



# Community & Voluntary Transport at



The TAS Partnership Limited  
Passenger Transport Specialists

## Newsletter No.22 July 2022

TAS has provided expert advice, guidance and support for the CT sector for over 30 years. This general newsletter follows from our well-received COVID-19 coverage between April & September 2020. Please let us know of any items that might be of interest to the wider CT sector. Back issues of these newsletters are uploaded on our website: <https://taspartnership.co.uk/TAS-news/>

### England – Changes to Non-emergency Patient Transport Services Eligibility Criteria

NHS England has published revised criteria for its use of Non-emergency patient transport services (NEPTS). This follows a review which commenced in 2019 and changes to the criteria have been made in response to a number of consultation exercises. The relationship between the CT sector and the NHS around NEPTS is complex and sometimes uneasy, and experience and practice varies in different parts of the country. Nonetheless, a significant quantity of CT journeys are made for healthcare purposes (a fact not always recognised by the NHS) and its overlap with NEPTS provision means that the criteria changes are likely to have an impact on what CT operators are called upon to deliver, and how passengers' transport needs are met.

Summary of Key aspects of Non-emergency patient transport services eligibility criteria (revised 31 May 2022).

“Overarching principle - Most people should travel to and from hospital independently by private or public transport, with the help of relatives or friends if necessary. NHS-funded patient transportation is reserved for when it is considered essential to ensuring an individual's safety, safe mobilisation, condition management or recovery.



Qualifying criteria - The patient is likely to qualify for non-emergency patient transport if they meet one or more of the following criteria:

- ) A. They have a medical need for transport.
- ) B. They have a cognitive or sensory impairment requiring the oversight of a member of specialist or non-specialist patient transport staff or a suitably trained driver.
- ) C. They have a significant mobility need that means they are unable to make their own way with relatives / friends and / or escorts / carers whether by private transport (including a specially adapted vehicle if appropriate for the journey), public transport or a taxi.
- ) D. They are travelling to or returning from in-centre haemodialysis, in which case specialist transport, non-specialist transport or upfront / reimbursement costs for private travel will be made available.
- ) E. A safeguarding concern has been raised by any relevant professional involved in a patient's life, in relation to the patient travelling independently.
- ) F. They have wider mobility or medical needs that have resulted in treatment or discharge being missed or severely delayed. If patients are deemed to be eligible for NEPTS under criteria F, appropriate NEPTS transport (including non-specialist) may be made available. Non-specialist transport may include community transport and support from volunteers...

Wider support - Providing information and assistance. Local systems should encourage patients to make an independent journey where possible. The integrated care system (ICS), local healthcare provider or NEPTS co-ordination service for an area may consider providing local information on transport options – such as public transport, community transport or taxi companies – to those who make enquiries about eligibility for NEPTS. Areas may also choose to offer assistance with booking these forms of transport and facilitate wider transport co-ordination. In these instances, eligibility assessors or other authorised transport co-ordinators may be used but they take no responsibility for such journeys.

Other sources of support - patients may be entitled to wider transport support from other public bodies. This includes the Disability Living Allowance (DLA) mobility component or equivalent. In these instances, patients are unlikely to be also entitled to funding from the HTCS, and NEPTS would only be available if transport options usually funded by the patient's DLA are not appropriate. Support from social care or local transport schemes may also be available and should be considered when signposting patients to alternative options. Where a patient's treatment or discharge may be missed or severely delayed, but they are not eligible for NEPTS under the criteria outlined above, systems may consider adding a threshold whereby the NHS contributes towards the journey costs. Patients should consider if other forms of private or public transport are available or suitable and whether they are eligible for HTCS in the first instance."

<https://www.england.nhs.uk/wp-content/uploads/2022/05/B1244-eligibility-criteria-consultation-feedback-report.pdf>  
<https://www.england.nhs.uk/wp-content/uploads/2022/05/B1244-nepts-eligibility-criteria.pdf>

## Scotland - Clydebank: Community Transport Team Seeking Help to Keep Moving

Clydebank Post: "A big-hearted community group is appealing for volunteers to help it achieve its goal of getting West Dunbartonshire residents to and from hospital appointments. West Dunbartonshire Community Transport has been running since 2019, but the big plans they had for the service were halted due to the Covid pandemic. It was set up to help get those who find it difficult to get to primary care or hospital consultations due to travel struggles with public transport. The service is free, and speaking to the Post, volunteer John Hainey said less mobile residents badly need its services to attend units and clinics that may not be within easy transport reach.



He said: 'NHS Greater Glasgow and Clyde started moving units about because as far as they are concerned, you should be able to go to, for example, to Stobhill Hospital, even the RAH (Royal Alexandra Hospital, Paisley). They started up a minor injuries unit a few years back, the minor injury for Clydebank is the Vale of Leven. If you ask most people in Clydebank where the Vale of Leven hospital was, they wouldn't know.' The service helps patients reach regular or follow-up appointments if they'd find it difficult or impossible to do so themselves – and also helps take some of the

pressure off the already overstretched Scottish Ambulance Service. 'We're not an emergency service,' John says: 'You can't phone us up and get transport tomorrow, but if you find yourself in any of these hospitals, Paisley, Glasgow, Stobhill etc, and you've got to go back, you contact us. Even if it's a weekly appointment you've got, we'll try and sort you out. What that needs is volunteers.'

Although called volunteers, there is a small payment of 25 pence per mile to those willing to give a few hours and help and drive patients from their doorstep at their home to whatever hospital the patient needs to get to. Andy Sinnott, who gives up a few hours of his week to drive service users around, said: 'One thing I've noticed from the people I've driven is the way the hospital set-ups are all dispersed around. You might be going to Stobhill for one thing and the health centre for another thing, so it may be convenient for the health service to be arranged that way, but it puts all the hassle onto the user of the system.' The service transported 13 people during April, its first month back in operation after the easing of Covid rules, with six in the next week or so after that. And Andy and John said that if they can get more people helping alongside the two other volunteers, they can expand what the service offers beyond just hospital visits. 'We have other plans,' John said. 'To jump forward two or three years, what we would be looking for is to provide this service and others like a "shopper hopper", taking people to the shops that maybe can't go themselves. It's going to spread as and when we can find the vehicles and the volunteers.' If you can help as a volunteer – or if you think the service could help you – give the charity a call on 07990 825 754 or email [wdctag@gmail.com](mailto:wdctag@gmail.com).

<https://www.clydebankpost.co.uk/news/20165138.clydebank-community-transport-team-seeking-help-keep-moving/>

## Scotland - Transport Minister Jenny Gilruth Reveals £30 million Investment in Electric Vehicles

The National: "More than £30 million is set to be spent by the Scottish Government this year to support the move to electric vehicles. £28 million will be made available as part of the Low Carbon Transport Loan scheme, which provides people with up to £28,000 in interest-free loans for a new electric car or £10,000 for an electric bike or scooter. Loans of up to £20,000 and £5000 are also available for second-hand cars and bikes respectively. Additionally, £1.75 million will be spent on the Plugged In Communities initiative. This provides funding to community groups who wish to buy an electric car for a car-sharing club.

A further £1.7 million is also available for infrastructure grants to install electric vehicle charging points. Transport Minister Jenny Gilruth said: 'Whether it's electric miles or petrol miles, we know we need to reduce car kilometres by 20% across the board to meet our climate targets. Coupled with continued support for zero emission car clubs, I'm pleased we're expanding support for community transport schemes. This will help eliminate the need for individual car ownership and ensure it's not just the wealthiest in society who can benefit from modern EVs. Our funding package of over £30 million for zero emission grants and loans will be refocused to support the many people and businesses, particularly in rural areas, who still require access to vehicles. By providing interest-free loans for used electric cars and for new

light commercial vehicles and taxis, we continue to support our ambition to phase out the need for new petrol and diesel cars and vans by 2030.'

Neil Leckie, senior programme manager at the Energy Saving Trust, who administer the loans on behalf of the Scottish Government, said: 'The Low Carbon Transport Loans have been instrumental in providing much-needed support for drivers in Scotland to lower both their carbon impact and fuel costs. We are motivated by the progress made over the past 10 years, having worked closely with Transport Scotland to deliver more than £165 million in interest-free loans to support the purchase of over 6100 electric vehicles. In the year ahead, we look forward to continuing to create lasting change, including making used electric vehicles accessible to a wider audience by reducing upfront costs – supporting a just transition to net zero.' Applications for the 2022-23 round of the loans open on June 8."



<https://www.thenational.scot/news/20190228.transport-minister-jenny-gilruth-reveals-30-million-investment-electric-vehicles/>

## CTA Scotland - Scotland's 20% Car km Reduction Route Map – CTA's Response

CTA, David Kelly: "If Scotland is to achieve net zero carbon emissions by 2045, just replacing every petrol and diesel car with an electric car will not be enough. Ending our contribution to climate change and creating a more accessible, inclusive and sustainable transport system will require more fundamental changes to the way we live, work and move – including how many of us own, and how often most of us use, private cars. Community Transport schemes and their users will have a key role to play and will also be set to benefit from less car use. That's why we've welcomed the Scottish Government's ambitious target – which may also be a world first – to reduce car kilometres by 20% by 2030. It has co-developed a route-map to get there with the Convention of Scottish Local Authorities (COSLA).

The draft route map contains a number of positive proposals which will help the Community Transport sector and incentivise people and communities to reduce their car use – such as reforming the planning system; increasing investment in active travel; introducing Low Emissions Zones; investing in bus and rail services and infrastructure; and promoting car clubs, which many CTA members are already running or hope to develop in the future.



We're particularly pleased that the route map commits to work with CTA and the Community Transport sector to improve non-emergency patient transport to NHS sites and help everyone access health & social care in a sustainable way. Our sector already plays a critical role in transport to health & social care. However, in our consultation response which you can download here (<https://ctauk.org/wp-content/uploads/2022/06/20-car-km-reduction-route-map-CTA-RESPONSE-FINAL.pdf>), we argue that the draft route map can and should be strengthened in key areas:

- J Working with Community Transport: National and local government should recognise the Community Transport sector as a key partner in delivering the objectives of the route map. Community Transport schemes reduce car use, facilitate modal shift and empower communities to take climate action
- J Demand management: The route map lacks robust interventions to disincentivise private car ownership and use. Implementation of the proposed Car Demand Management Framework needs to be brought forward from 2025. Existing timescales significantly reduce the window for behaviour change and threaten to make the 2030 target highly unrealistic
- J Just Transition: Action to reduce car use should not reduce the freedom of disabled people. Disabled people in the UK make 38% fewer journeys every year than non-disabled people due to inaccessible public transport, while 60% do not have access to any private vehicle. Investing in accessible travel delivered by Community Transport can ensure disabled people are not left behind as part of a Just Transition to net zero
- J Local targets: Every Scottish local authority should follow the lead of Glasgow City Council and City of Edinburgh Council and set its own local target for reducing car kilometres by 2030
- J Fair Fares Review: The Scottish Government's forthcoming Fair Fares Review must ensure that public and community transport are more affordable than private car ownership and use. It should also consider whether concessionary travel schemes could be extended to Community Transport services delivered under Section 19 permits to eliminate unfairness in the status quo
- J Sustainable transport to health: Welcome commitment to delivering the objective of NHS Scotland's Climate Emergency and Sustainability Strategy to increase active travel and the use of public and community transport to NHS sites. A joined-up, strategic approach is required, backed by long-term planning, stable public funding and genuine partnership working between the NHS and the Community Transport sector...

