



# Community & Voluntary Transport at



The TAS Partnership Limited  
Passenger Transport Specialists

## Newsletter No.24 September 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/>

### UK – DfT Driving Licensing Review: Call for Evidence on Opportunities for Changes to the Driver Licensing Regime

DfT: "During the coronavirus (COVID-19) pandemic and the subsequent HGV driver shortage crisis, the government rapidly put 33 actions in place. Eight of these actions came from expanding the HGV driver testing capacity and improving the licensing process. The licensing improvements were achievable partly due to the fact that we had left the European Union and had the freedom to change our legislation to improve our testing and licensing regime. We now wish to explore whether there are any further opportunities that could be available to us. These include whether to grant drivers who have category B car licence entitlement additional entitlement to category C1 (7.5 tonnes) goods vehicle entitlement and whether to grant drivers who have a category B licence entitlement to a minibus category D1 licence...Any changes would need to ensure continued safe use of our roads and be economically proportionate. That is why we want to hear the views of those who help make our driver licensing regime efficient and safe and be guided by the feedback." The call for evidence can be found at: <https://www.gov.uk/government/consultations/driving-licensing-review-call-for-evidence-on-opportunities-for-changes-to-the-driver-licensing-regime>



## Wales – Community Organisation Needs People to Give them a Lift

Swansea Bay News: "A leading national volunteering charity is looking for friendly volunteers to help improve the lives of Carmarthenshire residents by joining their community transport service. The Royal Voluntary Service in Carmarthenshire is encouraging more people in the area to discover the joys of volunteering whilst keeping their local community healthy and happy. One way local volunteers improve the lives of people in Carmarthenshire is by offering a community transport service. Volunteer drivers help by taking clients to a community club, a regular appointment, by responding to ad-hoc requests for transport or returning them home after a stay in hospital. The team at Carmarthenshire Country Cars now needs more friendly volunteers to help them continue providing this life-enhancing support to vulnerable and isolated people in the area. Volunteer drivers use their own vehicles to provide a pleasant journey, companionship and support to people going to and from their homes and destinations. Volunteer expenses are covered. However, the Royal Voluntary Service say it's not just the people on the receiving end of the support that benefit from volunteering.



As a result of donating their time volunteers report better physical health, mental health, and wellbeing, with 81% of pandemic volunteers reporting an improvement; new skills and work experience and a sense of connection to others in their community. In a recent report, more than a third (38%) of Royal Voluntary Service volunteers said that volunteering has also improved their confidence. Royal Voluntary Service is encouraging anyone who wants to make a

positive difference in their community and experience the countless benefits of volunteering to learn more about roles in their area at [www.royalvoluntaryservice.org.uk/volunteering](http://www.royalvoluntaryservice.org.uk/volunteering). Simon Rickard, Service Manager for Royal Voluntary Service Carmarthenshire Country Cars, said: 'Our brilliant team of volunteers provides a lifeline for Carmarthenshire residents who would otherwise struggle to make essential journeys. Because of our team, residents can attend important medical appointments, do important shopping, or visit sick friends or family. These are just a few of the ways our team makes a difference. It's terrific to see the positive impact our volunteers have on the lives of those they support, and so many volunteers find helping others also boosts their own health and wellbeing. We hugely appreciate anybody who generously donates their time to us, and we look forward to welcoming new volunteers to our friendly team.'

<https://swanseabaynews.com/2022/07/19/community-organisation-needs-people-to-give-them-a-lift/>

## Wales - Pembrokeshire Transport Charity Looking for Drivers to Join its Community Lift-sharing Network

Tenby Today: "A local community transport charity is looking for 500 drivers to join its community lift-sharing network 'Take Me Too!' in Pembrokeshire this summer. This exciting project will allow drivers to offer spare seats in their car in return for a contribution towards expenses and the 'feel good factor' of helping people in their community who would otherwise struggle to make their journey. Sharing journeys is also a greener way to travel, so you'll be doing the planet a favour too! Take Me Too! is run by local community transport charity PACTO (Pembrokeshire Association of Community Transport Organisations) with funding from The National Lottery Community Fund. PACTO has been working with local tech company Writemedia to develop the Website and App software for this new service.

Debbie Johnson from PACTO said: 'It's simple and free to sign up – just go to [www.takemetoo.org.uk](http://www.takemetoo.org.uk). Anyone aged 18 or over who lives in Pembrokeshire or regularly travels in or around the county is welcome. Once you've signed up, we'll contact you if we

receive a journey request that we think you might be able to help with. We won't expect you to make a special trip, but if you're going that way anyway you might like to offer a lift.'

Ady Poole, the Take Me Too! Project Coordinator said 'People are worried about the cost of living rising and the fall in their disposable income so this may be a way to share the cost and share the journey. Hopefully we can help the people of Pembrokeshire in these trying times'. Take Me Too! is now open for drivers to sign up. The full lift-matching service will be launching later this summer.

takemetoo! 



Caroline Wilson, Chairwoman of the PACTO trustees said: 'TakeMeToo is such an amazing project that has a huge potential for everyone in Pembrokeshire. Not only to cut the cost of travelling around but the opportunity to make new friends, travel to new places and travel efficiently whether it's to work or for social reasons. I hope employers in Pembrokeshire will engage with TMT to encourage their employees to sign up to be a driver and or a passenger. Community organisations, such as the WI, Merched Y Wawr, Girl guiding, Scouting, the Urdd, could all benefit from this scheme, helping members stay and to encourage more to attend who maybe have stopped driving or have no access to transport.' For more information about Take Me Too! please visit: [www.takemetoo.org.uk](http://www.takemetoo.org.uk) or contact 01437 775033."

<https://www.tenby-today.co.uk/news/pembrokeshire-transport-charity-looking-for-drivers-to-join-its-community-lift-sharing-network-557269>

## Yorkshire - HCT Group seeks to terminate operations in county



Route One: "HCT Group is seeking to terminate its operations in Yorkshire, the transport social enterprise has announced. It has blamed difficult trading conditions and rising costs for the decision. The group has expressed a hope that the exit will involve all services at the CT Plus Yorkshire and Powell's Bus businesses moving to other operators. The group says that it is currently engaged with service commissioning bodies to undertake those transfers with the wish that all or most staff can move with them to preserve employment. 'We are hopeful that an agreement

can be reached and more information will follow as the situation develops,' the owing group says in a statement. In explaining the reason for exiting Yorkshire, HCT says that it has experienced 'significant difficulties' in the region 'for some time.' They include difficult trading prior to COVID-19 and the financial impact of the pandemic period, and 'the current surge in fuel prices and labour costs.'

CT Plus Yorkshire and Powell's, and the wider HCT Group, have 'worked tirelessly to put the operations in Yorkshire on a sustainable footing, but there is nothing further to be done and the situation cannot continue,' the parent group says in a message to staff. The transport social enterprise purchased the former independent Powell's operation in July 2018. At the time, then-CEO Dai Powell said that the Hellaby-based operator offered 'significant opportunities for growth.' CT Plus Yorkshire operates a range of services, including yellow school buses on behalf of Metro, from depots in Leeds and Wakefield. It was established in 2006."

<https://www.route-one.net/news/hct-group-seeks-to-terminate-operations-in-yorkshire/>



Further updates on this story have followed here:

<https://www.bbc.co.uk/news/uk-england-leeds-62434638>

<https://www.thestar.co.uk/news/transport/powells-bus-bus-services-across-south-yorkshire-to-stop-running-as-operator-announces-sudden-closure-3795248>

<https://www.thestar.co.uk/news/transport/powells-bus-doomed-sheffield-bus-operator-was-promoting-jobs-just-weeks-before-sudden-closure-3798870>

## South Yorkshire - Sheffield Gets New FreeBee Bus to Take you all over the City Centre

Examiner Live: "Sheffield Green Party councillors and campaigners have welcomed the return of the FreeBee city centre circular bus, which they say they have been campaigning for since 2018. The Free Bee is now called Sheffield Connect. If you have not purchased a bus, tram or rail ticket on the day, it costs £1 to travel around the city centre to key destinations like the railway station, the Moor Market, West Street and the Crucible and Lyceum theatres. Sheffield Green Party city council group leader Coun Douglas Johnson said he travelled on the first bus that ran on the service.

He said: 'Transport is all about connecting people up with where they want to go and I am so pleased to see the FreeBee bus return to the city centre. As executive member for climate change and transport last year, I worked to promote the FreeBee alongside the opportunities arising from opening up Pinstone Street to safer walking and cycling routes. The streamlining of existing bus routes – to make them move more quickly through the city centre – was to be helped by a connecting city centre circular bus. Good bus connections benefit everyone. The FreeBee bus originally ran from 2007 to 2014 when it was cut by a previous administration. Since 2018, Green councillors have been calling for its return, with costed proposals being included in our budget amendments since 2019. I am delighted that the bus will be free of charge to anyone who has got the bus or tram into town. This is really important for access, encouragement and bus loading times.'

Green transport campaigner Thomas Atkin added: 'The Sheffield Connect is great news for Sheffield City Centre. As a disabled person and as a carer, having the Sheffield Connect means no more having to get on certain buses because they drop me near the station. It makes it easier to get around town whichever direction you come from. It will give people with disabilities greater access to the city centre than previously. Sheffield Connect is the gateway to our city centre for people arriving fresh faced at the station, for students of all ages and for people who have lived here all their lives.'



