



## Newsletter No.56

Edited by John Atkins (Principal Consultant). Published July 2025.

### UK – DVSA Update to DVSA’s Roadside Prohibition

Notifications. We assume this change will apply to Permit operators as well. DVSA: “The tool used by DVSA roadside enforcement colleagues to record vehicle encounters is being updated.

- ) What’s changing? From 18 June 2025, if your Operator Licence has an email address recorded, you’ll receive prohibition notifications by email instead of by post. The email will include all the information usually included in the letter. This update will make the process quicker, more efficient and environmentally friendly. You will still be given a physical prohibition at the roadside and receive clearance notices by post.
- ) What if I don’t have a recorded email address? Operators without an email address recorded will continue receiving letters to their business address.
- ) What’s next? We’ll continue making improvements over the coming months and will let you know about anything new.

<https://content.govdelivery.com/accounts/UKDVSA/bulletins/3e494bb>

GB - CTA Protecting Section 19 and Our Children & Young People. CTA has recently responded to the ongoing calls for minibuses to be placed under a more regulated regime following a 1993 fatal school minibus accident. David Kelly writes: “Passenger safety is of paramount importance to us and our members. We work together every single day to deliver safe, legal and comfortable Community Transport journeys...However, there have been renewed calls in recent months from some quarters for schools across the UK to be prevented from operating minibuses under the trusted Section 19 permit regime. We are concerned that, while the campaign based on a tragic fatal accident from 1993 is well-intentioned, it risks dismantling a proven approach to safe school transport with serious unintended consequences. Our CEO, Dr Victoria Armstrong, has therefore written to Simon Lightwood MP, the Local Transport Minister, to set out our position on this matter. Mr Lightwood’s portfolio includes responsibility for the operator and driver licensing regimes

governing our sector. You can read Victoria's letter in full here <https://ctauk.org/sites/default/files/2025-06/news/Letter%20to%20Simon%20Lightwood%20MP%20-%20Protecting%20Community%20Transport%2C%20Children%2C%20Young%20People%20and%20Teachers%20-%20CTA.pdf>."

## CTA Updates

- J Michelle Kelsall reflects on our CTA Cymru 2025 Conference <https://ctauk.org/news/michelle-k-reflects-our-cta-cymru-2025-conference>
- J How E-Bikes Are Reaching New Communities: Learnings from our Wales Conference <https://ctauk.org/news/how-e-bikes-are-reaching-new-communities-learnings-our-wales-conference>
- J 5-year Strategic Direction and Priorities 2025-2030 <https://ctauk.org/sites/default/files/2025-06/CTA%205-year%20strategic%20direction%20and%20priorities%202025-2030.pdf>
- J Top Tips for Car Clubs <https://ctauk.org/news/top-tips-car-clubs>
- J Building a Stronger Future Together: CTA's Strategic Direction 2025–2030 <https://ctauk.org/news/building-stronger-future-together-ctas-strategic-direction-2025-2030>
- J DVSA Maintenance Session with Members – Q&A Session <https://ctauk.org/news/dvsa-maintenance-session-members-qa-session>

## England – CTA Survey on the Future of Community Bus Services.

CTA has been conducting a survey (until 11 July) aimed at exploring "how Section 22 permits are used to deliver community bus routes across England. We are keen to understand the experiences of those currently operating Section 22 services, those who have considered but not used them, and those supporting these services at a local authority or council level. Your insights will help us identify opportunities, challenges,



and support needs – and shape future guidance, policy, and funding recommendations. This survey is the first stage of engagement in a wider programme of interviews, case studies, and workshops. We will also be discussing emerging findings at the CTA England Conference on 16th September and invite you to sign up for our Deep Dive Engagement Group to stay involved." [https://www.surveymonkey.com/r/CommunityBus\\_S22](https://www.surveymonkey.com/r/CommunityBus_S22) also <https://www.rsonline.org.uk/the-future-of-community-bus-services-have-your-say>

## England –New Report Highlights Inequalities Amongst Older People Living in the North.

The Northern Health Science Alliance has published a report Ageing in the North, which concludes: "The experience of growing old in England is unequal. Older people in the North of England come up against an alarming range of disadvantages in health, housing, employment and living standards, compared to those in the South. They are more likely to be poorer, less healthy, physically inactive, lonely and live shorter lives. They have access to fewer jobs at lower rates of pay and face higher levels of unemployment. This exacerbates poverty among the older population in the North." One of the recommendations is to "develop tailored place-based strategies to reduce loneliness among older people, focussing on groups at highest risk, such as women, minoritised ethnic groups, those living alone or with poor health, in northern communities where isolation is often compounded by limited services and public transport."