We're taking forward these issues in collaboration with Scottish Government officials working on the route map, Low Emissions Zones and patient transport, as well as working with our friends and partners at Disability Equality Scotland, Transform Scotland and beyond to spread the word and influence policy. Are you delivering services which help to reduce car use? What would enable you to reduce car kilometres in your community even further? Let us know by sending an email to [scotland@ctauk.org](mailto:scotland@ctauk.org)." <https://ctauk.org/scotlands-20-car-km-reduction-route-map-ctas-response/>

## Scotland - Capacity to Collaborate Conversations: Community Transport

Eventbrite: "An invite to join the Capacity to Collaborate Conversation: Community Transport...You are invited to attend our Capacity to Collaborate conversation sessions where the particular themes of Income Maximisation; Older People's Support; Advocacy; Dementia Friendly City; Community Transport, and City (E) Scaping, Thrive Edinburgh will be discussed and ideas within these

developed further. These conversations will include staff from other 3rd sector organisations, EHSCP and CEC who are currently working within these areas. These conversations will increase connectivity and collaboration, minimising duplication, and parallel work. These events will be held in person at the venue specified (Handicabs, 24/3A Dryden Road, Loanhead, EH20 9HX,) for this reason capacity is limited. Date and time Mon, 27 June 2022



14:00 – 15:30 BST. If you have any questions regarding these events please contact: Emma Gall, Assistant Programme Manager, [emma.gall@nhslothian.scot.nhs.uk](mailto:emma.gall@nhslothian.scot.nhs.uk) or Sophie Milner, Project manager, [sophie.milner@edinburgh.gov.uk](mailto:sophie.milner@edinburgh.gov.uk)."

## Scotland - Moniaive Charity Receives New Cargo Trike for Recycling Project

Daily Record: "Moniaive's non-profit charity, Cairn Valley Community Transport, has received a new cargo trike for a recycling project. The green initiative will be used by volunteers within the village to collect glass for recycling. The trike, designed and built by Wheels of Fleet, was recently handed over to CVCT which already runs a minibus for the benefit of the communities within Dunscore, Glencairn and Tynron. Stephen Sparrow, chairman of CVCT, said: "We are pleased to help facilitate the purchase and use of the cargo trike. "It fits in with our objectives of providing community services to residents in need by reason of disablement, poverty or social or economic circumstances."

Initially, it will be used to collect and recycle glass from households where people are unable to access the local recycling facilities for various reasons such as mobility. Members of the community will be able to volunteer, ensuring that opportunities to engage in community support projects are opened up to young adults and also those who may not have access to motorised transport. Future uses will be determined via consultation exercises. The local youth group has already come up with a variety of suggestions such as delivering the Glencairn Gazette newspaper and groceries from the local grocer shop to elderly or vulnerable households within Moniaive. The trike purchase was part-funded by Scottish Power Renewables Wether Hill Windfarm Fund and Compassionate Neighbours, a Glencairn support network set up during the first lockdown of the Covid-19 pandemic. Wheels of Fleet co-ordinator, Dany Alderslowe, who delivered the trike, said: "Our project has evolved over the years to meet its targets of fewer journeys by car, more people engaged in active travel, with the environment and economy to benefit from a healthy carbon footprint."



<https://www.dailyrecord.co.uk/news/local-news/moniaive-charity-receives-new-cargo-27071416>

## Republic of Ireland – Kerry Volunteers Take to the Roads to Help Refugees



RTE: "Volunteers in Co Kerry are providing transport for Ukrainian refugees who need to attend vital medical appointments. The Social Car Initiative, operated by Local Link Kerry, involves a group of on-call volunteers who bring people to medical, dental and other appointments if they cannot access public transport. Jackie Landers, CEO of Listowel Family Resource Centre, said that without the service, Ukrainian refugees would face serious issues and that transport is a major issue when they find themselves placed in accommodation in rural parts of the county, including North

Kerry. The Social Car Scheme is needed, she said, because of a lack of frequent rural transport.

Speaking on RTÉ's Morning Ireland, Ms Landers said: 'Transport is a huge issue around all of Ireland - particularly in rural areas. Local Link Kerry have been very good they provide two services during the week on Tuesdays and Thursdays, which was already there. That's now increased to include Saturdays. Outside of that if we have someone who has emergency dental or hospital appointments we are very lucky to have the social car scheme in North Kerry. It is run and managed by Local Link Kerry and run by volunteers from the Ard Chúram Day Care Centre in Listowel. If I have somebody who needs a medical appointment I would ring the social car scheme and ask is somebody available. They would come then and take them to that appointment and wait for them and bring them back. Without that we would have very serious issues here,' she said.

The scheme has brought Ukrainian refugees to appointments in recent weeks. One woman who is living with her children and sister-in-law in Tarbert said that public transport in Ireland is expensive and inadequate. She said the social car scheme was essential for her to attend treatment recently. 'To be honest it is not always accessible especially if you live in a rural area,' said the woman. A volunteer driver, Tom Pierse, said the social car scheme - which also provides services for people at the Ard Chúram Day Care Centre - is for people who need 'special transport'. 'Sometimes people need special transport on a day that does not suit the buses in the area. Mostly it is to do with medical appointments that are at awkward times,' said Mr Pierse. He said driving Ukrainian refugees is enjoyable. 'I feel strongly about the Ukrainian war. I am interested in politics and history and I find [Vladimir] Putin very offensive in the way he has approached this,' said Mr Pierse.



Listowel Family Resource Centre - like 121 other family resource centres throughout Ireland - is providing supports to Ukrainian Refugees. 'We provide a lot of support to families, communities and individuals in our catchment area. That can take the form of parenting programmes, counselling and other services. Family resource centres are really important in providing grassroots supports to all families. Our friends and families fleeing the war in Ukraine are now part of our communities. Unfortunately, we are doing it with no additional resources," said Ms Landers...Local Link is a nationwide bus service that provides public transport in rural areas in the country. It was created for the purpose of addressing rural social exclusion in area where there were limited bus services. The service is funded through the National Transport Authority. The Social Car Initiative was originally a pilot scheme in Listowel and Tralee." <https://www.rte.ie/news/munster/2022/0512/1297560-ukraine-refugees/>

## Republic of Ireland - Leitrim's Community Car Scheme Providing Vital Transport Service

Leitrim Observer: "A special launch was held last week for the Leitrim Community Car Scheme. This scheme was set up by Leitrim Volunteer Centre on the 1st March 2022. Initially it was in conjunction with Drumsna Community Resources as a result of a recognised need to support isolated older people in the community to access day care services. The scheme is currently funded by Drumsna Community Resource Centre through a small grant from the Mpower Programme. However the demand for the services has grown well beyond expectations and has the potential to grow much bigger ensuring that every part of the county is covered. Since its first journey on March 9, the volunteers have transported clients comprised mostly of older people but also people with disabilities, families at risk and

Ukrainian displaced people to hospital appointments in Mullingar, Galway, Sligo and Dublin, GP, Physiotherapy as well as other more local trips for essential services.

To date they have recruited 14 volunteer drivers who have all been Garda vetted and trained. The drivers receive out of pocket expenses for fuel, food and parking. Referrals come mainly from public health nurses, social workers the County Council and the Local Development Company. The Social Car scheme is aimed at involving volunteers in helping vulnerable and isolated community members within their local community, through the provision of flexible transport to and from essential appointments. Volunteer drivers provide, using their own car, essential door to door transport for passengers identified, who have difficulties accessing public or other forms of transport.

What is provided? The service provides:

- ) Transport to hospital appointments when required.
- ) Transport for community support services that would otherwise not be possible.
- ) Provide a lifeline to people needing transport to the post office, shopping and banking.
- ) Provide a model of good practice in volunteering, including the development of policies and procedures.
- ) Develop in partnership with other agencies and key stakeholders an innovative project that will involve volunteers and help build social cohesion.
- ) Promote social inclusion, corporate social responsibility and active citizenship.



The Community Care Scheme was launched as part of the Leitrim County Council's Recognition of the many people who went above and beyond the call of duty during Covid 19.

Pictured (right) at the launch are (l-r) Lola Gonzalez, Volunteer Board Member, Bernie Donoghue, Volunteer Board Member, Ann O'Neill, volunteer driver from Aughnasheelin, Cathaoirleach of Leitrim County Council, Paddy O'Rourke, Josephine Stroker, Leitrim Volunteer Centre Manager, Mary Quinn, Director of Services Leitrim County Council and Johnny Gorman, Dept of Rural and Community Development."

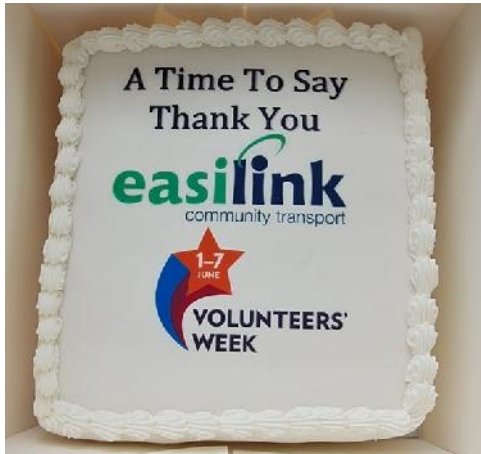
<https://www.leitrimobserver.ie/news/newsletter-leitrimlive/819626/leitrim-s-community-car-scheme-providing-vital-transport-service.html>

Volunteers' Week in UK...

Northern Ireland – Easylink CT Honours its Volunteers

Facebook: "A time to say THANK YOU! ❤️❤️. We were delighted to host the first of our Volunteer Celebration Events at Omagh Enterprise this morning. It was an opportunity to say thank you to our volunteer car drivers for the amazing work they have done over the past year. In the past few months we have started to see a new normal and therefore a significant increase in trip requests. Our volunteer car drivers are going above and beyond to ensure our service users get the transport they require. In this year alone, our volunteers in the Easilink operational areas - Omagh, Strabane and Rural Foyle have delivered 4,852 passengers trips - Amazing!





