



Community & Voluntary Transport at



The TAS Partnership Limited
Passenger Transport Specialists

Newsletter No.35 August 2023

Edited by John Atkins (Principal Consultant)

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 Licence Review.

Following last year's consultation, DfT has now published Call for evidence on opportunities for changes to the driver licensing regime – summary report.

This includes a section on D1:

"Consultees were asked if they would support the removal of the requirement to obtain a D1 licence test to drive a minibus. Of 2,052 who answered the question, most (73%) were supportive. This included three in ten (31%) who were supportive with additional stipulations. Around one in four (23%) were not supportive, while one in twenty (5%) were unsure...

Those who were supportive dependent upon additional stipulations were asked to indicate from a tick-list what those additional stipulations should be. Most of these consultees believed that there should be a minimum age requirement (86%). This was followed by around half (49%) who thought that there should be a mandatory requirement to undertake additional training such as MiDAS and two-fifths (41%) who believed that there should be compulsory medical requirements. Around three in ten (29%) believed that there should be compulsory conduct requirements



and/or requirements at renewal stage (also 29%). Around one in six (16%) thought that there should be another stipulation.

Those who were against D1 requirement removal were asked about their concerns. Of 461 consultees who answered the question, most (92%) raised safety concerns, three-fifths (61%) had concerns about poor driver skills and one-fifth (21%) indicated other concerns. Other concerns included worry about inexperience of younger drivers, impacts on driving standards and that it could be dangerous."

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1161186/driving-licensing-review-summary-responses.pdf

UK – HM Government Publishes "Unleashing Rural Opportunity" Report.

This new report outlines "four broad priorities that are key for rural areas to thrive. These are already being supported by many existing policies and this document underlines our commitment to further improving the quality of life for rural people by setting out additional initiatives we will undertake." The four priority areas are: Growing the rural economy; Connectivity; Homes and energy; and Communities. Under Connectivity, transport issues are covered with the following commitments:

-) "Publish a Future of Transport Rural Strategy setting out principles to support new innovative technologies in improving access to services, tackle isolation and increase access to jobs in rural and remote areas.
-) Following our recent consultation [see item above], do further evidence-gathering on the entitlement for drivers who passed their car test to drive a light lorry or van (C1 entitlement) without the need for a separate test, just as anyone who received their licence prior to 1997 can already do. Our consultation showed 73% of respondents said they would support the removal of the requirement to obtain a D1 licence test to drive a minibus.
-) Consult soon on reform of bus funding, including options to better support rural areas and stimulate new routes where there is little or no coverage."



https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1161242/Unleashing_rural_opportunity.pdf

UK – Government Research Exploring Loneliness Stigma through Qualitative Interviews and Focus Groups. Department for Culture, Media & Sport has published some findings based on research into the stigma of loneliness and the reasons why individuals are reticent to admit to being

lonely. <https://www.gov.uk/government/publications/research-exploring-the-stigma-associated-with-loneliness>

England – DfT BSOG Guidance Update for Zero Emission Buses Operated by a CT. The latest update is summarised as follows: “ZEB claims information, including ZEB claims from 1 April 2023, added.” TAS has queried with DfT whether ZEB claims by s19 Permit operators covers vehicles with 8 or fewer capacity operating a DRT service for disabled people under a s19 Permit. <https://www.gov.uk/government/publications/bus-service-operators-grant-guidance-for-community-transport-operators>

UK - CTA News Update

-] UK Membership review survey launched
https://ctauk.org/revitalise-your-cta-membership-join-the-review/?fbclid=IwAR3zZHck9fZbrVfgG1LxwDv6hcR6gFALDcd-R6Du_GPjbMXZOFk_B2LDYks
-] UK – Community Transport Week, 16-21 October 2023: A week-long celebration of the impact of community transport!
<https://ctauk.org/community-transport-week-2023/>
-] UK - Community Transport & the Pathway to Net-Zero
<https://ctauk.org/community-transport-the-pathway-to-net-zero/>
-] UK - Organisational Blue Badges – Understanding CT’s Challenges
<https://ctauk.org/organisational-blue-badges-understanding-cts-challenges/>
-] UK – A fair deal for volunteers - Now’s your chance to contact your local MP and ask them to speak up for Community Transport volunteers...
<https://mailchi.mp/ctauk/ask-your-mp-to-stand-up-for-ct?e=378541f5a9>
-] England - Engaging with Non-Emergency Patient Transport Services
<https://ctauk.org/engaging-with-non-emergency-patient-transport-services/>
-] England – Call for evidence – Rural Transport in the East of England
<https://ctauk.org/call-for-evidence-rural-transport-in-the-east-of-england/>
-] England - Reflections on Tackling Loneliness Project
<https://ctauk.org/reflections-on-the-tackling-loneliness-in-england-project/>