The service is being run by South Pennine Community Transport. Funding is in place from the Department for Transport to use electric buses on the route in future. The new service was also welcomed by council leader Coun Terry Fox. He said: 'This service will be a huge asset to the city. I know it's something our city centre businesses and the public have been waiting for and I'm really pleased to say it's here. With the cost of living crisis and well-publicised issues with public transport, we're taking action into our own hands, putting Sheffield first to provide much-needed transport for those who really need it. Access in and around the city will be much easier. We've ensured the bus is fully accessible with priority disabled seating at the front and the service has been designed with air quality and Clean Air Zone (CAZ) in mind.'

<https://www.examinerlive.co.uk/news/local-news/sheffield-gets-new-freebee-bus-24654007>

## North Yorkshire – Scarborough’s Dial-A-Ride manager Julie Banks retires after nearly 30 years

The Scarborough News: “A Scarborough woman is retiring from a community transport charity to look after her elderly parents. Miss Banks is leaving the charity to help look after her elderly parents, who are 91 and 95 years old. Her role for the charity began in 1995, as a part-time administrator alongside shifts at the hospital. Miss Banks said: ‘My dad was working for the Council of Voluntary Services, the old CVS, at what was Allatt House. He said “there’s a job coming up at Dial-A-Ride”, and I’ll be absolutely honest, I knew nothing about it but I was working evenings at the hospital and wanted more hours.’

The company was located at the former Allatt House, near Sainsbury’s, and had five minibuses. Five years later, Miss Banks became its manager and she has held that position for 22 years. ‘When the manager left in 2000, I honestly didn’t want the job because I didn’t want the responsibility but then I thought well I’ve got quite a lot of experience and it’s probably going to be quite hard for someone new to come in who knows nothing about the job.’ Miss Banks has fond memories of her early career at Dial-A-Ride.



She said: ‘It was very, very cramped, we were all squashed in what was an old garage and it was really quite impossible to work from there. The spare seats from the buses used to slot in and out, and we had absolutely nowhere to put them so everyone used to sit on them in a very cramped tearoom. The thing is, they were very upright and narrow. They weren’t stable anyway so people used to perch on them, but it’s amazing what people are willing to put up with the conditions’

Tim Lawson will be taking over as the new manager for Dial-A-Ride, and Graeme Needham will be the new deputy manager. Miss Banks will use the charity as a client now for her elderly mum and dad. She said: ‘Dial A Ride and the people who work there and those who we help have been such a huge part of my life for the past 27 years it is difficult to imagine not being involved. It has been a real privilege to work with some truly caring, generous and amazing people – I have worked with over 600 volunteers and staff since I started. I will really miss the people who work here and the passengers, especially chatting to them on the phone and listening to their stories. I wish Tim every continued success.’”

<https://www.thescarboroughnews.co.uk/news/people/scarboroughs-dial-a-ride-manager-julie-banks-retires-after-nearly-30-years-3799297>

## Oxfordshire - Witney Woman Reunited with Missing Purse after a Year



Oxford Mail: “A woman had an emotional reunion with her purse - which holds great sentimental value - nearly a year after it went missing. Sarah Hodgson, from Madeley Park, Witney, left her purse on a West Oxfordshire Community Transport bus in October last year. The purse was missing for 40 weeks before it mysteriously reappeared on another West Oxfordshire Community Transport bus this month. It was found on the 214 Witney Weaver bus by driver John Pruden, with £10 inside and all of Ms Hodgson’s now-cancelled bank cards untouched. Following the

discovery, operations manager Andrew Lyon contacted Ms Hodgson with the good news and arranged for it to be dropped off by driver Adam Lethbridge on July 11, who was serving the Madeley Park route that day. Mr Lethbridge, who lives in Carterton, said: 'She was quite emotional. She was really very happy to get it back so it meant a lot to her.' The 61-year-old added: 'Nothing was missing after nearly a year and it was definitely a case of better late than never.'" <https://www.oxfordmail.co.uk/news/20299474.witney-woman-reunited-missing-purse-year/>

## Gloucestershire – Bellway Backs Community Transport Group in Yate

In Your Area: "Green Community Travel was formed in 1989 and provides affordable and accessible transport for individuals and groups in Yate and surrounding areas who are unable to use public transport and would otherwise have no way of getting around. It has received £400 from house builder, Bellway. The charity organises a Ring and Ride service, a Group Transport scheme and a programme of visits and outings to address social isolation.

Jenny Bright, manager of Green Community Travel, said: 'We run several services to meet our passengers' needs, providing transport to allow people to get to their medical appointments, go shopping, and even visit their friends to boost their independence and access to the local community in our fleet of accessible vehicles. Part of our service involves arranging trips for people to reduce social isolation and loneliness – and excursions to pub lunches and garden centres remain our most popular destinations. Donations such as this one ensure that we can purchase or replace vital equipment which supports our operations, whilst keeping the cost low for our passengers. Our aim is to provide a first-class service, and Bellway's support will help us to continue to be able to do this.'

Rachel Way, sales manager at Bellway South West, said: 'Green Community Travel is a vital service for those in Yate and the wider area who might otherwise be isolated – and is only possible because of the amazing volunteers who drive buses, deal with phone calls and paperwork or help with fundraising. We are therefore more than happy to be playing our part within the local community and supporting the group with this donation.'

<https://www.inyourarea.co.uk/news/bellway-backs-community-transport-group-in-yate/>



## Gloucestershire - Volunteer Drivers Urgently Needed in Cotswolds



Wilts & Gloucester Standard: "Volunteer drivers are urgently needed by a vital community service. Cotswold Friends needs drivers to support its Community Transport Service. When people are unable to drive themselves, or find public transport difficult to use, Cotswold Friends can help. Since the service launched in Cirencester and its surrounding villages, it has grown rapidly and now supports over 200 local people. Joanna Hammond, CEO of Cotswold Friends, said: 'There is so much to be gained from volunteering. Our drivers tell us that they feel more



connected to their community and enjoy meeting new people. Drivers are paid 50p for every mile driven. Community Transport really is a vital service, people rely on us for all sorts of essential trips.' A driving role provides complete volunteering flexibility. Drivers let the bookings office know when they want to drive and what types of journey they are happy to do. Anyone interested or who would like further information should either call volunteer manager George on 01608 697007 or email [volunteering@cotswoldfriends.org](mailto:volunteering@cotswoldfriends.org)." <https://www.wiltsglosstandard.co.uk/news/20290550.volunteer-drivers-urgently-needed-cotswolds/>

## Gloucestershire – Free Bus Travel this Summer for under 16s in Newent

Gloucestershire Live: "Young people will be able to travel free in and around Newent this summer. Newent Community Transport and Buses4Us have teamed up to offer free bus travel for children and young people in the Newent area throughout August. They have teamed up to offer the free travel as the cost of living crisis is biting hard and keeping children entertained over the summer is going to be more challenging than ever for many families. Newent Community Transport runs four scheduled bus services in the area which could give young people the opportunity to travel to Gloucester or Ledbury free of charge. The services also give young people from villages like Dymock, Highleadon, Gorsley and Tibberton the chance to go to Newent to meet friends.



Newent Community Transport manager Lyndon Biddle said: 'We are aware of how tough things are for many families at the moment, and how expensive school holidays can be, so we wanted to do what we could to help. Anyone under 16 will be able to travel free on all of our scheduled services this summer. Children and young people are of course welcome to bring a well behaved adult with them on the bus, if they wish, but we will have to charge adults our normal fares.'

Tim Rosser of Buses4Us said the community group is delighted to be able to work with Newent Community Transport on the project. 'Many people think that community transport is just for older people, but it's not, it's for anyone who doesn't drive or have access to a car. Which of course is all our under-16s,' he said. 'We're very aware that in rural communities like ours young people can get to feel quite isolated, not seeing their school friends for weeks at a time during the holidays. We hope that this scheme will go some way to fighting that isolation, giving them the freedom and independence to jump on the bus and meet up, without having to ask parents for a lift or money.'

Free rides will be available throughout August on:

- ) Service 632 Tilers Green, Dymock, Kilcot and Gorsley to Newent - Wed and Fri
- ) Service 693 Highleadon, redmarley and Compton Green To Newent - Mon and Thurs
- ) Service 676 Newent, Redmarley, Taynton, May Hill to Gloucester - Mon and Thurs
- ) Service 679 Newent and Redmarley to Ledbury - Tues and Fri

For more information please contact Newent Community Transport on 01531 821227, visit the website, or meet them at the Newent Community Café open day on August 6."

<https://www.gloucestershirelive.co.uk/news/gloucester-news/free-bus-travel-summer-under-7399458>

Also at Buses4Us CT this month...

## Gloucestershire - Ledbury Town Councillors Asked to Help Fund new Community Bus Service

Ledbury Reporter: "A community transport group is asking Ledbury Town Council to help fund the launch of a new bus service. Buses4Us wants to start a new service running from Ledbury to Ross-on-Wye via Newent. Herefordshire Council and Gloucestershire County Council are expected to subsidise the route, but in order to get it off the ground the group needs contributions from the councils of the three towns it would serve. Newent Town Council has already agreed to pledge the money and the proposal will be put before Ross-on-Wye town councillors in September. In Ledbury, the plans will be discussed at an extraordinary meeting of the full council on Thursday, August 18. According to documents put before Ledbury's finance committee last month, the service will cost £250,000, with the two county councils contributing a total of £70,000. Buses4Us wants a further £60,000 in total from the three town councils. The rest of the funds will come from grants and donations.