It was only fitting to get the fantastic motivational life coach, Clíodhna Fullen blog in to do a session on the power of the mind-set and self-care. It gave our volunteers the time to sit back, reflect and remember to take time for themselves, when they are out helping others. It was a very inspiring and uplifting session for a Monday morning. Thank you Clíodhna. We were only delighted to have Geraldine Keys, from Omagh Volunteer Centre come along to thank the volunteers and present EPIC Award certificates for their time commitment, along with the newly elected Chair of Fermanagh & Omagh, Cllr Barry McElduff. Thank you both for taking the time out of your busy schedules to come along today. Tomorrow we will host a similar celebration event for our Strabane and Rural Foyle

Volunteer Car Drivers."

<https://www.facebook.com/easilinkcommunitytransport/>

Other Volunteers' Week Tributes from CTA's Twitter

<https://twitter.com/ctauk1>

**VOLUNTEERS' WEEK**

### Out and About CT Magherafelt

"Our volunteers' spirit, energy and commitment is a huge boost to the organisation, giving their time tirelessly. Their dedication never goes unnoticed."

**Volunteers Week 2022**

"Thank you to the volunteers who power the community transport sector. From drivers to passenger assistants, trustees to volunteer coordinators, you make such a difference."

**Carol Baker** Volunteer Driver  
Benleeh & District Good Turns

"I joined because I wanted to contribute to, and put something back into the community. I have enjoyed making new friends both amongst the other volunteers and the service users."

**Julian Sampson**  
South Denbighshire Community Partnership

"Volunteering gives me the chance to meet a lot of people I would never normally come across and to learn about other people's lives."

**West Dunbartonshire Community Transport**

"As a newly operating CT, we have been surprised by how much can be done with very few volunteers - this is due to the type of volunteer we are lucky enough to have. We are so thankful for their time and good will."

**Dilwyn Morgan**  
Dolen Teifi

"Dilwyn has been volunteering for over 17 years, and has contributed over 12,480 hours driving for a wide range of local organisations and individuals."

**Jim Marsh** Volunteer Driver  
Bridges Centre, Monmouth

"Volunteering is about so much more than just driving to a destination. It makes me feel I have done something worthwhile with my time and also I feel more connected with my community."

See also <https://ctauk.org/volunteers-week-2022-end-of-week-summary/>

## Gloucestershire - Cotswold Friends Volunteer Case Studies: Carolyn Roberts & Keith Rogers

Carolyn Roberts "lives in the village of Hazleton and is a volunteer Community Transport driver for Cotswold Friends, providing lifts for people who cannot drive or find it difficult to access public transport. Carolyn is retired and volunteers for the charity as and when she is needed. Carolyn says: 'In my spare time I am studying Welsh and harp, practicing a bit every day, in addition to volunteering for Cotswold Friends. I was interested in becoming a volunteer because my mother lived alone in a tiny hamlet with no public transport, and when she stopped driving, she was very isolated. What I enjoy about volunteering for the charity is the chance to meet other people in the locality and discovering local communities that are new to me. The role is flexible, which is good for me, as I enjoy helping people, but I can't commit to being part of a team.'



Cotswold Friends sends a huge 'thank you' to Carolyn and all the volunteers who help them deliver their various community services for the amazing contribution they make. Cotswold Friends has volunteer roles, including Community Transport driver roles, available now to support people who may be isolated in the North Cotswolds and Cirencester. If you think you could help, contact George Halling, Volunteer Manager, on 01608 697007 email [volunteering@cotswoldfriends.org](mailto:volunteering@cotswoldfriends.org)."

<https://www.cotswoldfriends.org/news/2022-06-07-volunteer-case-study-carolyn-roberts>



Keith Rogers "lives in the village of Willersey and is a volunteer driver for Cotswold Friends' Community Transport service, which is used by around 1,000 vulnerable and older people to make approximately 13,000 journeys every year. Keith is retired but still does some part-time work, and volunteers anywhere between two and six days a week as a driver for the charity. Keith says: 'Once you retire and the pressures around you drop, you look for something you want to do, not need to. Being a volunteer driver gives me an opportunity to not only benefit my community but also myself. Social interaction with people, who often don't socialise much, brings pleasure to

both parties. I'm sure the drivers get as much out of it as the passengers'..."

Keith features on a video here <https://www.youtube.com/watch?v=1RZQr-IshYg>

## Scotland – Annandale Community Transport Services Volunteers

Facebook: "It was lovely to see so many of our volunteers at yesterday's event to celebrate Volunteers Week. Many thanks to the Devil's Porridge - @devilsporridge - for hosting us with a delicious afternoon tea and tour of their very interesting museum."



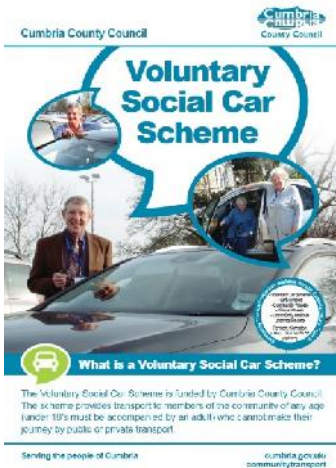
<https://www.facebook.com/ACTSbus/photos/a.812578032233955/2221095511382193/>



Hertfordshire - North Herts & Stevenage Community Transport Scheme Volunteers

Facebook: "From all of us, thank you! We want to take the time to thank each and every one of our volunteers who help keep the service going. We couldn't do it without you. Thank you!"  
<https://www.facebook.com/nhcvcommunitytransportscheme/>

Cumbria - Volunteers Drivers Wanted across County for National Volunteer Week



News & Star: "Ahead of National Volunteer Week, Cumbria County Council's Community Transport Service is seeking new faces to join the council's voluntary social car schemes. The scheme runs from June 1 until June 7 and provides transport for people who can't use public transport or taxis. The Community Transport service has a team of 190 volunteer drivers and 34 volunteer coordinators providing more than 50 voluntary social car schemes throughout Cumbria, providing journeys for people who need to do the weekly shop, see the doctor, or just to visit friends. Councillor Keith Little, Cumbria County Council Cabinet member for transport, said: 'Our volunteers do a fantastic job and play a vital role getting people out and about, we couldn't provide a service without their valued efforts. This year's national Volunteer Week is a fantastic opportunity to say thank you to the hundreds of volunteers we already have giving up their free time to help others in our local communities, and to encourage more people to

come forward so that we can continue to provide this valuable service. We're always looking for more volunteers to support our community transport schemes, so if you have some time to spare we'd love to hear from you." Anyone interested in finding out more should contact Katy Wood, the council's Voluntary Transport Officer, 07788396194, or visit [www.cumbria.gov.uk/voluntarycarscheme](http://www.cumbria.gov.uk/voluntarycarscheme)."

<https://www.newsandstar.co.uk/news/20168912.volunteers-drivers-wanted-across-cumbria-national-volunteer-week/>

Nottingham – CT4N Charitable Trust is recruiting a Business Development Manager



At CT4N Charitable Trust (and our trading subsidiary CT4N) we fulfil an important role in offering accessible travel to people in Nottingham, especially to those who find the main bus and tram network difficult or impossible to use. We also operate conventional bus services across the city which foster community links and enhance mobility across Greater Nottingham. The trust

and its trading arm form a substantial and dynamic operation with a £6m turnover. Further details here: <https://www.ct4n.co.uk/charity/>.

We are currently are looking for a Business Development Manager to join us on a full-time basis to promote our services, grow our business, attract more passengers and stakeholder partners, and to help us achieve our objectives. The initial priority will be to focus on the marketing of the accessible minibus services we operate for the local community, and to identify areas of growth and development both in Nottingham and the surrounding districts. The role will also extend, in some instances, to general business development for CT4N. This is an exciting new opportunity for an enterprising and energetic person, and offers a salary package of around £35k. Contact Ian Combellack (Managing Director) for further details: [ian@ct4n.co.uk](mailto:ian@ct4n.co.uk) or call on 0115 962 4260.



### Cumbria - New Bus for Lifeline Fellrunner Service

Cumberland & Westmorland Herald: "Penrith and the Border MP Neil Hudson was at Langwathby to present the keys of a new Mercedes Sprinter minibus to Fellrunner chairman Kevin McGilloway. The Fellrunner Village Bus is run by a group of volunteers who have provided a community bus service across the Eden Valley since 1979. The fleet of three minibuses give a service to over 50 villages providing a transport lifeline for passengers who do not have access to their own vehicles. Mr McGilloway said: 'I am very grateful to Dr Hudson for taking the time out to present us with the keys for our new minibus. I know he is a keen advocate of rural transport and schemes like the Fellrunner and we really appreciate that. Fellrunner couldn't continue without the support we receive from Cumbria County Council, Eden District Council, Penrith Town Council and the majority of the parish councils in whose area we operate. There are many challenges ahead, not least the reduction in passengers following the COVID pandemic and we are working hard to attract new passengers and new supporters. British Gypsum has stepped forward to help us recently and that has been so important in these difficult financial times.'



Dr Hudson said: 'It was an honour to be asked to officially hand the keys over for the new Fellrunner bus to the chair, Kevin McGilloway. It was great to meet the volunteers, the drivers, and the passengers and talk with them about this brilliant service that we owe so much thanks to. Better Connectivity is a key campaign of mine and I have been urging the Government to look at the serious issues that Penrith and the Border, and indeed Cumbria overall, face due to a lack of public transport links. Ultimately, Whitehall needs to understand that Cumbria is not London. With the rising cost of fuel becoming a worrying issue for people, this problem is only set to get worse if not addressed, disproportionately affecting elderly and disabled people who rely on these vital transport links. I have met with the transport minister to discuss the issues I raised directly to the Prime Minister about the disappointment I and many of my constituents felt about not being included in the recent tranche of bus funding. I will keep pushing the Government on this serious issue and I am proud to support volunteer services such as the Fellrunner that provide a lifeline to so many people in rural areas.' Mr McGilloway added: 'The new bus has been in service for a few weeks and is proving to be popular with passengers and drivers alike and now we start work raising money for our next replacement bus which needs to have low floor access and a wheelchair space so that everybody in our community has the opportunity to use our services.'" <https://cwherald.com/news/new-bus-for-lifeline-fellrunner-service/>

## Cambridgeshire - All you need to know about FACT Charity's Dial-a-ride Service

Cambs Times: "Dial-a-ride is a pre-bookable service operating five days a week (Monday to Friday) in the Fenland area [Fenland Area Community Transport] We will collect you from your home, drop you off either in town at the shops, or to your local supermarket. We will then return you and your shopping back home as per our timetable. Members holding a valid Cambridgeshire County Council bus pass can travel on our buses for free. We can also accommodate your trolleys, walking aids and wheelchairs. All of this for just a small, yearly membership fee of £10. We have many great day trips available all year round - going to places such as Hunstanton, shopping centres, pub lunches, garden centres and many more exciting places. Unfortunately, bus passes cannot be used on the day trips. However, they are costed with affordability in mind.