UK – National Centre for Accessible Transport Advisory Committee Announced. In April, the new National Centre for Accessible Transport was seeking to form an expert advisory panel: “We’re looking for six people who have expertise in transport accessibility coupled with a lived experience of disability to join ncat’s Governance Board.” The result of that request has now resulted in the formation of the committee comprising:

-] Sukhi Clark (Chair, Motability Governor)
-] Solène Anglaret (Be Beyond Borders)
-] Helen Dolphin MBE (Dolphin Diversity Ltd)



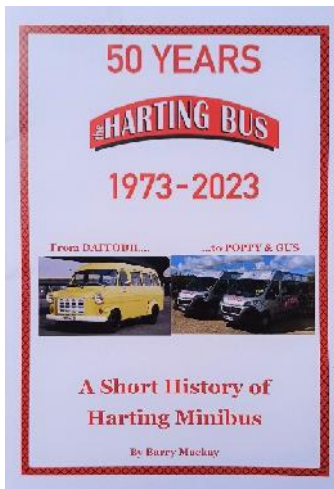
-) Agnes Fletcher (independent equity, diversity and inclusion advisor)
-) Dr Robert Gravelle (Transport for Wales)
-) David Hunter (Transport & Mobility Advisor, Mobility and Access Committee for Scotland)
-) Angela Hutchison (Disability Action, Belfast)
-) James Lee (City Bridge Trust)
-) Andrew Miller (Motability)

<https://www.motability.org.uk/motability-news/ncat-advisory-committee-appointed/>

West Sussex – One Year of Service for the Bourne Bus. Operating in Bourne, Chichester, Emsworth, Thorney Island and Havant, the Bourne Community Bus is celebrating one year in service in June. The free service runs on three days per week and has completed around 3,000 trips in the year. Those interested in volunteering time or making a donation should contact Andrew Kerry-Bedell on 07899 741939.

<https://www.sussexexpress.co.uk/news/people/free-volunteer-run-community-bus-service-celebrates-a-year-of-success-in-thorney-island-4174822>

West Sussex – New Booklet Celebrates 50 Years of the Harting Bus.



With 50 years of successful operations in the Hartings, providing links to Petersfield and Chichester, the Harting Minibus is one of the longest surviving community bus services in the country. Its history has now been recounted by Barry Mackay in 50 Years of the Harting Bus 1973-2023 - A Short History. It is particularly interesting to read how in the early years community activism and enthusiasm (along with the dire need for a bus service) was able to overcome many barriers in the pre-Permit era, and the fact that the bus subsisted for years without being able to charge any fares. Photos of the early operations using a Mk1 Ford Transit Crewbus (with side facing bench seats) show how far vehicles have improved. Barry

concludes: "I offer my heartfelt thanks to all those who went before for their hard work, commitment, foresight and, at times, stubbornness in founding and keeping such an enterprise going for half a century." The back cover reminds readers that volunteer drivers are always needed and appreciated to keep the two vehicle service moving. <https://www.hartingminibus.org.uk/>

East Sussex – CT Operators Benefit from Wealden District Council Support. Announcing its intention to keep SLAs in place with various voluntary sector organisations, Wealden District Council will continue to support Cuckmere Community Bus Limited and North Wealden Community Transport which are set to benefit from a share of £263,800 during 2023-2024.

<https://www.wealden.gov.uk/news/thirteen-organisations-to-benefit-from-money-awarded/>

East Sussex – Volunteers’ Week Recruitment Drive in Lewes Area. An appeal for volunteer drivers has been made by Newhaven-based CTLA and volunteer Dave Woods has been interviewed on film about his role as a volunteer. Dave said: “I got involved with CTLA initially to help transport children, and more latterly with the help and care in the community for mostly elderly people. And the reason I volunteer is because I have been in business all my life. It’s nice to put something back. People always associate putting back into the community in terms of donations and funds. But your time is probably one of the biggest commodities you can give.” Potential volunteers should contact CTLA at ctla.org.uk.

<https://www.sussexexpress.co.uk/news/people/volunteers-week-become-a-volunteer-driver-for-the-ctla-4170309>

East Sussex – Dame Vera Lynn Minibus Tribute from CT Sussex. One of the CT Sussex minibuses has been named after Dame Vera Lynn. Chief Executive Matt Roberts said that “we were honoured to have had Dame Vera as our patron during her lifetime and were incredibly grateful for all her support.” Dame Vera’s daughter Virginia Lewis-Jones commented: “one of my mother’s greatest achievements was her ability to lift people’s spirits, and naming the minibus after my mother sets out to do just that. This will ensure that people within the community who struggle to do all the things they want due to lack of transport, are provided with the means to overcome that.”