<https://www.thenhsa.co.uk/2025/06/older-northerners-struggle-with-alarming-inequalities-compared-to-people-from-the-south/>

## Norfolk – North Norfolk CT Celebrates 25 Years of Successful Operation.

In celebration of its first quarter century of service, North Norfolk Community Transport has offered five days of free travel to its passengers. Chief executive Jane Bishop said: "Being able to reach the shops on our buses can often be the difference which allows people to remain living independent lives in their own homes. North Norfolk is beautiful, but living in a rural place is often very lonely if you can't leave your home. Our passengers make new friends on the bus, so we also play a key role in tackling isolation."



<https://www.northnorfolknews.co.uk/news/25237255.north-norfolk-community-transport-celebrates-25-years/>

Greater London – Sustaining Supermarket Access in Waltham Forest. Waltham Forest Community Transport's Door to Store service supports residents in Walthamstow, Chingford, Leyton and Leytonstone who face barriers to visiting supermarkets. Now a new partnership with the Vistry Group is enabling the service to continue to enable access to supermarkets. Managing director of Vistry East London Kevin Delve said:

“The Door to Store initiative makes a real difference to people’s lives – not just by helping them get to the shops, but by creating opportunities for connection, independence, and community – and so we are delighted to partner with Community Transport Waltham Forest to support the service.” Councillor Ahsan Khan, deputy leader and cabinet member for housing and regeneration at Waltham Forest Council added: “Thanks to this partnership with Vistry Group and the hard work of Waltham Forest Council’s Social Value Team, the Door to Store initiative will continue to help local people live independently and provide older residents with a welcome opportunity to socialise.”

<https://www.guardian-series.co.uk/news/25241623.door-store-transport-service-waltham-forest-sustained/>

**Northern Ireland – Community Transport and Health Care Appointments.** The Department for Infrastructure has resumed discussions with the CT sector around its links to healthcare journey provision, following a briefing involving Infrastructure Minister Liz Kimmins. CEO of Easilink Community Transport, Claire Russell welcomed the move: “A number of years ago, the Department for Infrastructure established a Cross Departmental ‘Transport to Health’ Working Group which focused on how community transport could further support transport to and from various health care settings. We learned earlier this week that DfI have committed to reviewing both the terms of reference and membership of this cross-departmental group. Our members are absolutely dependant [sic] on Easilink to get them to hospital and health appointments. The area we serve is significantly disadvantaged and it is important that the knowledge and experience our sector contains are central to discussions around and development of health-related transport models.

As well as discussing potential opportunities, we were also able to outline the significant challenges facing our sector, including driver shortages and financial pressures brought about by ever increasing costs and a ‘real terms’ year on year reduction in funding. Community Transport’s role is one that provides affordable, accessible rural transport connecting people and helping them to live healthy and happy in their communities. Our members rely on us for accessing health appointments, need it for shopping – need it to remain connected to their community and to reduce social isolation and loneliness.

Our funding is based on historic funding allocations as opposed to actual need and the demand for services within the Easilink operational area is growing exponentially, week to week. The future of community transport, where we are equipped to meet the ever-increasing needs of our much-valued members will require our sector to be appropriately funded both in the short term and put on a long-term sustainable footing.”

<https://www.strabaneweekly.co.uk/community-lifestyle/2025/06/12/gallery/community-transport-join-the-conversation-about-health-and-transport-57968/>

Northern Ireland - Rural Driver Training Initiative launched. Easilink Community Transport has also launched a new 'Be Driven' driver training programme, aimed at training eight community representatives from across the rural District Electoral Areas of Derg, Faughan and Sperrin to obtain D1 minibus licences. This programme is intended to strengthen the capacity of rural organisations by addressing the shortage of qualified minibus drivers and improving access to affordable and inclusive transport. The project supported by PEACEPLUS, a programme managed by the Special EU Programmes Body and funded through Derry City and Strabane District Council's PEACEPLUS Local Co-Designed Action Plan under the Thriving and Peaceful Communities Theme, which supports activities that build positive relations and enhance cross-community cohesion in rural areas. Project Co-Ordinator with Easilink CT Charlene Devine commented: "We're thrilled to be supporting such a dynamic and diverse group of rural organisations. The 'Be Driven' programme is about much more than driving – it's about connection, participation, and making a real difference to the quality of life in rural areas."