Befriending groups - Would you like to make new friends? Why not come along to one of our befriending groups? Here you can meet new people, enjoy a cup of tea, piece of cake and have a good natter. Many new friendships have been made through our groups and our members seem to really enjoy them. Come along and see what it's all about!



Dial a car - Our dial a car service is available for you to book for any hospital, doctors or important appointments you may have. This service is chargeable, however, we can accommodate (if needed) any walking aids or wheelchairs in our fully accessible cars. Please give the office a call on the number below, if you would like any further information or so we can send you a membership form out. Contact us via telephone on 01354 661234, emailing [info@cotransport.org](mailto:info@cotransport.org) or visit [www.fact-cambs.co.uk](http://www.fact-cambs.co.uk)

<https://www.cambstimes.co.uk/news/fenland-association-for-community-transport-dial-a-ride-8980332>

## Cambridgeshire – GoAscendal Labs Showcase Day Greet First SME Cohort

Cambridge Independent: "GoAscendal Labs was thrilled to host a day exploring innovation in public transport at its headquarters in Swavesey last week, with a showcase day to welcome the first cohort of SME's to its accelerator programme. The Cambridgeshire-based lab, which was launched by CA mayor Dr Nik Johnson in February, is co-located with local bus operator Whippet Coaches, and is based at Buckinghamway Business Park in Swavesey. The goal is to work with start-ups, scale-ups and SMEs to develop innovative new technologies targeted at improving mobility services in the region. The participating organisations have the opportunity to work with the Whippet Coaches' buses and staff to test-run their products on an operational fleet. Sponsored by Ascendal Accelerator, GoAscendal Labs is a joint venture between Ascendal Group and the Cambridgeshire and Peterborough Combined Authority supported by a Combined Authority Business Board investment of £965,000 from the Local Growth Fund.

At the event, attendees were given an inside look into the accelerator programme with product demos and pitches by participating SMEs Nemi, Rensair, and Tirn Technology.



Attendees also heard from Growth Works, the transformational business growth service set up to support the Cambridgeshire & Peterborough Combined Authority in delivering jobs and business growth to the area. Rosa del Campo Escudero, head of inward investment at Growth Works, said: 'It's critical to support SMEs and start-ups because they've got the capabilities to innovate. It's important to the economy and to create high-value jobs, but it's also important to highlight that these businesses are the biggest employers, so they need all the support we can possibly provide.' The event agenda also featured an insightful Ask the Expert session with Martin Rose from Department for Transport and Daniel Clarke from Cambridgeshire County Council, alongside case studies from community transport charity FACT and an early look at GoAscendal's unique survey software, from Graeme Inglis, UK head of market. GoAscendal will be accepting applications for the second cycle of the Lab later this month."

<https://www.cambridgeindependent.co.uk/business/goascendal-labs-showcase-day-greets-first-sme-cohort-9256750/>

## West Midlands - Using Public Transport to Tackle Loneliness



Solihull Observer: "The West Midlands has been handed funds for a new scheme that tackles loneliness on public transport. The Let's Chat initiative, overseen by Transport for West Midlands (TfWM), will see four dedicated buses going into communities to act as a focal point for conversations, advice and assistance. The scheme will also look to open up a space at bus stations including Coventry for people to meet and offer a door-to-door service for people where the lack of transport is a barrier to social contact. The 12-month long pilot scheme has been awarded £460,000 from the Department for Transport.

TfWM, which is part of the West Midlands Combined Authority (WMCA), has developed the scheme with support from Walsall Community Transport, Shencare and Community Transport (group) and is looking to work with further organisations across the region.

The bid was submitted to Government following a successful trial on a Let's Chat bus in Walsall which saw meaningful contact with more than 900 people in six months. Councillor Ian Ward, WMCA portfolio holder for transport, said: 'This project demonstrates how good public transport is not just about getting people to and from work, but can also offer so much more, including a way out of isolation and loneliness. This project has been designed to remove some of the barriers which prevent people seeking help and support. We know the pandemic has had a huge impact on people's mental health and therefore we are keen to get the Let's Chat buses and bus station spaces up and running as soon as possible and start helping people.'

<https://solihullobservers.co.uk/news/west-midlands-to-use-public-transport-to-tackle-loneliness/>

## Greater Manchester - Concern over Cuts Announced to Minibus Service in Partington

Messenger Newspapers: "Cuts to a minibus service for an area of Trafford with limited public transport are set to come into action at the end of the month, according to Transport for Greater Manchester (TfGM). The Local Link service for Partington and its surroundings allows residents to book a minibus almost all day, every day at the moment, but this is soon to be cut to mornings and evenings. TfGM explained the reason for the cuts, which are set to come into action on April 24, was to avoid 'the duplication of services'. Nick Roberts, the organisation's head of services and commercial development, said: 'Local Link will continue to have a presence in Partington in the early mornings, evenings and every Sunday. But the daytime service is being withdrawn to avoid duplications with the bus network, which offers residents a range of services in and out of the town. These changes, together with the

alterations to the bus network, will ensure both Local Link and traditional bus routes are sustainable in the longer term.'

Residents of Partington such as Geraldine Platt have expressed concern over the cuts to the minibus service, which a number of disabled and older residents use to access shops and other services. Geraldine, who lives with cerebral palsy, set up a petition called 'Stop The Cuts to Partington Local Link Bus Service', which has attracted around 350 supporters at the time of writing. She said: 'It's a nightmare for disabled and elderly people. We are going to be stuck without it. I walk with a walking aid and the bus stop is too far for me. It would be a personal lockdown.'



However, TfGM said its Ring and Ride service for disabled and older residents should be able to pick up the slack for trips of less than six miles, sometimes more in some circumstances. A spokesperson said: 'Any residents who find it difficult to access the bus network due to mobility issues may be eligible for Ring and Ride, a door-to-door accessible minibus service.'

<https://www.messengernewspapers.co.uk/news/20063106.concern-cuts-announced-minibus-service-partington/>

### Sussex – Bike Donations to Ukrainian Refugees assisted by CT Sussex

CT Sussex Twitter: "Delighted that, with the support of @MSDCnews, we are starting to deliver donated bicycles to Ukrainian refugees so that they can get around and connect with their new, local, communities. Thanks also go to @MidSussexVA for getting all this going."

[https://twitter.com/ct\\_sussex/status/1531297186209837058?cxt=HHwWhMC92a-rocAqAAAA](https://twitter.com/ct_sussex/status/1531297186209837058?cxt=HHwWhMC92a-rocAqAAAA)



### Sussex - Free Community Bus to Reduce Loneliness and Unite Residents

Sussex World: "A community bus aimed at uniting local residents and reducing loneliness is being launched next month. From June 7, the Bourne Community Bus will provide much-needed free transport for many isolated families on Thorney Island, as well as Southbourne, Nutbourne, Hambrook, Westbourne and Emsworth. The free 16-seater minibus will run Tuesdays, Thursdays and Fridays from Thorney Island to places like Havant and Chichester. Its routes have been finalised based on resident research, and will do eight circuits a day, stopping at twenty chosen locations. It will take its first public outing at Chichester's Platinum Jubilee parade on June 4.



Tracie Bangert, Southbourne Parish and District Councillor, said: 'Loneliness on Thorney Island has been an issue for years. Many families live miles from local shops or services, and would have to travel north up a road that's just too far without a car if you have children. Post COVID, we're so glad we can now launch this desperately needed local bus transport service to local communities.' The project is run by the Southbourne Community Land Trust, a non-profit society set up to bring new services and

affordable housing to villages in the Bourne area. The aim is to unite residents with trips to

local shops, social activities, medical care and after school activities. 12 volunteers have been recruited to drive the bus, eight of which have already been MIDAS trained to assist disabled passengers.

Additionally, there will be a second bus - which also has full disabled access - running seven days a week. This will be available for hire at a low cost for residents, as well as social and community groups. Project founder Andrew Kerry-Bedell said: 'We've spent the last nine months raising £50,000 from a combination of Parish contributions and grant applications. This means we can lease new minibuses with all the maintenance and insurance included, so service reliability is a given. A second minibus means we can bid for contracts for special school runs and provide transport to help military veterans and local care homes, all adding extra funds to keep the two Bourne Buses on the road.'" For more information, visit:

[www.bournebus.co.uk](http://www.bournebus.co.uk)."

<https://www.sussexexpress.co.uk/news/people/free-community-bus-to-reduce-loneliness-and-unite-residents-on-thorney-island-chichester-havant-southbourne-nutbourne-hambrook-westbourne-and-emsworth-3687332>.

See also:

<https://www.sussexexpress.co.uk/news/people/community-bus-to-reduce-loneliness-and-unite-residents-arrives-at-thorney-base-3693268>

## UK - Government reaffirms commitment to introduce MANDATORY taxi driver disability awareness training



Taxi Point: "The Government have reaffirmed their commitment to bring in mandatory disability awareness training for all taxi and private hire drivers. Virendra Sharma MP, asked the Secretary of State for Transport, if his Department plan was to introduce mandatory training for taxi and minicab drivers to ensure that people with sight loss are not discriminated against when using those services. Trudy Harrison MP, DfT Minister, responded: 'Effective disability awareness training can help ensure that taxi and private hire vehicle (PHV) drivers have the

knowledge, skills and confidence to provide passengers with appropriate assistance, so that they can travel independently and with confidence. On 28 March, we published a consultation on updated best practice guidance for local licensing authorities, which includes a stronger recommendation that every driver is required to complete disability awareness training. We remain committed to introducing mandatory disability awareness training for taxi and PHV drivers through new National Minimum Standards for licensing authorities when Parliamentary time allows.' A Government led 12-week consultation with the aim of updating vital taxi and PHV guidance supplied to local authorities is set to end soon. The Department for Transport (DfT) first issued best practice guidance to licensing authorities in 2006 and this was refreshed in 2010."

<https://www.taxi-point.co.uk/post/government-reaffirms-commitment-to-introduce-mandatory-taxi-driver-disability-awareness-training>

## CTA UK - Transport Labour Market and Skills Response

CTA, Caroline Whitney: "The Community Transport Association (CTA) recently took the opportunity to share with the Department for Transport and the Transport Employment and Skills Taskforce the views and ideas from the Community Transport Sector on current and future skills needed. The Community Transport sector is facing similar challenges to the rest of the sector with growing difficulties in the recruitment and retention of its paid and volunteer workforce and limitations on the ability to fund training for or employ specialist staff. These challenges are having an impact on the ability of the sector to be resilient and to keep up with the rapidly changing technologies and opportunities within the Sector. This call



provided us with an opportunity to share the views from the CT Sector and work with stakeholders and be part of the solution.