<https://www.theargus.co.uk/news/23605952.tribute-dame-vera-lynn-ditchling-bus-named/>

Isle of Wight – Plea for Community Bus Service to be Extended. Writing on the Yahoo news group Derek Ashmore, of Sandown has commented that: “Over the past few weeks, we, at the holiday park and residents of Perowne Way, have had the great luxury of having a weekly bus service while the bridge at Lake Hill was repaired. Now, as the repairs have finished, we are back to relying (and don’t get me wrong) on our community bus service, which is superbly driven by polite and exceptional people and the service is a lifeline to us. However, it only operates three times a week (Tuesday, Thursday and Friday) starting at Morrisons, Lake, at 9.45am, and the last bus back to Lake is 12.28pm from Sandown, which is no time at all. When Southern Vectis was approached on our behalf (by Cllr Paul Brading), the CEO was asked if it was possible to continue the service or one bus service when Lake Bridge was up

and running. His reply was that it was a matter of logistics. Well surely it could be implemented, as services 2, 3 and 8 were diverted down Perowne Way as the logistic problem (if there was one) was in operation during the work on the bridge. Also there is no community bus service on public holidays so people without own transport are, to coin a phrase, snookered or rely on taxis."

<https://uk.news.yahoo.com/please-sandown-lake-extend-community-040000248.html>

North Yorkshire – Little White Bus Praised in the Light of DRT Failure. Long-serving Wensleydale based CT Little White Bus has been referenced as a more sustainable model following the failure of the DRT Yorbus, which has been withdrawn on cost grounds. Some North Yorkshire Council members have lamented the £15 per trip cost of Yorbus and compared it much less favourably to Little White Bus which operates a number of services Swaledale, Wensleydale and Richmondshire. <http://www.richmondshiretoday.co.uk/little-white-bus-held-up-as-model-of-sustainable-community-transport-scheme/>. The alternative of North Yorkshire Council supporting mainstream CT services is raised here: <https://www.hambletontoday.co.uk/volunteer-run-buses-could-help-resolve-rural-transport-dearth-councillors-told/>. More on the Yorbus story here: <https://thestrayferret.co.uk/scrapping-yorbus-would-leave-thousands-without-a-bus-service-councillor-warns/>

It has not been a good year for Yorkshire DRT - Roger French has documented the recent failure of the East Leeds FlexiBus scheme here: <https://busandtrainuser.com/2023/07/02/40-a-ride-sees-plug-pulled-on-east-leeds-drt/> FlexiBus is also reported here: <https://www.route-one.net/news/east-leeds-flexibus-drt-trial-faces-early-termination/>. However, Roger has also reported on a more positive experience at Worcestershire on Demand: <https://busandtrainuser.com/2023/07/09/more-drt-travel-experiences/>

North Yorkshire – New Trustees Needed for York Wheels. Long-established CT operator York Wheels is currently looking for new trustees, particularly those who may have good communication skills and experience with fundraising or marketing. A representative from the operator explained that "as the business has grown, we are seeking to increase the number of trustees to help assist the charity in the field of community transport and as we move the business forward we urgently require skill sets in the above areas along with seeking someone with social media skills." Any potential new volunteers should contact York Wheels on 01904 551441 or email karen.woodward@york.nhs.uk. <https://www.yorkpress.co.uk/news/23594296.york-wheels-community-transport-looking-new-trustees/>

North Yorkshire – Efforts Continue to Revive Filey Community Bus. Following retirement of the previous operator of the Filey Community Bus, it

is hoped by the town council that a new operator can be found or formed. In the meantime a survey is being held amongst residents to understand the likely demand for the service, which ceased operating in May.

<https://www.thisisthecoast.co.uk/news/local-news/efforts-to-bring-back-files-little-bus-are-continuing/>

North Yorkshire – Tackling Loneliness Projects Across the County. A programme of new grants valued at a total of £450,000 from North Yorkshire County Council’s Stay Healthy, Independent and Connected Project have been awarded to 25 organisations “to help to point residents experiencing loneliness to specialist support and engage more in their communities... Work is also under way to support community transport schemes to ensure that those experiencing loneliness are given the ability to travel to events.” <https://www.thenorthernecho.co.uk/news/23615924.450-000-fund-community-work-tackle-loneliness/>

North Yorkshire – Chris Whitty praises CT in Nidderdale. Visiting various community projects around Nidderdale, including the Nidderdale Plus community transport scheme, the Government’s Chief Medical Advisor Chris Whitty commented that “it is really insightful to see how local people have found solutions to support their communities. What people are doing here in Nidderdale shows what can be achieved, and it is helping address some of the big challenges we face as a society.”