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<https://www.derrynow.com/news/home/1829244/rural-driver-training-initiative-launched-across-rural-districts.html>

Guernsey – Charity Transport Service is Withdrawn. Funding



problems have prompted an accessible transport service to be cancelled by a Guernsey project from UnLtd, an agency that offers support services for social entrepreneurs across the UK. Its project at the Ron Short Centre in St Peter Port required the transport service to enable workers with disabilities to reach the location.

The move follows an application to a Social Investment Fund being rejected. UnLtd said that "An independent review of community

transport confirmed that UnLtd delivers valuable services at a fraction of the cost the States would pay for equivalent provisions. Yet this fact has been

ignored, leaving disabled islanders without sustainable transport options." The States of Guernsey said options available to islanders without transport included the Voluntary Car Service, which was available through Health Connections, and people struggling with the costs of transport could also apply for income support "For the avoidance of doubt, the States of Guernsey has not withdrawn any recent funding from charities who provide community transport. Instead, the States of Guernsey is already proactively working on a cross-organisation project to develop a joined-up plan for community transport, including how it can work with the charities sector to deliver this. In addition, the comments made by the charity contain some inaccuracies which will be addressed shortly." <https://www.bbc.co.uk/news/articles/cy8d325y1ggo> Subsequently the States of Guernsey has announced some lifeline funding to keep the service running until the end of 2025. <https://www.bbc.co.uk/news/articles/c0rvjxwn4l4o>

### Wales – Volunteer Appeal for Dolen Teifi’s Cardigan Service.

In an appeal for volunteers, Rod Bowen of Dolen Teifi argues that “community transport plays a vital role in keeping people connected – to medical appointments, day centres, community groups and more. As one of our volunteer drivers, you’ll be making a real difference to someone’s day, week – even their life. Whether you can spare a few hours a week or a regular day or two, we’ll work around you. We provide full training and support and



you’ll be joining a friendly team committed to helping our communities thrive. If you’re based in or around Cardigan, get in touch to learn more – there’s no pressure, just a warm welcome and a chance to be part of something brilliant.” Volunteer Mark retired to the Llandysul area and began driving for Dolen Teifi soon afterwards: “Even just a few hours can make a huge difference to someone else’s day,” he said. “It’s not just about transport—it’s about connection.” To

find out more email [info@dolenteifi.org.uk](mailto:info@dolenteifi.org.uk) or call the office 01559 362403. <https://www.tivysideadvertiser.co.uk/news/25238598.dolen-teifi-looking-volunteer-drivers-cardigan/>

Wales – South West Wales Transport Survey is Open. The South West Wales Regional Metro is conducting, with consultants WSP, an in-depth analysis of ‘on demand’ bus and taxi services in the most rural areas,. This includes ‘demand responsive transport (DRT) such as Fflecsi and Dial-a-Ride services and community transport including car sharing, taxi services and vehicle hire. Link for the Pembrokeshire area survey is here:

<https://newsroom.pembrokeshire.gov.uk/news/regional-transport-surveys-need-your-input>

Nottinghamshire – Bassetlaw Action Centre says “Thank You” to Staff and Volunteers. Bassetlaw Action Centre “has said ‘thank you’ to its staff and volunteers by treating them to lunch during their annual meeting. This annual celebration recognises all the people who give up their time to help their local community through volunteering with Bassetlaw Action Centre. The volunteers fill a number of roles; including driving, befriending, administration, walk leading and more.

Chief Executive Lynn Tupling said ‘Volunteers are the lifeblood of our organisation and we wouldn’t be able to help the people of Bassetlaw without them. I feel it is important that we take time to acknowledge all the time they put in. A whole organisation lunch is just a small way of saying thank you for doing such an amazing thing for the local community.’



Lynn Tupling addressing volunteers

Volunteer driver Martin said ‘I have been a volunteer for the Bassetlaw Action Centre for a number of years. Volunteering as a driver for the Community Car Scheme is satisfying, because the general feedback from the people that use it, say that it is a convenient and much appreciated service to get to necessary appointments,

shopping etc. It is a great way to meet people and to be able to assist them where possible.’ Over the past year an amazing 16,266 hours were contributed by volunteers who gave up their time free. The difference it makes to Bassetlaw residents is incredible, from making sure they get to appointments and shopping, to alleviating loneliness, getting gentle exercise and improving mental health. Over the past year, 70% of clients reported an improvement in mental health through accessing BAC services and 66% saw a decrease in loneliness. If you would like to know more about how to help your community through volunteering with Bassetlaw Action Centre, please go to [www.BassetlawActionCentre.org.uk](http://www.BassetlawActionCentre.org.uk), email [enquiries@actioncentre.org.uk](mailto:enquiries@actioncentre.org.uk) or call 01777 709650.”