The full submission can be viewed here: <https://ctauk.org/wp-content/uploads/2022/05/DfT-TLMS-Response-CTA.pdf> – the key views and ideas from that were included within the submission were that;

- ) Community Transport faces a driver shortage which is compounded by current labour market trends, including being able to offer competitive salaries, losing drivers to commercial operators and the current legislation which only allows those that hold the B category on their licence to drive a permit minibus if they meet specific criteria.
- ) Community Transport often finds itself having to cross over between transport and social care. The drivers and other team members need to have a combination of skills outside of the typical transport to ensure that they can meet the social care needs of their passengers. There are limited opportunities for staff to gain skills in this area.
- ) Community Transport employees often must have knowledge on a range of specialisms as they are unable to employ specialist staff. The impact of this is that CT operators have the potential to be left behind or miss out on the application of new technologies as they do not have the resources to invest in the specialist workforce.
- ) Community Transport is well positioned to support the desire to recruit more young people into transport. Young people are making more ethical and social decisions within their employment and wider lifestyle choices. Community Transport is a viable option for young people who are looking for a job that contributes to their communities.
- ) Community Transport are succeeding in employing women in leadership roles with a ratio of male to female heads of community transport operators is 3:2.
- ) Community Transport has reach into all the under-represented groups that DfT and TEST aims to focus on to improve the diversity of the sector. Through this CTA can support TEST and Community Transport operators to engage with communities and utilise the direct link into communities effectively.

In Early June we will be following up with DfT to review how CTA and CT providers can be a partner in this work. This call is the start of the conversation and action, we will be involving CTA members as this moves forward. To find out more please email

[caroline.whitney@ctauk.org](mailto:caroline.whitney@ctauk.org)."

<https://ctauk.org/transport-labour-market-and-skills-response/>



**Call for Views on the Transport Labour  
Market and Skills**

**A Response from CTA**

## Wales – Minibus Drilled into in Border Town

Hereford Times: "A minibus' fuel tank has been drilled into in a Herefordshire border town. Hay and District Dial-a-Ride is a charity which provides a community transport service to members living within the area. A spokesperson from the charity said they think it took place sometime on Monday night (May 23). A significant fuel spillage was left across the Co-op supermarket car park, said the spokesperson. A spokesperson from West Mercia Police said at around 2.30pm on Tuesday (May 24) officers received a report of theft of fuel from a van parked in a car park on Newport Street, Hay-on-Wye. Mid and West Wales Fire and Rescue attended and made the area safe, said the spokesperson. Enquiries are ongoing.

Staff from the supermarket and the Old Forge Garage also helped the group. 'The idea that some lowlife can do this to what is obviously a vehicle for the elderly and disabled is contemptible and disgraceful,' said the spokesperson. The incident also means that the minibus is currently off the road, which may affect some of the groups trips and bookings. The group is looking for CCTV footage along Newport Street or any information that could help. If anyone saw anything they think could help contact West Mercia Police on 101, quoting crime reference number 0340 I 24052022."



<https://www.herefordtimes.com/news/20170574.minibus-drilled-herefordshire-border-town/>

## England & Wales - Safeguarding and Protecting People for Charities and Trustees

Charity Commission updated guidance: "What to do to protect people who come into contact with your charity through its work from abuse or mistreatment of any kind..." this guidance includes the useful infographic:

**10 actions trustee boards need to take to ensure good safeguarding governance**  
Safeguarding should be a key governance priority for all charities

Ensure your charity has an adequate safeguarding policy, code of conduct and any other safeguarding procedures. Regularly review and update the policy and procedures to ensure they are fit for purpose.	Identify possible risks, including risks to your beneficiaries or to anyone else connected to your charity and any emerging risks on the horizon.	Consider how to improve the safeguarding culture within your charity.	Ensure that everyone involved with the charity knows how to recognise, respond to, report and record a safeguarding concern.	Ensure people know how to raise a safeguarding concern.
Regularly evaluate any safeguarding training provided, ensuring it is current and relevant.	Review which posts within the charity can and must have a DBS check from the Disclosure and Barring Service.	Have a risk assessment process in place for posts which do not qualify for a DBS check, but which still have contact with children or adults at risk.	Periodically review your safeguarding policy and procedures, learning from any serious incident or 'near miss'.	If you work overseas, find out what different checks and due diligence you need to carry out in different geographical areas of operation.

 **CHARITY COMMISSION**  
FOR ENGLAND AND WALES

<https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees>

## CTA Wales - The Future of Bus and Rail in Wales

CTA: "Following a sustained period of proactive engagement between CTA Cymru and Welsh Government, we have seen in the publication of Llwybr Newydd and Bws Cymru that Community Transport (CT) is being recognised as a key element in delivering an integrated and sustainable public transport network for Wales, and opportunities to support the sector to grow and innovate are being set out. The team across Wales are working tirelessly to feed in the views and experiences of our members and the wider Third Sector transport operators, to shape the way these opportunities, legislation and policy develop, and ensure that the networks that result are accessible, inclusive, and sustainable in how they meet peoples' needs.

A key part of this policy-shaping is the scrutiny process, which in Wales is delivered through the Senedd. The Senedd's Committees – made up of a cross-party group of Members of the Senedd – look at the work of the Welsh Government and other public organisations in Wales in specific devolved areas, carrying out inquiries and producing reports, holding Welsh Government to account and carefully examining proposed laws. They decide what issues to look at and gather information and evidence from those affected and expert organisations. Our Director for Wales, Gemma



Lelliott, was asked to provide expert evidence to the Senedd's Climate Change, Environment and Infrastructure Committee, on the future of bus and rail in Wales.

The Committee is considering:

- ) Priorities for post Covid recovery for Welsh bus and rail;
- ) The action required to achieve Welsh Government targets for modal shift to these modes and behaviour change; and
- ) Views on proposals for bus and rail reform – including UK Government plans to reform the rail industry, and Welsh Governments plans for regulation of bus services / the Bus White Paper.

The CTA Cymru team have informed the Committee's work through focus groups, 1-2-1 interviews, producing a written report and on Thursday 26th May 2022, providing evidence as part of a panel of bus and rail representatives to the Committee directly. You can watch the recording here on Senedd.tv <https://www.senedd.tv/Meeting/Archive/4a489cac-8f5b-4f0b-a7a3-789ec8f46ba2?autostart=True#> and you can see the results of the Bus and Rail Engagement findings in English here [https://ctauk.org/wp-content/uploads/2022/06/Bus-and-rail\\_Engagement-Findings-EN.pdf](https://ctauk.org/wp-content/uploads/2022/06/Bus-and-rail_Engagement-Findings-EN.pdf) and Welsh here [https://ctauk.org/wp-content/uploads/2022/06/Bus-and-rail\\_Engagement-Findings-CY.pdf](https://ctauk.org/wp-content/uploads/2022/06/Bus-and-rail_Engagement-Findings-CY.pdf).

Gemma highlighted the fact that the CT sector is thriving in this post-Covid recovery phase, with passenger numbers returning to (and in places exceeding) pre-pandemic ridership. In contrast with commercial public transport, we can see that demand responsive transport options which support people to connect with their communities continue to be a popular choice (where there is a choice available), and that CT operators are determined to support people in their communities in a way that works for them. Gemma also noted the importance of accessible services which see all passengers – both current and potential – as being of value and deserving of support. And she also discussed the need for planned and sustainable funding options to support the sector to thrive and take on the challenge of decarbonising to meet Welsh Government's net zero aspirations.

While the commercial bus sector seems to only see the challenges inherent in the 'One network, one timetable, one ticket' White Paper, the CT sector is poised to take on the opportunities inherent in a community-led franchised system that has been designed with end users in mind. While we recognise there will be challenges in this transition which our sector will need support to navigate, we stand ready to provide that support to enable and empower the CT operator network to shape and deliver a transport system that is fit for future generations.

We welcome Welsh Government's aspiration to deliver a truly integrated and connected public transport network that is designed and developed in partnership with local communities to actually meet people's needs. CT has an important role to play in this, and we look forward to working in partnership with officials, Ministers and Members of the Senedd to ensure Wales' transport network is accessible to everyone, regardless of income, access needs or location, and making sustainable transport modes the first and best choice for people making a journey."

<https://ctauk.org/the-future-of-bus-and-rail-in-wales/>

## Wales - Best Window Display Chosen by Chamber of Trade is Brecon Dial-a-Ride



Brecon Radnor: "Brecon Chamber of Trade and Tourism has announced the winner of the Queen's Platinum Jubilee Best Window Display 2022. Judging took place on Sunday, May 29, and after a long day and a lot of discussion the judges were pleased to announce the winner of the competition as Dial-a-Ride. The organisers passed on a huge congratulations to the team who put together the wonderful display. The judges commented that it was great to see all the displays across town and they felt that a further award of a commended certificate should be issued

to to three other displays: Tad Cod, Ardent Galley and Sarah Siddons. Organisers also thanked very one who took part, the sponsor James Dean Estate Agents for the prize money, and to the judges for giving up their time. Chairman of Andrew Powell Brecon Chamber of Trade and Tourism added how nice it was to see the town get together once again in making Brecon stand out."

<https://www.brecon-radnor.co.uk/news/best-window-display-chosen-by-chamber-of-trade-549253>

## Wales – Brecon Dial-a-Ride on Film

Readers may be interested to know that the award-winning short documentary film Dial-a-Ride (2016) is now available to view free online. It is described by Superfolk Films as "An uplifting and touching portrait of life on a community Dial-A-Ride service in South Wales. Journeying through rural South Wales, passengers on a community bus reveal all the joys, challenges and quirks of growing old. Set in the Brecon Beacons this is a funny, heart-warming documentary capturing life on board a Dial-A-Ride bus. A lifeline for many older people in the UK, these charity-funded



services offer door-to-door transport to those living in remote communities. Through a mix of fly-on-the-wall moments and intimate interviews we get to know the passengers and their stories. World War II veteran George still has nightmares about the Dunkirk landings, flirtatious pub landlady Rosie sets pulses racing among the men on her shopping trip, and engineer Brian shares the surprising conversations he has with his dead wife. As the bus meanders through the hills, volunteer driver Lyndon banter and jokes with the passengers, delivering them home to their doorstep with a friendly 'ta-ra for now'. This is a touching, poetic short film that celebrates seniority, makes audiences laugh and cry, and encourages people to rethink what it means to grow old in the UK." The film can be viewed here: <http://superfolkfilms.com/portfolio/dialaride/>

## Wales - Happy Birthday Phyllis as Newtown Author Celebrates 100th birthday

Powys County Times: "A Newtown woman celebrated her 100th birthday this week, and there were plenty of good memories to look back and enjoy. Phyllis M. Davies, who turned 100 on Thursday (May 26), is an author who whose autobiography went "viral" in 2018. She is known as one of Newtown Library's oldest readers who is much-loved by staff members. Maureen Jones, librarian, said Phyllis' feedback on book titles chosen by library staff are 'always entertaining'. 'Phyllis has used Newtown Library for decades, originally enjoying printed novels then large print, but as her sight became more impaired she transferred to audio books choosing titles after staff sat with her to read a summary of the story. More recently Dial a Ride have taken up the mission of collecting titles chosen by library staff. After which we await Phyllis's feedback which is always entertaining and she is never shy informing us if something hasn't hit the right spot.'