Clare Stone, of Buses4Us, said: 'We're on a mission not to replace the old route but to put something better back. It's something that doesn't exist at the moment. In order to get from Ledbury to Ross on public transport you have to change at Hereford and it takes hours. This is so important for everyone who can't drive, whether it's for medical reasons or, increasingly, financial reasons with the cost of living crisis. Catching a bus instead of driving is also one of the best ways to fight climate change but you can't do that if there's no bus service. This is not going to be a replacement for a failed bus service and it will be backed by heavy promotion and a sustainable tourism drive, with Ledbury as the gateway to the whole area.'

Councillor Tony Bradford said he doesn't believe the town council is in a position to support the bus service financially. 'We have to consider the cost to taxpayers - doing this will add about 4% to the council tax precept,' he said. 'We've got to be responsible with public funds. I am not going to vote to increase our precept when people are struggling.' Councillor Phillip Howells said: 'This is an important issue that involves substantial amounts of money,' adding that Ledbury hasn't been as affected by the loss of the 132 route as other towns. 'In principle it'd be good to support it but we've got to look at the financial implications.'

<https://www.ledburyreporter.co.uk/news/20620102.ledbury-town-councillors-asked-help-fund-new-community-bus-service/>

## Worcestershire – Praise for 'Amazing' Volunteers who have Kept Malvern's Community Transport Scheme Running for 50 years

Malvern Observer: "West Worcestershire MP Harriett Baldwin has praised the 'amazing' efforts of volunteers who have ensured a community transport scheme has kept running for 50 years. Supporters and local people gathered in Great Malvern Priory last weekend to mark the anniversary of Malvern and District Community Action...



Ms Baldwin said: 'Community Action is an amazing local charity and over the years it has played a very important role helping elderly and vulnerable people to get out and about. Whether it's a trip to the hospital or an outing, Community Action reaches lots of isolated or immobile constituents. I was honoured to say a public thank you to



every volunteer who has helped to keep the charity running for 50 years. Over recent years, the charity's work has expanded to focus on people's mental health as well as helping people to get out and about. We are all grateful that schemes like this are able to thrive. I truly believe that Community Action will be celebrating another 50 years helping local people."

Susie Forbes, chair of Friends of Community Action Friends added: 'Community Action Malvern & District were delighted to, once again, receive support from Harriett Baldwin MP. The celebration of our 50th year serving the local community was just the start of our renewed services within the local community following the recent pandemic. There will be more events in the coming months – please come and join us either as a supporter or as a volunteer.'" <https://www.malvernobserver.co.uk/news/praise-for-amazing-volunteers-who-have-kept-malverns-community-transport-scheme-running-for-50-years/>

## Derbyshire – Fearful Residents Pack Urgent Meeting over Axing of Derby Bus

Derby Telegraph: "Fresh hope has emerged that a replacement solution for an axed Derby bus service can be found – potentially helping many people avoid social isolation. Dozens of worried residents packed an urgent public meeting on Thursday night (July 21) following the announcement earlier this month that bus firm Trent Barton was to permanently cancel the Spondon Flyer service from September. The popular service has not been in operation since November last year when the bus firm slammed the brakes by postponing the service due to a shortage of drivers. But at the beginning of July Trent Barton bosses said a number of cancellations and reductions had to be made as the company 'cannot afford to absorb the losses made by these routes, which simply do not carry sufficient customers'. Concerningly, there are strong fears that footfall in Spondon is in serious decline following the loss of the bus service and that many vulnerable people living in the area will be left socially isolated as a result. Before Trent Barton's announcement a petition calling for the service to be reinstated had more than 2,000 signatures.

Trent Barton has said the Ilkeston Flyer will continue to serve most customers who caught the Spondon Flyer from the village centre. But many residents believe the service is often full and is not as reliable as the Spondon Flyer used to be. The local concerns prompted the three Conservative councillors in Spondon - including Derby City Council leader Chris Poulter, Evonne Williams and Nicola Roulstone, to host a public meeting so people could express their views. More than



100 people came to West Park School looking for answers. The meeting was also attended by Jeff Counsell, Trent Barton's managing director, who answered questions and explained the company's position. One worried resident did not shy away from the concerns within the community by saying 'Spondon is dying' following the loss of the bus service and traders from Sitwell Street vented their frustration with fears that shops will soon close if footfall doesn't improve. At one point many people put their own hands up when asked who would be happy to dig into their own pockets and donate money to save the service. And other residents, including a woman who suffered from cerebral palsy most of her life, told how the loss of Flyer would affect them. Another woman bravely asked if Arriva was interested in running services in Spondon.

Councillor Poulter said to Mr Counsell: 'If you had any doubt about the feeling of strength there is, you certainly now know. People are thinking out of the box to give answers to the problems. What disappointed me is that we never gave anything else a go, we never got the service back and gave it time to see if the service would pick up.' But Mr Counsell said no commercial operator at this time would take a risk in running a new service. He said: 'We don't take decisions on reducing or withdrawing routes lightly because we are part of the community, we think we are playing an important role in the community. Everything we do is based on customer service – but I understand it might not feel that way tonight. The decision to withdraw the Spondon Flyer is not a community issue, it's a financial issue. For Trent Barton it is about not losing money. But I do think we have a way forward.'

Mr Counsell revealed in the meeting that Trent Barton had held initial talks with local charity Derbyshire Community Transport about the possibility of exploring a new service to cover the gap. Derbyshire Community Transport, based in Ripley, 'run services aimed at getting people out and about'. The charity provides a range of community transport services throughout Amber Valley, Chesterfield, North East Derbyshire, Bolsover and Clowne. After the meeting the charity confirmed there were plans for important discussions to be held over the possibility of bringing a new service to the Spondon area.

Elizabeth Esnouf, its managing director, said: 'We are definitely exploring providing something in Spondon for those who are not able to access the normal bus services. There are some options and we will need to speak to Derby City Council about them. I understand that for those without access to a bus this is really important, and we will work with the councillors and the local community to try and make something work for everyone. We won't be able to put something on which covers the whole day, but we are looking at a link that could work off peak.' Councillor Poulter described the possibility of talks regarding a new service as 'a glimmer of hope' which the Spondon community needs at this time. He added: 'What I want to make sure is that Derbyshire Community Transport absolutely understands what the issues are in Spondon and they can model something that solves the problems we've got.'" <https://www.derbytelegraph.co.uk/news/derby-news/fearful-residents-pack-urgent-meeting-7369379>

## UK – DVSA says Detecting Tachograph Violations is Getting Easier

DVSA: "We are trialling remote tachograph sensing equipment in Britain, to make it easier to detect drivers and operators who are breaking drivers' hours rules. While we know most operators follow drivers' hours rules, we are still finding offences at the roadside. Breaking drivers' hours rules has the potential to be dangerous to road users. We are exploring this technology to help keep Britain's roads safe. It will mean we can identify many kinds of tachograph violations when travelling alongside vehicles, or from the roadside.

If you are a driver, make sure you:

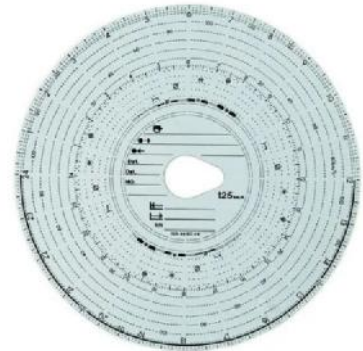
- ) understand your responsibilities as a driver
- ) check your tachograph is working properly before you set off
- ) take adequate rest
- ) correctly record your driving time and rest on your tachograph

If you are a HGV, PSV or LGV operator who has to follow drivers' hours rules, make sure you:

- ) understand your responsibilities as an operator
- ) maintain tachograph equipment
- ) know how to adequately schedule driver's activities
- ) regularly check your driver's compliance
- ) listen and respond to any drivers' hours concerns raised by your drivers

If you commit a tachograph violation, it's now easier for us to find you!

<https://content.govdelivery.com/accounts/UKDVSA/bulletins/3264e04>



## UK - 'Dynamo Taxi V2 is in Development' as Firm Releases new fully-electric Private Hire WAV – Also of Potential Interest to the CT Sector

Taxi-Point: "Dynamo Motors have released a new electric wheelchair accessible vehicle (WAV) aimed at the private hire industry throughout the UK. The company, well known for its popular fully electric Nissan black cab conversion, also hinted that a new model of electric taxi is well into development. Images of the new Peugeot E-Traveller, which has been specially designed for private hire vehicle (PHV) operator and local authority use, was shared on social media. The vehicle has a WAV ramp built into the rear of the large converted black van and can seat between five and seven people along with the wheelchair.

It is the second WAV model to be offered to the PHV sector following an earlier converted Mercedes-Benz. Taxi drivers in London and across the UK are eagerly awaiting news of the next Dynamo taxi to arrive on the market. Long-term, the all-electric Nissan Dynamo taxi will no longer be produced as Nissan cease production of e-NV200 Evalia van. In February, Dynamo Motors moved quickly to assure the taxi industry that a new donor vehicle manufacturer was being sourced with a view to re-entering the taxi industry market as soon as possible.



John Heath, Dynamo Motor Company Market Development Manager, said on social media: 'We are delighted to launch our new fully electric WAV 7 seat or 5 seat and a wheel chair. Peugeot E-Traveller or Vauxhall Vivaro - opening so many new markets for Private Hire Operators and local authorities. Flexible finance options are available.' A London taxi driver asked: 'Have you forgot about Black cabs now and just concentrating on private hire?' Graeme James, Dynamo Motor Company Business & Product Advocate, replied: 'Not at all. The Dynamo Taxi V2 is in development.' Heath also assured the cabbie: 'We will have a new offering.'" <https://www.taxi-point.co.uk/post/confirmed-dynamo-taxi-v2-is-in-development-as-firm-release-new-fully-electric-phv-wav>

## UK – Beach Wheelchair Season

This is the time of year when many CT services are providing trips to coastal resorts and passengers may wish to spend time relaxing on the beach. This is not so straightforward for wheelchair users, and this is where Beach Wheelchairs come in. Whilst beach / all-terrain wheelchairs and scooters can be purchased commercially, CTs may wish to link up with a number of voluntary sector schemes (akin to Shopmobility) that provide loans of usually manual wheelchairs that are designed for sand and sea conditions with larger tyres. A few of these schemes are noted below.