Shropshire – The Friendly Bus Musical Fundraiser. Based in Broseley, The Friendly Bus is running an ongoing ‘Help us buy a bus’ campaign to replace “three old minibuses. Having driven over 100,000 miles each they’re costing the charity too much in breakdowns and repairs. A cancelled trip due to breakdowns could mean the difference of someone not speaking to another person or leaving their home that week. With help from their wonderful volunteers, the Friendly Bus completes over 1,600 journeys in its minibuses each year for shopping trips, journeys to clubs or social trips; and almost 4,000 journeys in volunteers’ own vehicles to mostly medical appointments.” The latest fundraising venture was held on 27 June in the form of ‘Music from the Movies’ concert by Wellington Brass Band. Ian Johnson, Music Director for the band commented “It’s great to be able to support such a wonderful cause whilst providing entertainment at the same time...” <https://www.shropshirestar.com/your-world/2025/06/18/music-from-the-movies-in-aid-of-local-charity-the-friendly-bus/>



Essex – Tendring Minibus Grant Scheme. Tendring Borough Council release: “A £195,000 grant scheme has hit the road today, aimed at putting three brand-new community minibuses into action across Clacton, Jaywick Sands and Holland-on-Sea. The funding will help local residents – including young people facing challenges – get to school, health appointments, and vital support services. Funded through the Community Regeneration Partnership with the Ministry of Housing, Communities and Local Government, the Tendring District Council (TDC) scheme is part of a wider £20million investment programme – a once-in-a-lifetime opportunity to regenerate the area and improve quality of life for local people.

Three community transport organisations will each receive up to £65,000 to purchase and operate a minibus, with two vehicles providing general community transport and one dedicated to supporting 10 to 18-year-olds facing personal and social challenges...Councillor Ivan Henderson, TDC Deputy Leader and Cabinet Member for Economic Growth, Regeneration and Tourism, said: ‘This is a fantastic opportunity to strengthen community transport in some of our most underserved areas. By investing in these minibuses, we are working with our partners to improve quality of life for our residents – whether that’s helping young people reach education or ensuring older residents can access healthcare and social activities. This scheme is about more than just transport – it’s about connection, opportunity, raising aspirations and creating pride in our communities.’ For more information and to apply, visit <https://tendring4growth.com/grants-and-funding/>.” <https://www.tendringdc.gov.uk/news/ps195k-grant-scheme-launched-to-get->

[three-new-community-minibuses-on-the-road-in-tendring](https://www.bbc.co.uk/news/articles/cly8jkp321eo). Also <https://www.bbc.co.uk/news/articles/cly8jkp321eo>

Scotland – CTA Announces Changes to Network Support Grant. Community Transport operators utilising smaller vehicles with fewer than nine passenger seats are now eligible for the Network Support Grant (NSG), CTA has announced. The change – which was a key ask in CTA's 2024 NSG report – has been confirmed after a campaign by CTA and a legal review by Transport Scotland. Section 19 permit holders with vehicles meeting the description of a public service vehicle are eligible for NSG, including vehicles with fewer than nine passenger seats, provided they charge separate fares. CTA thanks the Minister, Jim Fairlie MSP, and Transport Scotland colleagues for their constructive engagement and strong support in seeking to resolve this issue for our sector. This decision will significantly benefit many smaller and more rural operators which rely on NSG as a critical source of funding for lifeline services. More info here: <https://www.transport.gov.scot/public-transport/buses/network-support-grant/>

Scotland – Annandale CT Warns of it Becoming Overwhelmed with Demand. ITV Border News has produced an item about Annandale Community Transport Services taking people to hospital appointments when public transport is unavailable and the risk of it being unable to cope as public transport services are reduced. The CT operates in Annandale and Eskdale (Dumfries & Galloway) and commented: "Today Lisa, Erik, John and Gemma spoke to the news team about how important community transport services are. We provide affordable transport to hospital and health appointments and even social trips to help you get out and about!