Maureen added: 'Not only has Phyllis borrowed from the library, she has also contributed to it. Following a family Christmas present to her of a Dictaphone in 1976, with the idea that she should record her life story and get a small number of books printed for her family, word got out and her book, 'My Life Remembered' in 2018 was so successful that it went viral and a reprint resulted. The Montgomeryshire Local Studies Collection, in Newtown Area Library is proud to hold a copy - why not pop in to borrow it, you will not regret it.' Phyllis' kind donation has helped

keeps people informed of library events."

<https://www.countytimes.co.uk/news/20168793.happy-birthday-phyllis-newtown-author-celebrates-100th-birthday/>

## Southwark – Blind People Struggling to Book TfL Dial-a-Ride Services that Help Them Stay Active

Southwark News: "Blind people using one of Southwark's top services for visually impaired people have said they are shelling out hundreds of pounds a month to get there because they cannot book Transport for London (TfL)'s free service for the disabled. Pauline Durkin and her partner Jonathan Goode, and Verna Morris, all go to Blackfriars Settlement's activity day for people with visual impairments on Friday afternoons, at the centre just off Blackfriars Road. Pauline and Jonathan live in Streatham and said they hadn't been able to book a place on a TfL Dial-a-Ride minibus for about a month. That day alone they had spent £35 on a taxi to Borough and were expecting to pay similar for the return journey. Over the course of the month they had spent more than £400 on taxis.

Dial-a-Ride is a free transport service TfL puts on for disabled people. Users have to register and can book one trip a week, which TfL say they prefer to be reserved in advance. Some disabled and blind people also get eight or nine discounted taxi journeys per month, depending on which borough they live in, but Pauline said these get used up very quickly. Getting friends to drive them around is also difficult, as people naturally are normally working during the day. Verna, who lives in



Lewisham, has also struggled to get Dial-a-Ride services to Blackfriars Settlement, and said she tends to use buses instead. Tina Johnston, who manages the Blackfriars Settlement sessions for blind people, said she worried about Verna's safety getting in and out of buses.

TfL said they fulfil 95 per cent of booking requests made by people who go to Blackfriars Settlement. James Mead, TfL's General Manager of Dial-a-Ride, said: 'We're sorry to hear that some of our members are reporting that they haven't been able to book trips with us at certain times, and will be reaching out to them to discuss their needs. Dial-a-Ride is a multi-occupancy service designed for short, local trips, meaning we have to manage bookings very carefully. The vast majority of our members are able to use Dial-a-Ride with no problems, but unfortunately there are times when we're not able to complete journeys. This is usually at busy times and on longer journeys where stopping to pick up additional passengers might mean existing passengers don't get to where they need to be on time. We advise members to use our next day or advanced booking services and on the rare occasion we can't fulfil a request, we always explore other options to provide part of the journey, and Taxicard offers subsidised taxi and minicab travel.'

<https://www.southwarknews.co.uk/news/dial-a-ride-blind-people-struggling-to-book-tfl-services-that-help-them-stay-active/>

## Norfolk – The Community Transport Service Providing Vital Support to North Norfolk Residents

North Norfolk Council: "North Norfolk Community Transport is a charity operating in North Norfolk which provides safe, accessible and affordable minibus transport to residents who are without, or unable to use, public transport. Their service is targeted at those who through ill health, disability or simply lack of service cannot get to larger local towns to shop, attend medical appointments or socialise. They offer four different services; their Access Car provides bookable wheelchair accessible transport to take people to medical appointments or social events; Dial-a-Ride picks up people up from their homes and takes them to North Norfolk towns where they have up to 2.5 hours before they can be dropped back at their door again.



They offer group hire to community groups, charities, schools and colleges, and they also run lottery funded excursions so people can visit places of interest – and they choose these for themselves. They have two bases; in North Walsham and Holt, and run 11 vehicles – including one electric car. A combination of staff and volunteer drivers complete around 45 journeys a week. Their services help keep transport affordable. For example a return taxi from some areas of North Norfolk to the Norfolk

and Norwich University Hospital can cost up to £100, through their Access Car service it can cost as little as £25, with the added benefit of a two hour waiting time included in the price.

"Without this funding from North Norfolk District Council, we would not be able to support our passengers to get to the places they need to go. Being able to access shops and services in a rural area like ours means many people can remain independent, living in the own homes. Often, this is the only way for older people to leave their homes and enjoy a social life, to so the journey is just as important as the destination."

North Norfolk District Council has regularly awarded grant funding to the charity through the Community Transport Fund. In 2022 they supported North Norfolk Community Transport by contributing £12,000 to the 'Dial-a-Ride' scheme, and £28,000 for the Wheelchair Accessible Vehicle. Cllr. Virginia Gay, portfolio holder for Leisure, Wellbeing and Culture said: 'North Norfolk Community Transport gives an outstanding service to so many of our residents. It can organize trips to medical appointments, to shops and to social and community occasions. These are all things which are sometimes difficult in a rural area such as ours but North Norfolk Community Transport's volunteers and staff make all of this possible.' The charity is also funded through grants from Norfolk County Council and the Lottery Fund. Find out more at [www.nnct.org.uk](http://www.nnct.org.uk)." You Tube video: [https://www.youtube.com/watch?v=i2l\\_tygt6vA&t=7s](https://www.youtube.com/watch?v=i2l_tygt6vA&t=7s). <https://www.north-norfolk.gov.uk/news/2022/june/the-community-transport-service-providing-vital-support-to-north-norfolk-residents/>

## East Anglia - Rickshaw Service Being Rolled Out in Stowmarket This Summer

Stowmarket Mercury: "Free rickshaw rides are coming to Stowmarket this summer for people who are isolated or have mobility issues. Communities Together East Anglia has obtained two rickshaws it is using to run the scheme around Stowmarket, designed to help people who may not be able to get out or who need help getting to the shops or doctors. The charity, supported by Suffolk County Council, is set to launch its booking system imminently.



Linda Scannell, transport office coordinator with Communities Together East Anglia, said: 'Part of what we do is community transport for people who are isolated or aren't living on a bus route, or maybe have mobility issues. We run community buses but the rickshaw scheme is to supplement that, particularly in the summer months where people can ring in and book little journeys – they might need to go from their house to the post office or somewhere else in the locality, or maybe a doctor's appointment or Tesco. They can book the rickshaw and we can bring them to where they need to go, or even to have a little spin around the town to get out for half an hour of an afternoon. We also plan to go into some of the care homes in Stowmarket in particular, and book in for an hour or two to give residents a little spin who maybe don't get out so often.' The free service is likely to run Monday-Friday, with volunteers – known as rickshaw pilots – being sought. To find out more or to volunteer visit [www.communitiestogethereastanglia.org](http://www.communitiestogethereastanglia.org) or [infolink@suffolk.gov.uk](mailto:infolink@suffolk.gov.uk)." <https://www.stowmarketmercury.co.uk/news/stowmarket-suffolk-rickshaw-service-9006908>

## UK – Queen's Award for Voluntary Service 2022

QAVS Website: "Every day, millions of people across the UK are making a difference by volunteering. Each year, outstanding examples of this work are celebrated through the

Queen's Award for Voluntary Service (QAVS). Created in 2002 for the Queen's Golden Jubilee, QAVS awards have been shining a light on the fantastic work of voluntary groups for many years. Equivalent to an MBE, QAVS are the highest awards given to local voluntary groups in the UK, and they are awarded for life."

There were 244 recipients of the award in 2022, and among these the following offered some form of community transport:

- ) Berwick and District Cancer Support Group (Northumberland)
- ) Biggleswade Good Neighbours (Bedfordshire)
- ) Bury St Edmunds Rickshaw (Suffolk)
- ) CARESCO (Bedfordshire)
- ) Christchurch Community Partnership (Dorset)
- ) Halesworth Volunteers (Suffolk)
- ) Harbury e-Wheels (Warwickshire)
- ) Home from Hospital Care (Bedfordshire)
- ) Ryedale Community Transport CIO (North Yorkshire)
- ) Sheppey Matters (Kent)
- ) Shopmobility Basingstoke (Hampshire)
- ) Volunteer Friends (Warwickshire)
- ) Wetherby in Support of the Elderly (West Yorkshire)
- ) Winslow Big Society Group (Buckinghamshire)

<https://qavs.dcms.gov.uk/>

Stories from some of the winners are below:



## Yorkshire - Ryedale Community Transport Receives The Queen's Award for Voluntary Service

Gazette Herald: "Ryedale Community Transport are delighted to have been awarded The Queen's Award for Voluntary Service. This is the highest award a local voluntary group can receive in the UK. The Queen's Award for Voluntary Service recognises outstanding work by local volunteer groups which benefit their community. It was created in 2002 to celebrate The Queen's Golden Jubilee. Recipients are announced each year on 2nd June, the anniversary of the Queen's Coronation, and is equivalent to an MBE for that group. Ryedale Community Transport provides affordable and accessible transport solutions to promote independence and reduce isolation. One of the transport solutions available is the Ryedale Volunteer Car Scheme. This was originally created in 1989 through Ryedale Voluntary Action and transferred to Ryedale Community Transport in 2005.



The aim of the Car Scheme is to provide transport, through recruitment and support of volunteer drivers, for people who do not have access to other means of transport. Over the years it has grown to become one of the largest car volunteer schemes in North Yorkshire with over 1,100 registered users. Ryedale Community Transport currently have 57 volunteer drivers, some who have been volunteering for over 15 years. They provide door to door transport taking members to their appointments, shopping, or social visits. They give their time freely. Lynne Hodgson, Chief Officer said: 'The award represents a tremendous achievement for our charity, and we are

immensely proud to receive it on behalf of all our volunteers, both past and present, who do amazing work.'



Philip Richardson MBE, Chair of Trustees said: 'I am delighted that our volunteers are being recognised with this collective Award. This is a prestigious award and a huge tribute to them all. Our volunteer drivers are the backbone of our charity and regularly go above and beyond what is expected to help our members with their transport needs' Ryedale Community Transport is one of 244 local charities, social enterprises, and voluntary groups to receive the prestigious award this year. Their work, along with others from across the UK, reminds us of all the ways in which volunteers are contributing to their local communities and working to make life better for those around them.