<https://www.harrogateadvertiser.co.uk/lifestyle/travel/professor-chris-whitty-praises-nidderdale-community-services-supporting-the-elderly-to-live-independently-4206932>

Suffolk – Free CT Bus Services for First Light Festival in Lowestoft. In order for young people living in the Kelsale and Yoxford ward to attend the First Light Festival on 17 June, Halesworth Area Community Transport operated two free minibus services for passengers aged between 13 and 17. <https://www.eastsuffolk.gov.uk/news/young-people-in-kelsale-and-yoxford-offered-free-transport-to-first-light/>

Suffolk – Go Start Community Transport is Seeking Trustees. Long-established Sudbury-based Go Start CT is looking for new trustees: “We need to strengthen and expand our small team of trustees. While particular skills such as fund-raising and finance are high on our list, we really do need others who have skills who can offer:

-) An understanding and empathy for passengers who may be disabled or disadvantaged.
-) An interest in the needs and aspirations of passengers to ensure they are being met



- J An oversight of Go Start's financial plans, updates and improvements to the type of services provided
- J Attendance at management meetings around every 6 weeks with readiness to add to discussions.
- J Awareness of Go Start's operations and services and are prepared to guide and develop future plans.

We can arrange training, introduction and assistance wherever it is needed. We can assist with travelling expenses where needed and we try hard to ensure all trustees and volunteers work together in support of our underlying aims of providing low-cost accessible transport to meet the needs and aspirations of any members of our community who may be isolated, lonely or feeling trapped because they cannot get out of their home to engage with friends or take part in essential or social activities. Please take a look at our website www.gostart.org.uk. Or please speak to Julie our administrator who is in the GoStart office on 01787 242116 Monday-Friday between 09.00 & 16.00 or email gostart.ct@gmail.com."

Suffolk – Closure of Boots' Stores Highlights Increasing Need for CT Services. With an issue that will be echoed in other parts of the UK, the impact of the proposed closure of 300 branches of Boots' on older residents is being considered in Suffolk. Ann Osborn, of charity the Rural Coffee Caravan said: "the more and more things disappear, the harder their closure is going to become and the more pressure on things like community transport and good neighbour schemes..." Chair of the Wardens Trust, Dr Alexander Gimson, commented that "there should be more community transport... many in the oldest age groups simply do not have the facilities to be able to go online..." <https://www.eadt.co.uk/news/23630585.suffolk-call-online-training-elderly-boots-shuts/>

Oxfordshire – CT Bus Service Launched in New Witney Housing Development. Responding to the needs of residents without car access at the new Kingfisher Meadows housing estate, West Oxfordshire Community Transport is to amend the 215 service timetable to incorporate three stops at the new development providing links to Witney town centre on an hourly basis from June 26 Monday to Saturday. <https://www.oxfordmail.co.uk/news/23592171.new-bus-service-serve-housing-estate-witney/> Also extensions to the 216 service are reported here: <https://www.oxfordmail.co.uk/news/23638936.community-transport-group-extends-bus-route-witney-supermarkets/>

Somerset – Kilve CT Volunteer Receives BEM in King's Birthday Honours. Local pub landlord and community activist Robbie Rutt has been awarded the British Empire Medal. Among his extensive voluntary activities, Robbie has been involved with CT operator Kilve and Holford Cars (KHARS). <https://www.somersetcountygazette.co.uk/news/23594616.robby-rutt-earns-bem-services-community-kilve/>

Northern Ireland - Department for Infrastructure Budget Cuts Announced. Community Transport in NI has been threatened with major funding loss due to DfI cost-cutting measures in the wake of the need to mitigate against a £112m funding gap. Budget allocations have now been announced and involve the following:

-) "Dial-a-Lift services and the Disability Action Transport Scheme will be funded from 1 August at 95% of the level allocated for April to July;
-) Funding for the Assisted Rural Travel Scheme (ARTS) will continue at current levels;
-) Community Transport provision for the longer term will be reviewed, to ensure that we are maximising both value for money and outcomes through these key services."

However, DfI is currently restricted due to the lack of a ministerial presence and has said that "it is recognised that some decisions that would need to be taken to live within budget allocations are not within the power of Senior Officials to take under the Northern Ireland (Executive Formation Etc.) Act 2022, amended by the Northern Ireland (Interim Arrangements) Act 2023 in the absence of an appropriate decision maker. These include... stopping the community transport programme.." <https://www.infrastructure-ni.gov.uk/news/department-infrastructure-outlines-final-budget-allocations-2023-24>.