Fleetwood Beach Wheelchairs (Lancashire): "Very few places in the UK can claim to have truly accessible beaches for wheelchair users ... we want to be able to say Fleetwood is somewhere that welcomes and supports everyone to enjoy our fabulous coastline. This is why we wanted to bring beach wheelchairs to Fleetwood."

<https://www.fleetwoodbeachwheelchairs.co.uk/>







Whitby, Scarborough and Ryedale Disability Action Group (North Yorkshire): "We have two all-terrain chairs – one Landeez and one Hippocampe, both of which are suitable for use on the beach, rocky shores and in the countryside. The Landeez is suitable for adults and children and the Hippocampe is suitable for children (2yrs +) and young adults or adults of smaller stature. These wheelchairs are designed to be pushed by an attendant/ carer."

[https://www.whitbydag.org.uk/all\\_terrain.html](https://www.whitbydag.org.uk/all_terrain.html)

Beach Wheelchairs (Scotland): "Beach Wheelchairs is a small Scottish charity that has operated since 2015. Since then we have hired out our specialist wheelchairs over 1000 times. Our mission is to get people back on the sand enjoying our beautiful beaches. We have a wide range of wheelchairs and equipment at North Berwick, East Lothian and Portobello, Edinburgh. We also have two wheelchairs at Haven Seton Sands that are available to the public as well as Haven customers to use." <https://www.beachwheelchairs.org/>



Pembrokeshire Beach Wheelchairs (South Wales): "Beach wheelchairs improve access to Pembrokeshire's award-winning beaches. The National Park Authority's mobility equipment is specially designed and manufactured to be used on sandy beaches. They are available for hire at a number of outlets in the National Park, enabling people to gain access to some of our finest beaches. Please refer to our list of Easy Access Beaches when planning a visit."

<https://www.pembrokeshirecoast.wales/things-to-do/access-for-all/beach-wheelchairs/>

Cornwall Mobility: "Cornwall Mobility, in partnership with Disability Cornwall & Isles of Scilly, works with Cornwall Council as well as a diverse range of coastal charities and businesses in providing all-terrain wheelchairs, also known as sand chairs, for the public to use on a number of beaches in Cornwall. The all-terrain wheelchairs have been designed for outdoor use and have large inflatable wheels which allow them to roll over sand and pebbles with remarkable ease giving a comfortable and safe ride. This has allowed people with mobility challenges the pleasure and freedom to access and enjoy Cornwall's beaches where they may have found it more difficult in the past."

<https://www.cornwallmobility.co.uk/>



Beach Accessible Wheelchairs (Poole & Bournemouth): "For easier access onto the sand, beach-going wheelchairs fitted with balloon tyres are available on loan from Bournemouth, Boscombe, Branksome Chine and Sandbanks beach offices. With one available from each office between 9.30am to 4.30pm from May to September, these are loaned on a first come, first served basis in return for a refundable £50 cash deposit. Sandbanks beach has Mobi-Mats to help wheelchair users move easily from

the promenade onto the sand and closer to the sea. These are available between May and September."

<https://www.pooletourism.com/visitor-information/accessibility>

Also at Knoll Beach <https://www.swanage.co.uk/knoll-beach/>

## UK – National Autistic Society: Driving Change for Autistic People

Christine Flintoft-Smith, Head of Autism Accreditation at the National Autistic Society: "We are delighted to be gearing up for a pilot project to help remove barriers for autistic people and families who wish to use public transport and ultimately help reduce social isolation. The project will involve offering training to transport providers in England, so we can help them develop a better understanding of autism and the often small adjustments that can help autistic passengers. It is one of 12 projects benefiting from a Department for Transport fund aimed at tackling loneliness. If it's a success, we hope to be able to roll it out to more transport providers in the future.

If you're a transport provider and want to find out more or get involved, please email: [accreditation@nas.org.uk](mailto:accreditation@nas.org.uk). We will be looking to work with up to 10 public transport providers, over the course of a year, covering the rail, tram, bus and taxi industries. The project is focused on England at this stage and we hope to work in as many regions as possible, so that we can find lots of examples of best practices.

We will require all transport providers who sign up to our programme to:

- ) undertake our autism module with all of their customer facing staff - and some key members of the management teams
- ) reflect on their current provision for autistic people using our framework
- ) work with our team of advisers to implement any changes needed.

In order to make sure that providers are accessible to autistic people, and to achieve accreditation from our charity, they will need to show that:

- ) staff have an understanding of autism, the challenges autistic people can face on public transport, and how to support an autistic person if needed
- ) environmental factors have been considered, such as busy or noisy areas, signage, having quiet areas
- ) there is information available for autistic passengers about how to access their service, that this meets our standard for guidance and that this is in an accessible format.

## Driving change for autistic people



Within the first six months of the project we aim to have our 10 providers identified, held initial consultation with autistic people and their families, arranged secret shopper feedback, and created the training module and framework. We will provide light support to the providers during this first period. In the remaining six months, we will roll out the training and support each provider to hopefully achieve accreditation by May 2023."

[https://www.autism.org.uk/what-we-do/news/driving-change-for-autistic-people?utm\\_source=canva&utm\\_medium=iframe](https://www.autism.org.uk/what-we-do/news/driving-change-for-autistic-people?utm_source=canva&utm_medium=iframe)

## CTA UK – Introducing our new CEO – Dr. Victoria Armstrong

CTA: “Can you tell us a bit about yourself?”

- ‘My name is Victoria and I’ve worked in the voluntary sector for most of my career since graduating with a law degree in 2004. I have always worked in roles promoting inclusion and independence in various guises throughout my whole career. This ranged from providing legal advice to people with health conditions or living in poverty, supporting people with mental health problems to take on volunteering opportunities, to my most recent role at Disability North as their Chief Executive where I have been for the last 6 years leading a dedicated staff team to improve the lives of disabled people living in the North of England.

None of us know where life will take us and any one of us can become reliant on services, community groups or charities, and so it has always been my passion to use the skills I have to ensure those services are fit for purpose, promote inclusion and independence, and ultimately improve the lives of individuals. There are two other things you might want to know about me – I have a 5 year old border collie called Glen who I spend far too much time with, and in whatever spare time I have, I can be found lifting very heavy things in my local gym.’



What attracted you to the role of CEO at CTA?

- ‘When I applied for the role of Chief Executive of CTA I was motivated by the opportunity to work with an esteemed board and lead a skilled staff team in a national organisation which has the same values as me – to promote inclusive and accessible transport for all. I saw an opportunity to lead an organisation which is a true voice for the community transport sector, and with its members, strategically develop significant national influence and impact. Back in 2016 I completed a PhD in applied social sciences which explored (amongst other things) how community groups and charities have taken the place of services which were once provided by the public sector. Whilst I admit to being a bit of a bookworm and thoroughly enjoyed the social theory, lecturing, and writing papers for publication, I am a practical person at heart. I knew that bringing all of my skills together, along with my experience of leading a large regional disability organisation passionate about inclusion and accessibility, made me ideal for the CEO role at CTA.

What are you looking forward to most in your new role?

- ‘I like to take time to listen to what people and organisations need, and finding new ways to deliver and influence inclusive solutions, so the first thing I am looking forward to is getting to know the wonderful staff team and the existing members to find out what is important to them. I am also keen to grow the reach and influence of CTA so that we can promote membership and influence decisions and policy in a significant and positive way. In getting to know our members and growing the membership base, I believe that CTA will become a much needed contemporary voice in all things community transport related in an ever-changing world. It’s only by listening and co-producing services and policy that we will ensure a more accessible and inclusive community transport infrastructure for all. I have learned in my career that solutions which promote equality don’t always mean they are equitable and so it’s really important to listen to all of our members and invite new members to join up. So please, don’t be shy, I am looking forward to hearing from you all.’” Victoria joins CTA on 19<sup>th</sup> September.

<https://ctauk.org/introducing-our-new-ceo-victoria-armstrong/>

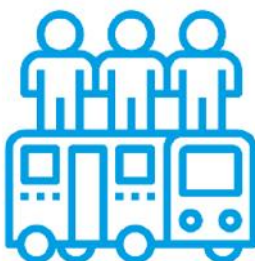


## CTA England – ‘Tackling Loneliness Through CT’ Project Update

CTA, Sean Ray (Tackling Loneliness Coordinator): “CTA recently secured £498,000 from the DfT ‘Tackling Loneliness through Transport’ fund. There are three strands to our funded project:

- ) A Grants Plus programme, providing practical support from CTA, to accelerate the set up and progress of the community transport pilot projects.
- ) A Peer Network will bring pilot projects together on a regular basis to share best practice, identify learning from the projects, and draw out common themes and critical success factors from the projects.
- ) The Knowledge Building The emphasis is on cascading knowledge and learning throughout the wider network of operators in England (and across the sector as a whole).

### Tackling Loneliness through Community Transport



£405k will fund 18 pilot projects and support the sharing of knowledge around community transport loneliness interventions. Learning from the project could potentially help operators across the UK to unlock further resources from funders in the future. During June and July we received applications from CTA members to be part of this project and deliver pilot projects within their communities. We received 48 applications worth £1.2m and were

able to support 18 of these. The bids were assessed against the core criteria and we also worked to ensure that there was a mix of delivery models, beneficiaries and regions across England. The information below shows the organisations that were successful. We will now be working collectively over the next 10 months to showcase the impact that community transport can have on Loneliness.