[https://www.gazetteherald.co.uk/news/20180488\\_ryedale-community-transport-receives-queens-award-voluntary-service/](https://www.gazetteherald.co.uk/news/20180488_ryedale-community-transport-receives-queens-award-voluntary-service/)

## Dorset - Christchurch Community Partnership Receives the Queen's Award for Voluntary Service

Advertiser & Times: "An independent charity working to alleviate loneliness in Christchurch has been awarded the Queen's Award – the highest accolade a voluntary group can receive. Volunteers at the Christchurch Community Partnership (CCP), which was set up in 2011, collect prescriptions, deliver shopping and hot meals, and make weekly telephone calls during difficult times. Transport services help those who need assistance to access lunch clubs and support groups, and the Christchurch Angels support individuals by accompanying them to activities and helping rebuild their confidence after a long period of isolation or a bereavement. CCP chief executive the Rev. Sandra Prudom and volunteer Sarah Pope recently attended a garden party at Buckingham Palace, while other representatives of the CCP will receive the award crystal and certificate from Angus Campbell, Lord-Lieutenant of Dorset.

Sandra said: 'We are delighted that the CCP's work has been recognised in this way, particularly all we were able to do to support our community through the pandemic, in addition to delivering our normal Christchurch Angels, dial-a-bus and neighbour car services, since things have opened back up. These have been invaluable in helping folk to return to a more normal life, as many were nervous of venturing out post-covid, but none of this would have been possible without the skills and commitment of our many incredible volunteers. We are looking forward to thanking them in person at a celebration evening in June, but it is particularly apt that the awards are being announced during Volunteers Week – which celebrates the invaluable contribution made across the UK by millions of folk volunteering their time and talents.'

The organisation said it was still in 'urgent need' of additional volunteers to meet the increase in demand for its services. The Queen's Award, described as equivalent to an MBE for organisations, was this year given to 244 local charities, social enterprises, and voluntary groups. It was created in 2002 to celebrate the Queen's golden jubilee, and recognises outstanding work by local organisations to benefit their communities. For more information about the CCP or to get involved call Becca on 07719 867696 or email [ccp.volco@gmail.com](mailto:ccp.volco@gmail.com)."

<https://www.advertiserandtimes.co.uk/news/highest-royal-honour-for-christchurch-loneliness-charity-9256920/>



## Dorset - "Connecting with nature" Easier than ever with Shuttle Bus to RSPB Arne

Dorset Echo: "It will be easier than ever for Dorset communities to connect with nature thanks to a shuttle bus launching next month. As part of the RSPB's 'Hyde's Heath Project' the organisation will be trialling the Service 2RN from Wareham Train Station to RSPB Arne. The trial will run from June 7th until August 31st. The RSPB is hopeful that the 'little green bus' will help people who can't currently access the nature reserve due to limited personal transport. RSPB Arne comprises of a 565 hectare patchwork of land on the Isle of Purbeck with Hyde's Heath Project launched in 2019 with the aim of engaging people with their local heritage. Beverley Lagden, RSPB Hyde's Heath Project Officer, said: 'We're really excited to launch our trial shuttle bus service this summer to the fantastic RSPB Arne nature reserve. Whether visitors choose to leave their cars at home, don't have access to a vehicle, or prefer the freedom of a bus link whilst holidaying in Dorset this summer – we hope our Service 2RN will enable more people to enjoy RSPB Arne's fun nature trails, wonderful wildlife, and stunning views. With the nature and climate emergency on everyone's agenda we are also very aware that our visitors are looking to reduce traffic and carbon emissions by choosing public transport and we're thrilled to be able to help.'



The project is being supported by funding from the National Lottery Heritage Fund and will be operated by Dorset Community Transport. Four return journeys will run on Tuesdays, Wednesdays and Saturdays throughout the summer. Tim Christian, General Manager at Dorset Community Transport, said: 'We are excited to be part of this pilot project, one which can demonstrate community transport's role in providing local, affordable and integrated services. This new link service, to such a fantastic destination, will help connect passengers to/from the wider transport network. We,

like so many, are working to demonstrate the case for alternative and sustainable transport solutions, part of the modal shift from car dependency.' For the full Service 2RN timetable, visit: [https://ectcharity.co.uk/files/uploads/Timetable\\_Service\\_2RN.pdf](https://ectcharity.co.uk/files/uploads/Timetable_Service_2RN.pdf)  
<https://www.dorsetecho.co.uk/news/20175954.connecting-nature-easier-ever-shuttle-bus-rspb-arne/>

## Dorset – Voluntary and Community Organisations' Running Costs Boosted by New Funding



Dorset Council: "Local voluntary and community organisations across the county have been awarded a total of £209,689 in financial support from Dorset Council in recent months to help with their running costs. 12 grants ranging from £5k to 10K per annum were awarded to organisations that work with disadvantaged, under served and marginalised communities in Dorset. Cllr Laura Miller, Dorset Council Portfolio Holder for Customer and Community Services, said: 'Social, voluntary and community sector organisations play a key role

in supporting the needs of people in the community and provide activities that support local communities across the Dorset council area. I'm proud that Dorset Council continues to offer grants to organisations that enrich the lives of so many local people. The hard work and dedication of volunteers and community groups in Dorset is immense, and the projects and

events that we fund make a real difference to people's lives'...Daniel Green, local depot manager at Dorset Community Transport, said: 'Thanks to this generous funding decision we can look forward to continuing Making Journeys Possible across Dorset with our valued PlusBus services, connecting residents of rural Dorset to essential services. PlusBus helps tackle the growing concern of isolation and loneliness, enabling people to get out and about and in doing so, improving their health and well-being and independent living'."

<https://news.dorsetcouncil.gov.uk/2022/06/06/voluntary-and-community-organisations-running-costs-boosted-by-new-funding/>

## Somerset - Planning a Journey? Think Travel can help



Somerset County Gazette: "A new one-stop travel information website has been launched by Somerset County Council to support more local people to access public and community transport. If you don't own a car - or you want to leave it at home and travel more sustainably, Think Travel can help you with your transport options. Whether it's getting to the doctors, shops, travelling to work, college, or school, or just into town to meet friends or family, the new travel planner shows you what's available. It covers public transport, community transport, the Slinky demand responsive transport service and car sharing.

To start your search, all you need to do is enter your journey start point and destination in the planner and Think Travel will find the available options for you. As well as information on train and bus services, there's also a dedicated car sharing notice board you can sign up to, where offers or requests for car sharing journeys can be posted. The aim is to grow this facility and encourage local car sharing networks to evolve. You can check out Think Travel here:

<https://somerset.thinktravel.info>

<https://www.somersetcountygazette.co.uk/news/20174659.planning-journey-somerset-think-travel-can-help/>

## Hampshire – Projects to Receive Funding to Tackle Loneliness with Transport

Hampshire Chronicle: "Older people in Hampshire will soon be able to access new, greener community transport to help them stay connected to the people and activities they love. A coalition of organisations has been successful in winning a government grant of £566,000 from the Department of Transport. It will trial new approaches to tackling loneliness through transport across Hampshire. Three charities - Good Neighbours Network, Age Concern Hampshire and MHA Hampshire - will be investing in electric transportation and new programmes of activity designed to help prevent loneliness.



The programme will be evaluated by the University of Winchester and overseen by Action Hampshire. The bid is also supported by Hampshire County Council and the Hampshire and Isle of Wight Integrated Care System and will include training provided by Campaign to End Loneliness. Leah Campbell, CEO of Action Hampshire, said: 'This is great news for Hampshire's voluntary, community and social enterprise sector. We know that supporting people's relationships by keeping them connected and delivering local affordable

transport options based in their communities, have a huge impact on preventing loneliness and maintaining independence in later life. As communities, we can take action to help remove some of the obstacles people may face in creating and sustaining connections. As a sector, VCSE organisations often offer a more personalised response: rather than someone simply being a 'service user', they are more likely to be seen holistically – and we hope these pilots will help demonstrate that.'

The scheme will include three pilots, aimed at reducing loneliness. The first is an e-bicycle based shopping delivery service, the second an accessible community transport pilot and the third will pilot the use of leased electric cars. Dr Debra Gray, reader in social psychology at the University of Winchester, said: 'This investment will mean we can learn more about the impact community transport schemes, including those run by volunteers, can have on loneliness, particularly among those older residents who may also be impacted by low income and living in remote areas. We will also be sharing learning more widely so that other community groups can look at how they can also make an impact on loneliness through their work.'

Ros Hartley, director of partnerships at Hampshire and Isle of Wight ICS, said: 'This programme is a great example of multiple partners working together on a shared priority and we look forward to seeing the learning shared across our health and social care system – enabling us to build resilient communities for the future.'

<https://www.hampshirechronicle.co.uk/news/20186660.hampshire-get-funding-tackle-loneliness-transport/>

## Devon – Tavistock & Okehampton Community Transport in Line for Continued Council Funding

Okehampton Today: "Community transport organisers in Tavistock and Okehampton are in line for a cash boost following their work with vulnerable people during the Covid-19 pandemic. Officials at West Devon Borough Council say the Okehampton District Community Transport Group and Tavistock Ring and Ride schemes 'have seen volunteer drivers continue to offer vital transport throughout the pandemic and beyond. These services enable residents to maintain their independence and dignity and to also continue to live in their own homes while alleviating isolation and loneliness,' said the council report.



The organisations are two of nine 'key partners' up for continued financial support from the council when a funding agreement finishes at the end of the year. Councillors are looking at extending the funding. Councillors have been told from January to March, Okehampton Community Car Scheme carried 706 passengers, 22 of whom were people in wheelchairs. A report says during this period, 1,214 passenger journeys were undertaken, the majority being for health-related appointments. It adds: 'Tavistock and District Ring and Ride are seeing numbers of users continuing to increase although it has been a challenge to build confidence of service

users to begin travelling again, especially the more vulnerable groups that the service is aimed at.'

The report continues: 'Ensuring that our communities are connected with easy access to transport for our most vulnerable residents is an incredibly important element of supporting the health and wellbeing of the district as well as reducing the cost on statutory services of transporting individuals to essential medical appointments'..."

<https://www.okehampton-today.co.uk/news/community-transport-in-line-for-continued-council-funding-549660>

## Northamptonshire - Volunteer Car Service Providing a Lifeline for Elderly and Disabled People Urgently Needs More Drivers

Northants Live: "A volunteer car service which provides transport for the elderly and disabled in Northampton is urgently appealing for new volunteer drivers. Northampton Volunteer Car Scheme provides door-to-door transport to medical and well-being appointments for the elderly and disabled in the Northampton area. As many of their older drivers continue to shield and with a healthcare backlog due to the Covid-19 pandemic, the service is struggling to meet the needs of their clients.



A statement from NVCS said: 'The service is a lifeline for those struggling with mobility, helps them retain their independence, combats isolation and eases the stress of travel with a friendly and helpful face. As we emerge from the pandemic, the healthcare sector is trying to catch up with appointments and demand is back to normal. Over the last couple of years, many of the older volunteers were shielding and some have not returned to volunteer driving. We urgently need more drivers in Northampton. We are hopeful that, with changes in people's working patterns, remote and flexible working, as well as a higher level of community spirit that the time is right to appeal for new, and possibly younger, volunteers to step forward to help their neighbours. Volunteers use their own car, there should be no additional charge for charitable work on insurance and all mileage is reimbursed. A commitment to a minimum of half a day a week is normally required'."