Further reports on the NI CT situation are here:

-) <https://www.colerainechronicle.co.uk/news/2023/07/05/news/second-relieve-for-community-transport-44763/> and
-) <https://www.northernirelandworld.com/news/people/upper-bann-mla-jonathan-buckley-welcomes-funding-extension-for-community-transport-in-rural-areas-4207462>
-) <https://www.northernirelandworld.com/news/people/relieve-for-rural-community-transport-but-just-until-the-end-of-july-4209714>
-) <https://fermanaghherald.com/2023/07/relieve-but-community-transport-funding-is-cut/>
-) <https://www.impartialreporter.com/news/23636854.funding-cut-fermanagh-community-transport-service-saved/>

CTA has said it is "relieved yet concerned following DfI's Northern Ireland funding announcement...We are pleased that these damages and severe impacts have been averted and that our members will continue to receive funding to deliver this important and valuable work. However, as the population ages, the demand for the Dial-a-Lift service is increasing and the Partnerships are unable to meet demand. Therefore, this cut in funding, however small, is deeply unsettling for the CTA and our members...": <https://ctauk.org/community-transport-association-relieved-yet-expresses-continued-concern-following-dfis-funding-announcement/>. Meanwhile UTV has provided a timely news report on what Fermanagh CT means to the local community of the Safe Haven day centre in Enniskillen. Watch the film here:

<https://www.itv.com/news/utv/2023-06-27/community-transport-cuts-devastating-as-decision-over-future-expected-in-days>

Northern Ireland – Out & About CT Wins Lottery Grant. A very welcome £380,000 grant award has been made by the National Lottery Community Fund to Magherafelt-based Mid-Ulster Community Services to expand its Out & About Community Transport service. The funds will enable Out & About CT to expand its rural transport service to cover weekend and evening medical appointments and reduce their carbon footprint.

<https://www.northernirelandworld.com/news/people/mid-ulster-community-transport-service-receives-over-ps350000-in-lottery-funding-4190954>

Scotland – Aberdeenshire Council Revises its Approach to Community Transport Grants. A revised approach to the Aberdeenshire Community Transport Initiative (ACTI) has now been agreed by councillors. Aberdeenshire Council reports that “under the measures, new organisations will be allowed to apply for grants from the 2024/25 financial year onwards. Councillors were provided with the findings of a review undertaken earlier this year into the process for awarding grants to community transport organisations under ACTI. While recognising that there is a risk that existing grant-holders could have their new applications rejected or grant funding reduced, given that it is expected that there will be no increase in budget, officers maintained that the proposal is in the interests of fairness and intended to stimulate development of new projects and services across the region. There is a large spread in the values of grants awarded for the 2023/24 financial year ranging from around £9,000 to £150,000 per annum. The two largest grants account for £300,000 in total which is approximately 74% of the budget. Under the agreed changes, the maximum grant which can now be requested by any organisation will be capped at 40% of the budget which currently stands at £396,000.”

<https://online.aberdeenshire.gov.uk/apps/news/release.aspx?newsid=9098>

Scotland – Minibus Options Delivers Electric Minibuses to Scottish CT Sector. Financed by the Plugged-in Communities Grant Fund, Whaley Bridge-based vehicle manufacturer Minibus Options has been supplying electric



minibuses to a number of Scottish CTs. Fred James of Minibus Options commented that “by embracing electric minibuses, these operators can significantly reduce their carbon footprint and contribute to Scotland’s ambitious climate goals. The electric minibuses supplied by Minibus Options offer numerous advantages for community transport operators and the

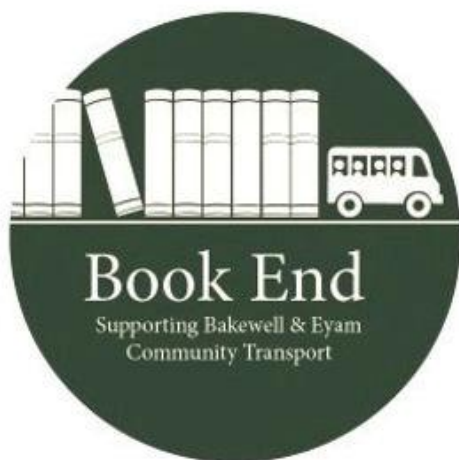
communities they serve." <https://cbwmagazine.com/minibus-options-supplies-electric-minibuses-to-scottish-ct-operators/>