- ) Age UK Trafford; Awarded £13,864
  - ) Bassetlaw Action Centre; Awarded £13,882
  - ) Beacon Centre (Wolverhampton); Awarded £32,230
  - ) Beverley Community Lift; Awarded £14,710
  - ) CT Calderdale; Awarded £11,968
  - ) Community First (Hampshire); Awarded £12,600
  - ) Compaid (West Kent); Awarded £20,000
  - ) Darlington; Awarded £32,462
  - ) DCT; Awarded £34,100
  - ) Merton CT; Awarded £34,997
  - ) Mojatu (Nottingham); Awarded £29,920
  - ) Nidderdale CT; Awarded £25,668
  - ) North Norfolk CT; Awarded £10,016
  - ) Otley Action; Awarded £24,000
  - ) SCA Transport Services (Southampton); Awarded £20,000
  - ) Sedcat (Dorset); Awarded £30,000
  - ) South Central Community Transport (Liverpool); Awarded £12,660
  - ) Swan Advice Network (Somerset); Awarded £31,709”
- ) Further details can be found at <https://ctauk.org/tackling-loneliness-through-ct-project/>



## Hertfordshire - Letchworth Community Transport Pilot Scheme Launched

The Comet: "A new community transport pilot scheme is coming to Letchworth to help members of the community to access activities and groups they could otherwise not. A low-cost minibus will be provided by the Letchworth Garden City Heritage Foundation come September and will cost £2 for a return journey. Head of Charitable Projects and Partnerships at the Foundation, Alastair Stewart said: 'There are so many excellent groups around the town and our community that are keen to use them. There is a vital missing link for some though and we hope that this scheme will help fill the gap.' The pilot of the scheme will focus on transporting people to a select number of groups in the town and if it is successful it may develop further to include more groups and become longer-term. It is reliant on volunteer drivers to operate the service and people who are interested can email [volunteering@letchworth.com](mailto:volunteering@letchworth.com)." <https://www.thecomet.net/news/traffic/community-transport-letchworth-9163264>



## Devon - Electric Vehicle for OCDTG

Okehampton Today: "At the Okehampton District and Community Transport Group's (ODCTG) most recent annual general meeting the group discussed whether it should consider investing in an electric vehicle as a replacement for one of the much older vehicles. Committee members agreed that they would look into the possibility after noting that Honiton already had a well-received electric vehicle. Members suggested that such a vehicle may be a replacement for one of the smaller vehicles in the community group's care and have already submitted a request for a charging station at the ODCTG offices. Okehampton town councillor and committee member Jan Goffey said that she thought funding would be available for the purchase of the vehicle which could cost around £20,000-£30,000.



At the meeting, ODCTG manager Sue Wonnacott also said that general fares had not increased since they were raised marginally earlier this year and added that the group had decided to run more wheelchair-accessible vehicles and social journeys from next month. In June, the ODCTG reluctantly announced that it would have to increase prices in order to cover the costs of the drivers' rising fuel bills. The increase came into effect at the beginning of this month. The ODCTG is a community group which provides transport for those people in Okehampton and the surrounding

area who struggle to use traditional public transport or live in very remote places." <https://www.okehampton-today.co.uk/news/electric-vehicle-for-ocdtg-556032>

## Devon – Dial-a-Ride on Plymouth Argyle Match Days

PAFC: "Plymouth Argyle is partnering with Access Plymouth to provide a new service to assist supporters with access needs in visiting Home Park. The Dial-a-Ride scheme will provide a door-to-door service to and from Home Park on Saturdays when The Pilgrims have a home first-team fixture. This will begin from 13 August, when Argyle meet Peterborough United. A bespoke service is provided, with vehicles able to be customised according to the needs of the user, in a way that standard cars, buses or minibuses are not. This allows the

service to cater for a wide range of people with different access requirements, including wheelchair users.



The service is open to all fans who qualify for a bus pass due to age or disability. Users sign up to the scheme on a monthly subscription basis. One month's travel, for someone living within four miles of Home Park, costs £20 per person, with a carer travelling free. For those more than four miles outside Home Park, the price is £34. Payments must be made in advance to secure a place – no payments can be accepted on the day. Space is limited, so supporters are encouraged to book as early as possible to avoid disappointment. This innovation follows results in a recent club survey in which responses clearly indicated a demand for this service.

The move is also in line with our environmental ambitions. We can reduce our collective carbon footprint with supporters sharing vehicles to fixtures in this way, with the added benefit of helping to alleviate traffic and parking congestion. Bookings can be made through Access Plymouth (not through Argyle) on 01752 600633, Monday to Friday, 9.15am to 5pm. You can also enquire via [admin@accessplymouth.co.uk](mailto:admin@accessplymouth.co.uk)." <https://www.pafc.co.uk/news/dial-ride-match-days>

## Devon - Would you like to Drive your Neighbours around the Bends in Totnes?

Totnes Today: "Community transport service, Bob the Bus, is appealing for help in finding a new home. The charity runs regular routes with two buses serving Totnes town centre, Follaton, Bridgetown and outlying villages. Trialled as a shuttle bus in 1997 to help less able shoppers navigate the steep main thoroughfare, the bright yellow Bob the Bus quickly became a much loved and valued service in the town. But it doesn't have a permanent place to call home for its fleet of four buses, or an office for its co-ordinator, who must work from home. Bus parking is split between Follaton House and Totnes Industrial Estate and neither site has access to services such as water or electricity, or has room for expansion of the fleet.



Steve Grove, chairman of Totnes and Rural Community Transport, which operates the service, said: 'For many years, we have been seeking an operational base, with parking and services for our four buses, plus some office space. We can see many future opportunities for future growth, but really need to consolidate our resources in one location. That way, we can expand our fleet, work more closely with other community organisations and pave the way for future electric vehicles. Our wish list is a secure site with parking for at least five minibuses and two or three cars. We need water and power, for future EV charging, and space for an office and meeting room. We have a modest allocation for rent in our future budget, and would be pleased to discuss ideas with anyone who might have space available.'

The charity is also seeking more volunteer drivers to support its regular scheduled services in and around Totnes, ever-popular travel club and private hire service. Steve explained: 'We



have a full-time coordinator and a great team of nearly 40 volunteer drivers, but we need more help to maintain and grow the range of services on offer. Volunteers receive full induction and training, but they must have some experience of driving a minibus or other large vehicle, and a category D1 driving licence. If you passed your test before 1997, it's probably already on your driving licence. Driving hours are flexible, and can be arranged to suit availability. And it's not just about driving – we'd love to hear from anyone who has a few hours spare and is interested in admin, fundraising, publicity and general committee/trustee roles.' Anyone wishing to volunteer or has any suggestions for a base can email [bobthebushire@yahoo.com](mailto:bobthebushire@yahoo.com) or phone 07800 745332." <https://www.totnes-today.co.uk/news/would-you-like-to-drive-your-neighbours-around-the-bends-557781>

## Devon - Volunteers Sought for Exmouth Community Transport Scheme

Exmouth Journal: "Volunteer drivers are needed to help run a service that provides transport for vulnerable people in the town and surrounding communities. Exmouth Community Transport helps ferry residents to doctors' appointments around East Devon and is available for people who can't drive or rely on public transport to travel around the county. The service covers not only Exmouth and Budleigh, but Lypstone, Exton, Woodbury, Woodbury Salterton, Colaton Raleigh, Newton Poppleford, East Budleigh, Otterton and Yettington. The scheme relies on volunteer drivers and helpers to load wheelchairs and people into the minibus before driving them to their appointments wherever they may be around Devon.

The Exmouth Community transport service currently provides: a weekly ring and ride service, services for local and out-of-town shopping, a community service which includes Local Lunch outings and trips out and a health and well-being service for your medical and well-being appointments. All of their vehicles are also available for private hire, using own drivers. This service is frequently used by groups such as care homes, sheltered housing, and similar community groups, etc for people who may not be able to readily access a normal bus service.



A spokesperson for the Exmouth District community transport volunteers told the Journal: 'With your help we aim to increase awareness of our existence, attract more volunteer drivers, and raise funds to enable us to continue to serve the most vulnerable and isolated individuals in our society. "There are many ways in which you can lend your support to the charity and the people we support. Whether you help increase general awareness of our existence, or you can give a few hours a week as a driver.' Drivers of four- to eight-seater vehicles are needed to operate the door-to-door service. DBS checks will be needed and

full training will be provided. At a meeting of Budleigh Salterton Town Council, councillors voted to stop giving a grant to Tripp in Honiton to provide this service. For more information or to volunteer your time, call Exmouth 266662 or email [edctg@btconnect.org.uk](mailto:edctg@btconnect.org.uk)." <https://www.exmouthjournal.co.uk/news/volunteers-sought-for-exmouth-community-transport-scheme-9197014>

## Dorset - Service 2RN Wareham to Arne Shuttle Bus Praised

Dorset Echo: "A trial shuttle bus to transport passengers to a Dorset beauty spot is proving to be a success. The RSPB in Dorset has been trialling the use of a little green bus service this summer running from Wareham railway station to its Arne nature reserve. Service 2RN is supported by funding from the National Lottery Heritage Fund and operated by Dorset Community Transport. It runs until August 31. Passenger feedback received so far already shows what a valuable service 2RN has become - and it has been such a success it now offers a revised and extended timetable.