<https://www.northantslive.news/news/northamptonshire-news/lifeline-volunteer-drivers-needed-northampton-7109188>

## Northamptonshire - Daventry's new Mayor Malcolm is Looking Forward to Serving Community

Daventry Express: "Councillor Ogle was elected at Daventry Town Council's AGM on Monday. He takes over from Councillor Karen Tweedale. The new mayor has been a councillor for Daventry Town since 2017 and served this past year as deputy mayor. Cllr Ogle's experience means he will bring a great deal of knowledge and understanding of the responsibilities that come with the role. Malcolm moved to Daventry from Weedon in 1977 and has served our community as both a group scout leader and controller for Daventry RAYNET (Radio Amateurs' Emergency Network). Malcolm's working life was spent locally as an electrician and after his retirement is now enjoying a fulfilling role as a volunteer minibus driver for Age UK Northamptonshire and Daventry Area Community Transport (DACT), transporting elderly people to day centres.



Cllr Malcolm Ogle said: 'I am honoured to be appointed as the new Mayor of Daventry and thankful for the privileged opportunity. I look forward to supporting Daventry Town Council in its focus on responding to the needs of our community. I am very excited to attend and meet residents at the many wonderful DTC organised events coming up.' The Deputy Mayor is Councillor Ted Nicholl. The mayor attends community events free of charge. If you would like to request the mayor's attendance at an event, fill in the mayoral engagement form which is

available to download from [www.daventrytowncouncil.gov.uk](http://www.daventrytowncouncil.gov.uk). For more information on having the mayor at your function, contact Daventry Town Council office on (01327) 301246." <https://www.daventryexpress.co.uk/news/politics/daventrys-new-mayor-malcolm-is-looking-forward-to-serving-community-3707915>

## Northamptonshire - Urgent Appeal for Volunteer Drivers by Towcester Area Door to Door

In Your Area: "Towcester Area Door to Door community transport service provides transport to medical and well-being related appointments for the elderly and disabled in the South Northants area. The service is a lifeline for those struggling with mobility, helps them retain their independence, combats isolation and eases the stress of travel with a friendly and helpful face. As we emerge from the pandemic, the healthcare sector is trying to catch up and demand is back to normal with appointments now being offered over extended hours and at weekends. Over the last couple of years, many of our older volunteers were shielding and some have not returned to volunteer driving. We urgently need more drivers in to meet demand and have sadly had to put membership on hold until more drivers are recruited.

We are hopeful that, with changes in working patterns, remote and flexible working, as well as a higher level of community spirit that the time is right to appeal for new, and possibly younger, volunteers to step forward to help their neighbours. Could you be a volunteer driver?? Volunteers use their own car, there should be no additional charge for charitable work on insurance and all mileage is reimbursed. A commitment to a minimum of half a day a week is normally required. Our volunteers benefit from seeing the positive impact they have by helping our members and gain a real sense of purpose and value. If you would like to find out more about become a volunteer driver, please get in touch: <https://www.towcesterareadoor2door.com/> and 01327 810300 [tadd@btconnect.com](mailto:tadd@btconnect.com)."



<https://www.aboutmyarea.co.uk/Northamptonshire/Towcester/NN12/News/Local-News/335372-Urgent-appeal-for-Volunteer-Drivers>

## Shropshire - Possible Replacements in the Offing for Bishop's Castle to Newtown Tuesday Bus Service



Shropshire Star: "A dial-a-ride service is exploring the possibility of offering a service, subject to sufficient demand, following the ending of a commercial bus route. The Bishop's Castle to Newtown bus service on Tuesdays has recently ceased operating and a councillor has lobbied for it to be subsidised but with no luck yet. Councillor Ruth Houghton said: 'I have asked Shropshire Council to consider providing a subsidy for this service, as yet no response has been received on this. However Bishop's Castle Dial a Ride are exploring the possibility of offering a dial a ride bus service subject to sufficient demand.' Councillor Houghton has asked

previous users of the service, or knows any one that was or would be interested in using it to contact either Adrian at BC Dial a Ride on 01588 638350, or the town council on 01588 638141. In her newsletter to residents, Councillor Houghton said Dial a Ride is seeking new volunteer drivers."

<https://www.shropshirestar.com/news/local-hubs/south-shropshire/bishops-castle/2022/05/17/possible-replacements-in-the-offing-for-bishops-castle-to-newtown-tuesday-bus-service/>

## Lincolnshire - Holbeach Community Bus is Taking Bookings after Being Restored

Spalding Today: "A beloved bus is now officially ready for bookings after being restored, writes Libby Mayne. The Community Bus in Holbeach has been saved after a rescue plan came to fruition - after a struggle to find trustees and the Covid pandemic. Martin Howard had been involved in the bus for many years and recruited South Holland district councillor Tracey Carter to help return the vehicle to service. Martin and Coun Carter then approached Sam Favell and Lisa Clarke from Chosen to act as two new trustees for the committee. They had the necessary experience to organise the paperwork and accounts to allow the service to run. They accepted the challenge. Sam said: 'I am not sure myself and Lisa were quite prepared for the task in hand, but we were so committed to doing it. It has taken a lot of time and commitment, even blood sweat and tears at times, but we are delighted with what we have achieved and feel we are now in a good place with it'.



Martin is now restored to his previous role as chair of the community bus. Sam and Lisa share the secretary and treasurer roles. Other committee members include previous bus supporters, Carol Vassey and Michael Sells who manage booking for the bus. Coun Carter said: 'We are now in a strong position, ready to really promote the bus and increase the bookings. The decision was made to start gradually over the past few months while the work was being done in the background but its now ready to get fully booked up.' If anyone is interested in booking the 16 seater minibus, contact 07497 12182 or 01406 490361. The rate is £30 a day with the hirer covering fuel costs."

## Australia - Hands off our Wheels, Seniors Say

The Leader: "A large convoy of community transport buses carrying disgruntled seniors took to the road during the federal election campaign protesting the proposed changes in aged-care funding. They fear proposed changes would see the end of their community transport service and ultimately their independence. Engadine-based Activus Transport general manager, Greg Stanger said community transport is more than just a transport service. 'It focuses on the individual, providing safe and affordable trips, helping those who cannot use public transport,' he said. 'Our seniors are angry,' he said. 'Angry that their services will change, will be more expensive or even cease to exist, under proposed changes to the current Commonwealth Home Support Programme (CHSP) which is block funded to deliver services to as many people as possible. This is compared to the new proposed Support at Home Program which will see community transport sector funding changed, putting community transport services at risk' Mr Stanger said.

Heathcote pensioner Karin W said community transport has kept her independent, active and involved. 'Because of community transport, I have been able to stay in my own home, and I don't have to rely on family or friends to drive me,' she said. 'I have the confidence to keep active and social.' Active Care Network chief executive, Ben Jackson said that each day, across Australia, community transport service providers help disadvantaged, vulnerable and elderly people access essential support and social services. 'My community transport service picks me up directly from my home, the drivers provide me with some elbow assistance and support, getting me safely to my appointment and back again,' said Dorothy Gee of Wentworth Falls.

Community transport providers said that the Australian Government is yet to reveal how much non-profit community transport service providers will be paid per trip. This unit pricing could be well below what it costs to deliver the service and there will be one price, despite how many kilometres are travelled or how much time a trip takes.

Every community transport service in Australia has been successfully block-funded under CHSP, since its inception and it is this model that has been recommended by the Aged Care Royal Commission,' said Brett Andrews, CEO, Connect Inner West. 'The Support at Home program will push costs back onto communities, putting more financial pressure on our providers to pass costs on to users,' said Dorothy Gee of Wentworth Falls. The community transport providers are urging the Australian Government to: 1. Continue block funding until such time as a sustainable alternative can be agreed upon; 2. Listen to what impact the changes will inflict on the community' 3. Build a funding model which is holistic and worthy of the Australians who need support to remain independent and able to access their communities through this vital type of transport."



<https://www.theleader.com.au/story/7754160/hands-off-our-wheels-seniors-say/>

## Australia - Calls to Change Proposed Funding Cuts to Community Transport

9 News: "A new funding model proposed by the federal government could see community transport brought to a grinding halt. From mid-2023 the federal government could stop funding grants to approved community transport providers. For Penrith-based Active Care Network, this could be a death sentence for the community transport services. 'Some of the repercussions are we'll have to reduce the area of service we provide, reduce the number of services and we will have to cut costs or pass costs onto clients,' CEO Ben Jackson said.

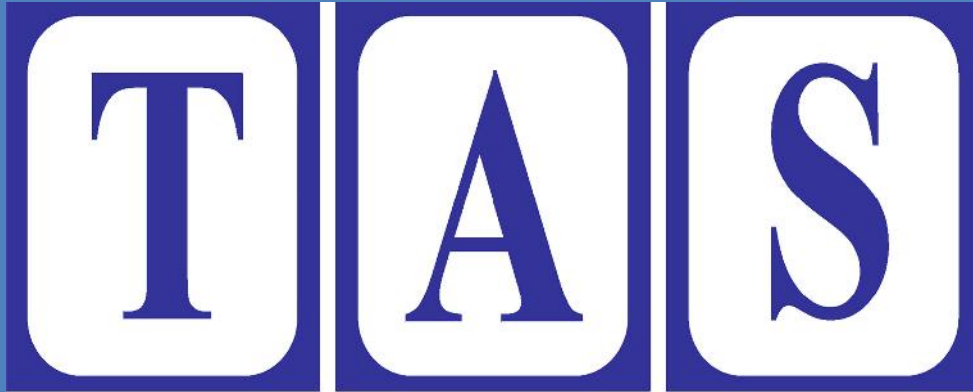


'With the changes that are proposed its going to keep older Australians isolated.' Currently, a round trip to the shops costs \$11 but this provider fears that could double adding to the cost of living pressures.

'Having it at a reasonable price means we can be without worry,' Vallerie, a community bus patron, said. Community transport is a lifeline for seniors seeking independence to complete their day to day needs after they stopped driving. 'My family don't live close to me,' Joy Barton, a community bus patron said. 'My legs aren't the best, the shuttle picks me up at the door, carries my bags, that's a big help.' 'We need it, can't get there, couldn't afford a taxi, these they help us on the bus, we don't feel on our own,' Vallerie added. Since the new funding model was proposed there's been a change in government and the community transport network now hopes the door isn't closed to further negotiation. In a statement to 9News, the Department of Aged Care said its been consulting extensively with community transport providers."

<https://www.9news.com.au/national/calls-to-renegotiate-government-funding-cuts-to-senior-community-transport-networks/9132993d-ea8a-4541-8e50-d0be54f7118c>





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