavirus and shape a new way forward." Amongst the panel will be Matt Rodda (MP for Reading East and Shadow Minister for Buses and Local Transport in the UK Parliament), and John Taylor (director of TAS Partnership). <https://cta.uk.org/online-event-recovery-and-restart/>

TAS

If you require any advice or support please contact us on 01772-204988 or email [john.atkins@taspartnership.com](mailto:john.atkins@taspartnership.com)