If you would like to know more about the services we provide, or if you would love to become one of our volunteers call the office between Monday and Friday 9am to 3pm and we will be happy to answer any questions you may have!

I just want to thank our wonderful team of volunteers for continuing to help us provide the service we do to all our members. We wouldn't be able to do what we do without you all! You are all incredible." <https://www.itv.com/watch/news/community-transport-scheme->



[say-they-could-become-overwhelmed/g9q2tbx](https://www.facebook.com/ACTSbus/?locale=en_GB) and [https://www.facebook.com/ACTSbus/?locale=en\\_GB](https://www.facebook.com/ACTSbus/?locale=en_GB)

Scotland – New Community Bus for Halkirk Area. This new service in the north east highlands area is being operated by Caithness Rural Transport and has been made possible with a new eight-seat wheelchair-accessible vehicle funded by the Halkirk District Benefit Fund and the ABH Funds (Halkirk and District). The service operates between Monday and Friday from 7.30am onwards and is also available for community hire in the district. Elaine Fraser, transport coordinator at Caithness Rural Transport, part of Wick-based Caithness Voluntary Group, said: “This much-needed



service covers the Halkirk District Community Council area, offering reliable transport for those who need help getting to medical appointments, shopping and other essential trips. Many residents are already benefiting from it. It's based in Halkirk, and the Halkirk runs will be prioritised. But because it's just getting built up, when the driver is not being utilised within Halkirk we can use him to come through to Wick or Thurso.” [https://www.johnogroat-](https://www.johnogroat-journal.co.uk/news/halkirk-district-community-bus-a-great-asset-to-residents-386688/)

[journal.co.uk/news/halkirk-district-community-bus-a-great-asset-to-residents-386688/](https://www.johnogroat-journal.co.uk/news/halkirk-district-community-bus-a-great-asset-to-residents-386688/)

Somerset – Minehead Car Scheme Needs New Volunteers.

Following the retirement of two drivers, Minehead Community Car Scheme is seeking new volunteers to ensure that it can meet

demand, which sees around 400 passengers per year being taken for medical appointments in the Minehead, Dunster or Carhampton areas. A

spokesperson for the operator said: “Getting to Musgrove or other hospitals for medical appointments is very difficult by bus if you have medical issues, and although taxi drivers are



very helpful it can cost around £100 return and more if the driver waits for you. We have recently had two drivers retire and are struggling now to provide lifts for client requests.” Anyone interested in volunteering should contact

07342 564479. <https://www.wsfp.co.uk/news/minehead-community-transport-scheme-struggling-808174>

Devon – Mid-Devon Mobility Minibus Vandalised. A male in a grey tracksuit wearing a headtorch is being sought by police in connection to considerable damage being caused to a Mid-Devon Mobility minibus at 2.05am on Thursday 3 July. The Mercedes Sprinter 513 Bluetec has had three tyres stabbed and a substance believed to be brake fluid poured over the rear lift, front and side of the vehicle, causing hundreds of pounds worth of damage.

Transport Co-ordinator Sarah Holmes was "absolutely stunned...Our driver went to prepare the minibus at about 7am this morning (Friday, July 4) to move the seating to accommodate some wheelchairs for a care home outing today. That was when he found the damage which has been caused overnight. Three tyres have been stabbed and brake fluid poured over it. By using other transport we have been able to find enough vehicles for the care home outing so that can fortunately go ahead. Sadly the tyre company can't get there today and we will have to get the bus cleaned. It is an additional cost that we will have to bear. We can't claim any insurance for the damage." The group is seeking safer parking facilities for its vehicles.

<https://www.creditoncourier.co.uk/news/update-vandals-attack-crediton-community-transport-bus-causing-significant-damage-809334>

Dorset – New Service is Launched between Bridport and West Bay. Dorset Community Transport has launched a new weekend bus service aimed at cutting congestion on the Dorset coast. The WB1 pilot minibus service will link Bridport and West Bay. Josef Davies-Coates of community group West Dorset Commons, who came up with the idea, said it aimed to create "a greener, more accessible Bridport...This isn't just about transport - it's about shaping a better, more connected future together." The pilot scheme is not wheelchair accessible and is set to operate on Saturday and Sunday afternoons and evenings. The service is funded by a £20,000 grant from the Western Gateway Sub-National Transport Body as well as funding from Dorset Council.

<https://feeds.bbci.co.uk/news/articles/ckg3vzd8jnno>