One customer said: 'I was able to enjoy a day at RSPB Arne which I can't normally access, and I was even able to walk to one of the nature reserve's viewpoints despite my arthritis.' Another happy passenger said: 'Thank you so much for organising the shuttle bus. I don't drive and I'm unable to visit the reserve without this service. It's made such a difference.' The new timetable includes additional runs between RSPB Arne and Purbeck Park (Norden Park and Ride). There will be four return journeys between Wareham station, and two return journeys to Purbeck Park. No booking is needed - just step on and enjoy the journey. Single fares are £2 per adult and £1 for under 19s per journey. National Concessionary Passes are accepted.

The RSPB's aim, by launching the 'little green bus', is to help people who can't currently access the reserve due to limited personal transport, so they may experience a special part of Dorset's heritage in an affordable way. The trial bus service is part of the RSPB Hyde's Heath project, which began in 2019 and aims to engage people with their heritage, especially people who are currently under-represented at Arne, including children and families, young people, and people with health and wellbeing needs. Bus users can pre-book one of RSPB Arne's 'Trampers' (off road mobility scooters) to meet them as they step off the service. There is also an accessible step on the bus that can be lowered where kerbs aren't available. However, the bus isn't wheelchair accessible. There is limited room for foldable pushchairs, and well behaved, clean dogs are permitted at the driver's discretion. For the full Service 2RN timetable, visit: [bit.ly/2RNTimetable](https://www.dorsetecho.co.uk/news/20595941_service-2rn---wareham-arne-shuttle-bus-praised/) . Book a Trampler here: [bit.ly/ArneTrampler](https://www.dorsetecho.co.uk/news/20595941_service-2rn---wareham-arne-shuttle-bus-praised/) ."



## Dorset – SEDCAT Reconnecting the Community

LinkedIn: "South East Dorset Community Accessible Transport are happy to announce that we have secured funding and will participate in a project where we are investigating the impact and benefits of Community Transport in helping people maintain contact with friends, family, and the broader community and reducing loneliness.

Re-connecting the community has never been more important. During the pandemic, people had to isolate and distance themselves from one another for fear of catching the virus. Sedcat aims to reconnect the community by expanding our geographical area and so with this will embark on a campaign to source new volunteers, and also target a new demographic – people with an intellectual/learning disability - by arranging and providing transport for lunch outings so that people can connect with one another once again."



<https://www.linkedin.com/feed/update/urn:li:activity:6960939838418124800/>

## Berkshire - Carebus Founder Theale Champion Graham Reeves Dies Aged 82

Reading Chronicle: "Champion of the elderly Graham Reeves has died aged 82. Graham, founder of Carebus Community Transport and mastermind behind Trafalgar Court nursing

home, passed away at Royal Berkshire Hospital on July 8. Carebus grew from a secondhand minibus parked in Reeves' Englefield home to a fleet of accessible buses and cars providing a transport lifeline for the elderly in West Berkshire. 'Graham's philosophy was a simple one - what can I do for the community to enhance people's lives,' said his wife Lizzie Reeves. His work with Carebus would earn him the West Berkshire Council's Community Champions Award in 2018 after 33 years running the service.

Graham was instrumental in the development of Trafalgar Court in Theale, which provided assisted living to the elderly. Among its first residents were clients from Waylands Hospital, Bradfield Southend, after it closed down. Born in Reading in 1939, Graham worked in various sales and accounting roles in the town before joining the James Butcher Housing Association in 1977 where he remained until 1990. He was Founder and Chief Executive of the Englefield Residential Homes Association for the next six years, before running the transport operations for both the Berkshire Red Cross and Berkshire Community Council.



Other roles included Chair of the Housing Committee at Bradfield Rural District Council and Newbury District Council between 1970 and 1976; Chair of Theale Parish Council between 1968 and 1973 and again between 1995 and 2000. He was a Governor of Theale CofE Primary School from 1996 until recently, and both Treasurer and a leading member of a number of groups including Theale History Club; Theale Tea Club; Theale CanDolt Club; Theale Social Club; Bradfield and Theale Youth Clubs; and Englefield Social Club. Donations in memory of Graham may be made to the Thames Valley Air Ambulance or to Carebus. Graham is survived by his wife Lizzie, children Teresa and Robert; grandchildren Holly, Lewis, and Anna; and great-grandson George. Following a private cremation, a memorial event is planned for the autumn."

<https://www.readingchronicle.co.uk/news/20601240.carebus-founder-theale-champion-graham-reeves-dies-aged-82/>

## Cambridgeshire - Plea for Cambridgeshire Mayor to Once Again Save Wisbech's Tesco Bus

Fenland Citizen: "A much-loved community bus is once again facing the axe unless funding to keep it going can be found within the next week. Route 68, or as it is affectionately known the Tesco bus, which is run by Fenland Association for Community Transport (FACT) could cease operating at the end of September without intervention - that's the dire warning given by Gary Christy, chair of FACT. The bus has already won two reprieves thanks to Cambridgeshire's Combined Authority Mayor, with first former Mayor James Palmer offering six months of funding, and then current incumbent Dr Nik Johnson doing the same earlier this Year. Now supporters hope Mayor Dr Johnson will once again step up and provide funding for what Gary described as a life-line for users.

The bus runs a circular route around Wisbech taking passengers out to the Cromwell Road retail park, a destination not easy to get to for those living the other side of town without a car. Mayor Dr Johnson stepped in in March to provide six months of emergency funding following a public meeting and also after he took a ride on the bus to hear for himself why the service is so vital to users. That money was given on the understanding that work would be done to try to increase passenger numbers in order to make the service more financially viable.

Gary said: 'FACT along with Wisbech Town Council (mainly through the efforts of Councillor Sam Hoy), have actively been promoting and advertising the service at all opportunities. This



was the commitment made to the Cambridgeshire and Peterborough Combined Authority on the remit of 'use it or lose it'. As a result passenger numbers have increased steadily and from what we understand the figures have far exceeded those that the national average is seeing. For the period ending June 17 there were 393 journeys and for the period ending July 15 the number of journeys was 473. But we are now at a major decision point, without further funding commitment for Route 68 on Tuesday August 2 FACT are obliged to inform local authorities that the service will cease at the end of September. Following the Local Authority Notice we then have to inform the Traffic Commission 30 days prior to the service ceasing, and the service stops completely.



'The service is increasing in patronage and we are seeing quite a few new faces using the service. The promotional activities have continued, and suggestions have been made on how potentially the service could be extended at minimal or no cost to serve a wider community if it is to continue, all of which FACT would be prepared to continue to provide on a Not-for-Profit Community Bus Route basis - commercial operators pulled out of running the service previously as they deemed it to be commercially unviable. From feedback it is clear that this service is a major lifeline for those that use

it as there are no alternative services, many of whom do not have access to either a private car or are unable to afford taxi fares for essential shopping trips and other appointments.'

The hope is that Mayor Dr Johnson will bring the funding issue up at Wednesday's (27) CPCA meeting. But Cllr Hoy, who personally hand delivered Route 68 timetables to every home in her ward, which is covered by the service, at the end of May said so far he has been 'reluctant' to commit to doing that. She said: 'We have done everything he asked us to do. We have promoted the service, and we have seen passenger numbers rise by around 100 - that should be enough for him to take this to Wednesday's meeting and give approval to further funding.'

The Combined Authority has been approached for a comment."

<https://www.fenlandcitizen.co.uk/news/plea-for-cambridgeshire-mayor-to-once-again-save-wisbechs-t-9265812/>

Follow up story here: "Users and supporters of a popular Fenland bus service are preparing to protest against its loss at an upcoming meeting of the Cambridgeshire and Peterborough Combined Authority Board. The move follows the news this week that operator Fenland Association for Community Transport has been forced to take the first legal step towards axing Route 68 in Wisbech - known as the Tesco Bus. FACT has been forced to notify local authorities that it is planning to cease operating the bus which is described by users as a 'lifeline' providing them with access to retail parks and the eye clinic located on the outskirts of Wisbech..."

<https://www.fenlandcitizen.co.uk/news/users-set-to-protest-as-cambridgeshire-mayor-fails-to-stump-9267256/>

## Greater London - Calls for Dial-a-Ride to Take People Further and Run Later

Southwark News: "Transport for London (TfL) is facing calls to improve Dial-a-Ride, its free service that helps elderly and disabled people get around the capital. Dial-a-Ride is a free transport service TfL puts on for people over 85 and disabled people. Users have to register, and there are 42,000 on the books at the moment. Users made about 125,000 trips in the first half of the year. TfL say they prefer trips to be reserved in advance, and users can make one advanced booking trip a week. There are no limits on next-day and same-day journeys. But some people using a Southwark service for visually impaired people told the News in June that they have long struggled to book transport on Dial-A-Ride from their respective homes in

Lewisham and Streatham to the centre off Blackfriars Road, paying out hundreds of pounds a month for taxis instead.

Now TfL is facing fresh calls to improve the service, including:

- ) Allowing longer bookings (some users say journey lengths are capped at five miles, although TfL said there are officially no restrictions)
- ) Increasing the number of advanced booking trips to three a week, from one
- ) Improving the phone booking system, with some people tired out by waiting fifteen or twenty minutes to speak to someone
- ) Extending operating hours to midnight on weekdays and 1am on weekends, to allow users to have nights out
- ) Confirming email booking requests quicker to give users more certainty

The calls come in a report by elderly people's advocate charity Age UK and disabled people's charity Transport for All.