Scotland – Community Bus in Forres Seeks Rebrand. Operating since 1973, the Forres Osprey Bus has decided that a change of image is required. This is partly due to people thinking the bus is in some way connected with the Osprey bird. Members of the community have been approached to decide on options for the rebrand at the Highland Games. Chair Shaun Moat said "I've been stopped and asked about Osprey birds so many times! I regularly explain that the bus doesn't have anything to do with them but is for the folk of Forres! With the new bus almost ready for delivery, we think there is a great opportunity to re-brand and allow the community to come up with the new design and name." Further information from liz@forresospreybus.co.uk. <https://www.forres-gazette.co.uk/news/community-bus-needs-new-name-and-logo-317701/>

Scotland - Moray Council's m.connect Dial-a-Bus service in Healthcare Access Debate. The announcement of the closure of the Burghead and Hopeman branch GP surgeries has caused concerns around the use of the m.connect Dial-a-Bus service, and sudden demand to take patients to a GP further afield. "The council-run m.connect bus service was trialled as a solution to take patients from Burghead and Hopeman for appointments in Lossiemouth. But the buses are used for school transport. So operating hours are limited to 9.15am to 2.30pm Monday to Friday during term time." Local councillor Mrs Mustard "wants clarification over the purpose of the service and does not want it 'hijacked' for patient transport.... There are also concerns that a council service could be used to mitigate cuts being made by another organisation..."

<https://www.pressandjournal.co.uk/fp/news/moray/5872999/could-moray-council-dial-a-bus-service-be-hijacked-for-patient-transport/>

Derbyshire – Bakewell & Eyam CT's Secondhand Bookshop. The



fundraising power of secondhand bookshops has been well-proven by Oxfam, whose bookshops are now often the best in town. A similarly interesting enterprise is the Book End Bookshop in Bakewell, which has the sole purpose of generating funds for Bakewell & Eyam Community Transport. CT's operating retail projects often find that passengers are a ready source of stock donations and the ability for vehicles to collect items at people's homes makes for a very useful facility that many charity shops do not have.

<https://www.bect.org.uk/bookend>

Devon – Okehampton CT Appeals for Volunteers. Drivers are needed for the Okehampton and District Community Transport Group as demand for the service is increasing. Manager Sue Wonnacott puts the new demand down to “a combination of factors including the growing population in the town and surrounding area as more houses are built, an increase in life expectancy, people choosing to give up driving as they age and fewer family members living close by to offer transport help.” Potential volunteers should contact Okehampton CT on 01837 55000 or email office@odctg.co.uk. <https://www.okehampton-today.co.uk/news/okehampton-transport-group-calls-out-for-more-volunteers-621692>. Plus good news on the money front for Okehampton CT: <https://www.okehampton-today.co.uk/news/freemasons-grant-ps15000-to-local-transport-support-group-624080>

Devon – Dawlish CT Invites the Public to AGM. Trustees of Dawlish Community Transport invited the general public to attend its AGM on July 6 in order to create a better understanding of the group’s work. <https://www.middevonadvertiser.co.uk/news/public-invited-to-community-transport-agm-623078>

Nottinghamshire – CT4N Adopts Living Wage Standard. Community transport operator CT4N has become the latest organisation to provide a real financial boost for its employees during the cost-of-living crisis after becoming an accredited Living Wage Employer. The not-for-profit bus firm has not only pledged to pay all its staff well above the statutory minimum wage, salaries even exceed the Living Wage Foundation’s recommended £10.90 per hour. On becoming one of the latest of 13,000 employers to sign up to the Living Wage campaign, Ian Combellack, CT4N Managing Director, explained: “We recognise that our workforce is our most valuable asset, and it’s only fair they should be paid appropriately for all their hard work and professionalism. As a result, all our employees receive at least £11.13 an hour, and we’re sure this commitment to fair pay will help us to retain and reward colleagues, while helping us find new recruits for our friendly and diverse team. This will be vital as we look to achieve our mission to provide a range of transport solutions to reduce social isolation and promote community cohesion across Nottingham and Nottinghamshire.” In addition to the Living Wage, CT4N offers a host of employee benefits, including a generous holiday allowance and a long-service award scheme that includes additional leave. Employees can also take advantage of a cycle-to-work



initiative and private healthcare, as well as participation in a scheme that offers discounts on a range of electrical goods. It's currently recruiting drivers for its community services, as well as commercial operations that support its charitable work. Further information about these vacancies, and applications for jobs, can be found on the CT4N website at www.ct4n.co.uk. For further information please contact Barry Allitt, CT4N Operations Director, on 0115 986 3355 or Martin Farrow at QED Public Relations Ltd on 01332 742535 or 07771 970025.