John McGeachy, senior campaigns officer at Age UK and one of the report's authors, said that Dial-a-Ride was a good service overall, but that these changes could make a real difference to people that use it. 'It's things like Dial-a-Ride that can become forgotten transport modes – it's such a shame because these things can change people's lives,' he told the News. 'The reasons we started working on it was all of our local teams were talking about social isolation. It's an incredibly complicated subject but one small piece of the puzzle is around improvements to community infrastructure that would make people more confident. For example, lots of people we talked to say they really struggle with the long waiting times when you book by phone... It's frustrating and stressful and potentially quite tiring.'

TfL has been struggling financially since the pandemic and these changes would cost money, although at the time of writing it has been offered a new funding deal from central government. Mr McGeachy added: 'In the grand scheme of things, the network is facing so many cuts, unfortunately these smaller services are the ones that get dropped to the bottom of the queue.' Other changes that the charities call



for are communicating more clearly about the service, cutting down the number of journeys refused, consulting with users about changes to the booking system, reducing late arrivals and making sure journeys are as efficiently scheduled as possible. London Assembly member Caroline Pidgeon, a long-term campaigner for Dial-a-Ride, said that 'the report highlights how highly valued the service is, but equally how frustrating it is when the service does not work.'

The Liberal Democrat and former deputy leader of Southwark Council said in a foreword to the report that 'the recommendations... must now be acted upon to ensure every Londoner can move around our great city.' Dial-a-Ride boss at TfL James Mead said TfL was grateful to Age UK and Transport for All for the report, and that staff would be looking closely at the recommendations. TfL is working on a new booking system for Dial-a-Ride that will come in next year, and recruiting more staff to cut waiting times. Mr Mead said: 'We are proud to provide a Dial-a-Ride service, which we know is vital in helping people lead rich and independent lives. It's a free service that we fund entirely, and we keep it under constant review in order to meet the diverse needs of our wider customer base. We know that the long waiting times for booking are unacceptable and are taking steps to put this right. A new, simpler booking system will be implemented next year and we are also recruiting more staff to take bookings, both of which will cut waiting times. 'We are pleased that customer satisfaction was at 93 per cent in the most recent survey but are not complacent.'

Mr McGeachy (AgeUK) pointed out there are also other special ways for elderly and disabled people to get around London. One is the Taxicard scheme that gives people cheaper taxi rides, although 'there are even more problems with that than with Dial-a-Ride,' he said. But Mr McGeachy praised TfL's travel mentoring service. Staff at the service give people who are anxious about using public transport advice about journey planning, and even sometimes go with them on the first couple of trips to boost their confidence. 'Mentoring is a great service, but hardly anyone knows about it,' he said. Email [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk) or call 020 3054 4361 between 09:00-16:00 Monday-Friday to find out more or book an appointment." <https://southwarknews.co.uk/news/calls-for-dial-a-ride-to-take-people-further-and-run-later/>

## Greater London – Ealing CT Driver Puts out Heatwave Fire in London

Ealing CT: "Husband and wife team Stuart and Mera Swift put out a wildfire that was kindling on a public highway in Ealing, London on Tuesday 19 July. Their quick thinking as community-minded minibuss drivers at Ealing Community Transport (ECT) meant they knew what to do. Using the fire extinguisher carried in their minibus they acted quickly to prevent potentially serious damage and risk to passers-by. The recent heatwave exacerbated an already dry summer seeing London experience its own wildfires for the first time. Stuart noticed smoke billowing close to parked cars on a residential street at the junction of Avalon Road & Crossway W13 as he was driving to collect children with special educational needs and disabilities from a nearby school, supported by his wife Mera who is a passenger assistant. They stopped at a safe distance, Mera alerted residents, sought out the owners of the cars parked close to the fire, and called the Fire Brigade as Stuart built a makeshift 'fire break' before using the fire extinguisher to put out the fire.



Mohammed Zafarrudin another ECT minibus driver who stopped to help said; 'Stuart's quick thinking and actions prevented what could have been far worse'. Stuart's normal route is taking children to and from school; he was not carrying any passengers at the time of the incident. Each ECT minibus carries a fire extinguisher and staff are well trained. Fayyaz Dar, General Manager at ECT said: 'We provide transport to the vulnerable, elderly and not-so-mobile members of Ealing community. Being safe comes as second nature to us, and civic duty is woven into the fabric of what we do. We are proud of our team and grateful for their quick thinking, people like Stuart, Mera and Mohammed make a real difference to people's lives.'

## Nottinghamshire - New-look CT4N Bus Celebrates Pioneering 'Green' Health Project

CT4N: "A project that uses the natural world to improve the health and wellbeing in the community has received a welcome boost from a Nottingham-based, not-for-profit transport provider. CT4N Charitable Trust has joined forces with Nottingham Community and Voluntary Service (NCVS) to help provide transport for patients who have been prescribed nature-based activities by their GP or another primary care professional. The pioneering approach to treating conditions such as depression and anxiety is at the heart of the GreenSpace Project, run by NCVS as one of seven Green Social Prescribing Test and Learn sites set up by the UK government.



By becoming a 'Trusted GreenSpace Provider', CT4N will help even more people to benefit from the project by providing a suitable vehicle for groups organising activities. Ian Combellack, CT4N Managing Director, explained: 'GreenSpace is already a huge success, but a lack of affordable and accessible transport has been identified as one of the barriers to helping even more people to access a green social prescribing network. We are delighted to be able to lend our support to this pioneering initiative that is already helping scores of people to improve their mental health by reconnecting with nature.'



To celebrate the new partnership with NCVS, CT4N has given one of its minibuses an eye-catching makeover to celebrate GreenSpace, and it will be used by other Trusted Provider organisations to help people in Nottingham and Nottinghamshire to attend activities organised as part of the project. Able to carry up to 16 passengers, the minibuss is fully accessible for passengers in wheelchairs and is also available for hire by other community groups. 'This will ensure that the vehicle is utilised as much as possible, especially in the evenings and weekends,' Ian said.

Amanda Chambers, GreenSpace Programme Manager at NCVS, added: 'Green social prescribing is all about connecting local people with nature-based activities and green community projects to help them manage and improve their mental and physical health. Having CT4N as a Trusted Provider means that that connection is made that bit easier. We are delighted with the GreenSpace minibuss makeover and look forward to patients, community and health partners making use of it so they can enjoy the benefits of nature connectedness.' Green social prescribing has become an increasingly popular way of improving mental health, particularly as the country emerges from the coronavirus pandemic, and further information about Greenspace can be found here <https://www.nottinghamcvs.co.uk/voice-and-partnerships/greenspace>. Anyone who would like to book a minibuss for their activity should contact CT4N Charitable Trust on 0115 986 3355."

## Lincolnshire - Spalding Volunteer Drivers Step in to Save Residents Cut off from Buses

Spalding Today: "Volunteer drivers are having to pick up the slack as residents struggle to catch a bus on a Spalding road which has been closed for months. South Holland Voluntary Car Scheme says that the long running saga at Park Road is having an impact on them as people living near the area are turning to them for help. Park Road has been partially shut due to a hole appearing in the surfacing - which is affecting the bus services. Coun Angela Newton, of the scheme, said: 'Some patients use us because we pick them up at the door, wait for them, and then take them home as soon as they are ready. It has had an impact but difficult to quantify.' Anglian Water says the conditions at Park Road are complicated and similar to Boston Road South. A spokesman said: 'We are currently undertaking a repair and rehabilitating the sewer to improve future resilience. We have been using no dig techniques, with some excavations, in an effort to avoid



noise and physical disruption to the existing road surface and other utility services.'...A company spokesman said: 'We planned this to take place after schools broke up for the summer in order to minimise traffic disruption. We'd like to thank everyone for their patience while we complete this important repair.'

<https://www.spaldingtoday.co.uk/news/water-load-of-rubbish-is-our-district-being-let-down-9266449/>

## Republic of Ireland – Concern Expressed over Leitrim Community Car Scheme

Leitrim Observer: "Last Friday Leitrim Volunteer Centre hosted a unique gathering of politicians, volunteer drivers and service users of the Leitrim Community Car Scheme. Marian Harkin TD, Martin Kenny TD and Minister Frank Feighan listened intently as the Volunteers spoke enthusiastically of their experience of giving back to the community through this scheme. Some of the Drivers went beyond the call of duty by helping service users pick up the shopping on the way from their hospital appointments. Some referred their Community Scheme Passengers to daycare services and meals on wheels services and there were many other accounts of their personal experience of the social car scheme.

One of the service users said she would not have been able to make her hospital appointments without the car scheme. A younger participant who needed treatment for cancer had to travel with his wife by train to Sligo and by bus to Galway and stay in accommodation overnight putting a huge strain on their scarce finances. The three local public representatives Minister Frank Feighan, Marian Harkin TD, and Martin Kenny TD made a firm commitment to do everything they could to ensure the Community Car Scheme would be sustainable into the future. Each in turn commended this valuable and much needed service and promised to make representations to the relevant Government Depts.

Since the first journey on March 9th, the community car scheme has completed over 110 trips with older people, 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. Referrals have come mainly from Public Health Nurses, Social Workers, the County Council, and the Local Development Company. Staff and Board members spoke about how they were deeply concerned with the level of demand and whether the Leitrim Community Car Scheme would be able to continue to meet the needs. To develop this service, they are seeking assistance with funding to cover the cost of a Co-ordinator, fuel and out-of-pocket expenses for the Volunteer Drivers.

Leitrim Volunteer Centre consulted with the Community Development Office in Leitrim County Council, to ascertain the need for Community Volunteers and how they can be best used in the county. The desperate need for a Social Car Scheme was highlighted. As one of the most rural counties in the country, it is very difficult for people to get medical appointments and to access essential services. Since the start of Covid, the Civil Defence had been facilitating people in rural areas who needed to attend doctor or hospital appointments, however, since restrictions eased, the civil defence has returned to their normal duties and do not have the time or resources to continue to carry out this work. Almost all the



calls that came through the Community Call scheme in the last 2 years have been requests from vulnerable and isolated people looking for transport to hospital appointments.

The Community Car Scheme has proven to be hugely popular with the number of trips increasing every day. In its present form, Leitrim Volunteer Centre are very conscious that the needs are far exceeding what they can possibly meet. The Manager stated 'We need to at least treble the number of Volunteers, they need to be supported and trained in First Aid, Manual Handling, Health and Safety and Customer Relations. A Coordinator would be responsible for taking referrals and liaising with GPs, Consultants, PHNs, Social Workers and Educational and Psychological services. The coordinator would ensure that all the necessary policies and procedures are in place for the smooth running of the scheme...' The Volunteer Driver role is advertised on [www.i-vol.ie](http://www.i-vol.ie) Volunteers register online on the following link <https://www.i-vol.ie/volunteer-opportunity/?ID=a004G00000laIRcQAM>." <https://www.leitrimobserver.ie/news/home/869545/concern-expressed-over-leitrim-community-car-scheme.html>

## CTA Scotland - Protecting Vulnerable Groups in Scotland

CTA, Lara Henderson, Development Officer for Scotland: "Each month, Team Scotland arranges online meetings for CTA members in Scotland. In recent months, these have included sessions on Scotland's Accessible Travel Framework, Motability's Community Transport Grant programme and the Accelerate programme, which we co-hosted with Community Enterprise. We're keen to work with other organisations. For our June Member Meeting, we were joined by Disclosure Scotland. Together we co-produced and delivered an interactive workshop which encouraged discussion on Disclosure checks in Scotland with a focus on the Protecting Vulnerable Groups (PVG) scheme. With many Community Transport operators unsure of which Disclosure checks they should be arranging for their staff, and some legislative changes on the way, the session proved to be an interesting and useful one."

Throughout the session, many important and relevant issues were raised by members, and Disclosure Scotland provided advice on a number of key questions – understanding who 'protected adults' are, how the PVG scheme works, the different levels of Disclosure, when PVG checks are required – among other tips for understanding the PVG scheme tailored to the needs and characteristics of the Community Transport sector. Due to the amount of interest we had in the session, and the engagement shown throughout the session, we have since produced a briefing for our members which summarises some of the issues discussed and advice given on the day. You can download the briefing here <https://ctauk.org/wp-content/uploads/2022/07/CTA-Scotland-Briefing-Protecting-Vulnerable-Groups-2022.pdf>.



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Our reason for arranging this session was due to an interest shown by various CTA members in the topic. At CTA, we want to support our members as best we can in order to help develop the CT sector and help it continue to thrive. It's so helpful for us when you let us know of any issues or queries you have, as it helps us to understand how we can support you and connect you with the right experts. With that in mind, if you have any topics you'd be interested in learning more about, or any suggestions for future CTA Scotland Member Meetings or events, please do let us know and we'll do our best to facilitate this. If you'd like to get in touch, send us an email to [scotland@ctauk.org](mailto:scotland@ctauk.org)."



## CTA Scotland – Conference in Perth 20 September 2022



CTA: "Our Scotland Conference is back! Join us in Perth on 20 September to re-connect, learn and inspire. FREE for CTA members! Register now to secure your place.

<http://bit.ly/3zy1XMa>."

<https://twitter.com/CTAUK1/status/1554782481005613057/photo/1>

### Scotland – Without Lifeline East Ayrshire Bus Service, these Women Might never Leave the House

STV News: "Rising fuel costs and a lack of volunteers are putting lifeline travel services for some of Scotland's most vulnerable people at risk. The Community Transport Agency [sic Association] says almost a third of members have had to cut services, with nearly twice as many having to increase prices to those who can least afford them. Volunteers who use their own cars to provide travel can claim 45p per mile from the UK Government – an amount that hasn't changed despite rapidly rising fuel prices. Meanwhile, bus services usually funded by grants or donations are either struggling to meet the costs or have slowed due to the cost-of-living crisis. It's leaving organisations with difficult decisions to make – especially in rural areas where public transport options are at a premium.

Susan Dever runs Coalfield Community Transport, which operates 18 buses across rural East Ayrshire, around Auchinleck and Cumnock. 'There is only so far you can stretch your income and if we can't cover those fuel costs, we are going to have to look at cutting services,' she says. Rising fuel costs and a lack of volunteers are putting lifeline travel services for some of Scotland's most vulnerable people at risk. Rural communities rely on these services to help with their shopping, get them to the doctors and to get out. Sometimes the people on one of our buses can be the only people they speak to in a week.'



Thursday mornings provide a great example of what Susan means. 13 women, all over the age of 65, are picked up at their front door, driven to the town's shops, collected and dropped back home again – a genuine door-to-door service. The driver Gordon knows them all by name, his route by memory – and he helps every single one of them on and off the bus, drops their shopping in the house and waits to make sure they're safe before heading on to the next home. It's a small gesture that, in a rural environment with vulnerable passengers, makes all the difference. They pay just a £5 annual membership to use the bus. To the women, however, it's priceless. 'It lets me go for my messages once a week,' says Betty, one of the Thursday regulars. 'If it didn't exist, I'd never be out the house. It's the only time I'm out, that's me till next Thursday.'



'It does a lot for me, I'm getting out and about and meeting people and it's safe – it's really important,' adds Barbara, who also takes advantage of cheap days out through the group. If services like these are forced to make cutbacks, it's the passengers who will suffer. Covid and the cost-of-living crisis has led to a surge in demand, just as the number of volunteers who work with them has dropped from ten to one. In rural areas such as East Ayrshire, there are also connectivity issues. From the village of Cronberry, a walk to the nearest bus stop is around half a mile along an unpaved narrow country road. Even if a passenger could make the walk safely, the

bus services available at the end of the road are hourly and a journey to Glasgow requires three changes and can take two-and-a-half hours. 'Public service buses have been cut, there aren't car-sharing schemes, active travel doesn't work, car ownership isn't a realistic option for people, so this service gets these people to things we take for granted,' says Susan. 'It's just so sad to think that people would be sitting isolated in their homes.'

<https://news.stv.tv/west-central/cost-of-living-without-bus-service-in-east-ayrshire-these-women-might-never-leave-the-house>

## Scotland - The Ready2Go Around Inverurie Transport Service Extended for Another Year

Aberdeen Live: "The Ready2Go Around Inverurie transport service has been extended for another year. It comes after Aberdeenshire Council said it had a far greater understanding now of how enhanced DDRT services operate. The Monday to Saturday Ready2Go Around Inverurie service involves five minibuses operated by Watermill Coaches under contract to the council. The route covers Inverurie and the surrounding area, including the communities of Insch, Rothienorman, Oldmeldrum, Kintore, Kemnay and Monymusk. It picks up and drops off booked passengers at physical or virtual bus stops. It does not have a fixed route or timetable, as the management software calculates the route and times dynamically based on each individual passenger booking. An analysis by consultants Stantec, commissioned by the Council and Nestrans to evaluate the pilot service, found that the DDRT has been performing well compared with the previous timetabled fixed route supported bus services.

Ewan Wallace, Head of Environment and Sustainability at Aberdeenshire Council, said: 'Our pilot service was introduced to test a revised approach to the provision of supported bus services which came at a particularly apt time given the change in travel needs and travel demands arising from the Covid pandemic. The data from our analysis suggests that the Ready2Go service has been successful in helping to reverse ongoing bus patronage decline. The continuation of the pilot will allow us to work with our supplier on software development to further improve the service for a more rewarding experience for all our passengers across the Ready2Go area. Furthermore, it will enable us to explore, along with Transport Scotland and other organisations, additional funding streams for DDRT which is currently high profile in both national and regional transport strategies. In this respect, our Ready2Go Around Inverurie service is at the forefront of trialling rural DDRT both within a Scottish and UK context.'

Infrastructure Services Committee chair and Nestrans chair Cllr John Crawley said: 'The feedback and data from the initial trial period is encouraging, particularly in terms of increasing passenger numbers. By extending the service for a further year we'll be able to gather more information on passenger trends and we hope those using the service will continue to find it useful.' Committee vice-chair Cllr Isobel Davidson added: 'It is particularly encouraging that the Ready2Go service seems to be proving popular with young people. There is evidence that the app approach suits a large number of people but the council will continue to provide support for those wishing to book by phone.'

There are around 1,100 passenger trips made every week. Customers can place bookings at any time using the free app, which is available from the Apple Store or Google Play Store. Passengers without a smartphone who are unable to use the Ready2Go DRT app can phone the council on 01467 535 333 to book their bus. Passengers can also request a bus for an immediate ride or ask for a future departure time. The estimated time and pick-up location are provided when the booking is confirmed. Before the trip is due, passengers are provided with automated text updates confirming their pick-up. The app enables passengers to track their Ready2Go bus on a map in real-time. The public transport journey planner in the app also provides the times of any other bus services operating in the area."

[https://www.aberdeenlive.news/news/aberdeen-news/ready2go-around-inverurie-transport-service-7414145?int\\_source=mantis\\_rec&int\\_medium=web&int\\_campaign=more\\_like\\_this](https://www.aberdeenlive.news/news/aberdeen-news/ready2go-around-inverurie-transport-service-7414145?int_source=mantis_rec&int_medium=web&int_campaign=more_like_this)