Essex – Tiptree Residents Call for Community Bus Service. In order to reduce congestion and serve commuters, a community bus service has been mooted for Tiptree, based on a similar operation run by the Coggeshall Community Bus. Tiptree resident Michelle Olley said "running a community bus would reduce unnecessary cars on the road and free up parking in Witham and Kelvedon for other users. Having a community resource like this, staffed by the community, could also be utilised beyond the commuter hours and be utilised for local residents to bring them into the village to shop, dine or to the Community Fridge and Café. This helps the community and infrastructure. It would also help people into the village to reach the surgery and dental surgery."

<https://www.maldonandburnhamstandard.co.uk/news/23591282.tiptree-residents-call-community-bus-support-commuters/>

Worcestershire – Benefit Concert for Wye Forest Dial-a-Ride. The Kidderminster Male Choir staged a benefit recital in July in aid of Wyre Forest Dial-a-Ride, which recently suffered vandal attacks on two minibuses. Choir member and communications manager John Parkinson said: "Dial-A-Ride provides a great service for people without access to their own or public transport, enabling them, for example, to go shopping, attend medical appointments, or visit friends and relatives. When we heard about the vandal attack and the extent of the loss we wanted to help and hope to raise a substantial sum".

<https://www.kidderminstershuttle.co.uk/news/23585231.kidderminster-concert-charity-vandal-attack/>

Trustee Recruitment & Community Transport by John Atkins

Trustees seem to be in short supply. All voluntary sector CT operators are required to maintain a functioning management board but this is often easier said than done. Depending on governing documents and constitution, this board might be referred to as directors, committee members, board members, or trustees. They have the same function and legal status whatever term is used, and are here referred to simply as 'trustees'.

Whilst I'm not sure that there was ever a rose-tinted era in the CT sector when trustees were plentiful, skilled, focussed and enthusiastic, there is certainly a current challenge that has been growing over the last few years in that many CT operators are struggling to maintain a management board, both in terms of overall numbers and requisite skills and experience. There is evidence that this is a problem in the wider voluntary sector, though some charities do better than others. Engaging younger trustees is especially difficult: managing a community transport service is a hard sell to many under 30s!

CHARITY TRUSTEES



**Be certain
in uncertain
times.**

Recruiting trustees is one area that is somewhat outside the bounds of management control, and cannot be 'bought in'. There is also a somewhat fluid definition of trustees' roles and a degree of uncertainty around a number of key issues such as:

-) Are we quorate at the AGM?
-) How many trustees should we have? (Governing documents usually set a legal minimum of 2 and a practical maximum that might be as many as 15)
-) What is the best balance of skills and experience?
-) Should our trustees be drawn from our users or from wider stakeholders?
-) Should we rotate the chair position?
-) Should there be a succession plan?
-) Should we have local councillors on the board?

It is difficult to answer these questions as circumstances differ widely. On the question of how many trustees make for a stable, diverse and functioning

board, it is possible to look at a cross section of CT operators based on the data they have submitted to the Charity Commission. The table below presents data from a sample of 50 CT operators of different kinds from all corners of the UK and can be viewed as a snapshot of the CT sector based on last year's returns.

Name	Location	Trustees	Income
Brentwood Community Transport	Essex	5	£250,000
Bridge Accessible Transport	Northern Ireland	4	£420,000
Bridgend Community Transport	Wales	5	£250,000
Broughton Astley Community Bus	Leicestershire	3	£3,500
Chilterns Dial-a-Ride	Buckinghamshire	4	£176,961
Community Transport	West Midlands etc	5	£3,400,000
Compass Community Transport	Tyne & Wear	5	£390,000
Dene Valley Community Transport	Durham	7	£65,000
Derbyshire Community Transport Ltd	Derbyshire	5	£1,000,000
Dore Community Transport	Herefordshire	7	£53,627
Dundee Community Transport	Scotland	5	£47,000
Ealing Community Transport	Greater London etc	7	£5,100,000
Easilink Community Transport	Northern Ireland	9	£700,000
East Durham Community Transport	Durham	4	£155,000
Erewash Community Transport	Derbyshire	8	£800,000
FACT Community Transport	Cambridgeshire	4	£552,422
Fermanagh Community Transport	Northern Ireland	5	£480,000
Halton Community Transport	Halton	5	£650,000
Hay and District Dial-a-Ride	Wales	7	£106,451
Holsworthy Rural Community Transport Limited	Devon	5	£130,000
Horsleys Community Bus Association	Kent	4	£5,000
Kennet Community Transport	Wiltshire	9	£20,000
Keynsham & District Dial-a-Ride	Bristol	6	£171,817
Knotty Ash Community Transport	Merseyside	3	£692,138
Lagan Valley Rural Transport	Northern Ireland	5	£340,000
Lammermuir Community Transport	Scotland	3	£35,000
Lewisham Community Transport Scheme	Greater London	3	£105,000
Little Green Bus Ltd	Lancashire	5	£170,000
Lothian Community Transport Services	Scotland	4	£495,000
Lune Valley Transport Enterprise Ltd	Lancashire	5	£3,000
Manor Community Transport	South Yorkshire	4	£46,438

Name	Location	Trustees	Income
Merton Community Transport	Surrey	9	£600,000
Newry And Mourne Community Transport	Northern Ireland	6	£195,000
North East Equality & Diversity Ltd	Northumberland	4	£615,000
Order of Malta Dial-a-Journey	Scotland	9	£920,000
Pembrokeshire Voluntary Transport	Wales	5	£205,000
Pontardulais Community Car Scheme	Wales	3	£9,500
Port Glasgow Voluntary Trans-Port Group	Scotland	5	£89,000
Reeth & District Community Transport	North Yorkshire	8	£65,000
Ryedale Community Transport	North Yorkshire	7	£500,000
South Antrim Community Transport	Northern Ireland	8	£325,000
South West Community Transport	Scotland	4	£130,000
Speke Garston Minibus Agency	Merseyside	4	£305,000
Sutton Community Transport	Greater London	4	£700,000
Travol Community Transport	Wales	3	£370,000
Walsall Community Transport Ltd	West Midlands	4	£1,300,000
Waltham Forest Community Transport	Greater London	5	£1,300,000
Welsh Border Community Transport	Wales	9	£200,000
Wolds Community Transport Project	Lincolnshire	4	£2,587
Wyvern Community Transport	Essex	5	£200,641
Average Number of Trustees	-	5.3	-

The data above has been selected to enable any correlation or trends to be noted around location (are trustee levels higher in some parts of the country than others?) and income levels (do the bigger operations enjoy a fuller compliment at board level?). However, the sample indicates no such trends – the lack of trustees is a problem in all areas and affects operators irrespective of scale. The broad question that does emerge, however, is whether an average of five trustees is adequate. For many projects, especially the bigger ones, I would suggest not. Many CTs are actively trying to recruit new trustees and find it extremely difficult.

A few suggested approaches that might be useful are:

-) Use of volunteer centres and the 'Do-It' website;
-) Package trustee positions as being short term (12 months) and avoid the implication of longer term commitment;
-) Use social media and informal networks;
-) Headhunt – approach trustees who are already working for another charity and see if they are interested in a second role (many trustees sit on more than one charitable board) – in general be proactive and engage with potential trustees and don't wait for them to come to you; and finally:

- J Ensure your board structure, responsibilities and roles are clearly set out and readily communicable to those outside of your organisation.

CTs should also be aware of these essential background materials:

The Essential Trustee - 6 main duties

- J https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/544220/Jigsaw.pdf

Charity Trustee – What's Involved?

- J <https://www.gov.uk/guidance/charity-trustee-whats-involved>

5-Minute Guides for Charity Trustees

- J <https://www.gov.uk/guidance/charity-commission-guidance#minute-guides-for-charity-trustees>

The Essential Trustee: what you need to know, what you need to do

- J https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/866947/CC3_feb20.pdf

There is also a significant amount of general guidance on how to recruit trustees:

- J <https://www.gov.uk/government/publications/finding-new-trustees-cc30/finding-new-trustees>
- J <https://reachvolunteering.org.uk/trustee-recruitment-cycle>
- J <https://www.ncvo.org.uk/help-and-guidance/governance/responsibilities-for-boards/recruiting-and-inducting-trustees/#/>
- J <https://www.acevo.org.uk/reports/recruiting-a-chair-trustees-and-chief-executive/>
- J <https://www.civilsociety.co.uk/static/uploaded/3010c816-9b5f-473c-ba86f77ec9a8c50c.pdf>
- J https://www.charityexcellence.co.uk/Home/BlogDetail?Link=Charity_Trustee_Recruitment
- J <https://www.inspiringscotland.org.uk/publication/how-to-recruit-trustees/>
- J <https://www.charitysetup.org.uk/checklist/recruit-your-trustees/>
- J <https://www.markeluk.com/articles/how-to-recruit-trustees-for-your-charity>

We invite feedback from any CT operator who has any tips or success stories to share!



"Sign here to indicate you have no idea what you're letting yourself in for."



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