# Community Transport Case Study

Please use this case study to demonstrate the impact of the proposed changes to your local MP, local press and other interested parties. You can also attach the completed case study as an appendix to your consultation response to demonstrate the impact further to the Department for Transport.

**We would suggest that before you send this document, you delete all the explanatory text in red.**

If you would like to see an example case study to help you create one for your own organisation please contact the CTA at hello@ctauk.org

If you are happy to share this with CTA it would also help us to form our own consultation response using real life examples. Please email us a copy of your case study into hello@ctauk.org

## About my organisation:

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| **Description of Organisation**Here you should include information on the legal structure and purpose of your organisation, the types and number of passengers that use your service, how many staff and vehicles your organisation has. |  |
| **Services we provide** Here you should include services such as Dial a Ride, group hire, any services which are contracted through the local authority and what type of operating license you use i.e. section 19 or section 22. |  |
| **Approximate annual turnover** |  |
| **Will you be affected?** You can see the likelihood of your organisation being affected using CTA’s impact flowchart [here](http://www.ctauk.org/UserFiles/Documents/Impact-Flowchart.pdf). |  |
| **How will you be affected?**Will you require a PSV-O licence; will your drivers need to obtain Driver CPC qualifications? |  |
| **Cost** Use CTA’s cost calculators to indicate how much this could potentially cost your organisation. You can find the calculators on the blog [here](https://ctablog.org/2018/03/28/department-for-transport-consultation-supporting-your-response/). It would be useful to include a total cost as well as a break that down into the different elements on the cost calculators. |  |

## What does this mean for my organisation?

Here you can talk about how difficult it might be for your organisation to adopt the changes. Do you have drivers who are unwilling to go through PCV D1 or Driver CPC training, are the costs too high for your organisation, what does you board of trustees think about the changes – are they willing to make the change, are there any services you have or are considering stopping?

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## What does this mean for other services in my community?

Here you could talk about the impact on other services and the local community i.e. if you are no longer able to transport passengers to doctors’ appointments, there will be an additional cost to the NHS.

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## What does this mean for people in my community?

Here you could talk about the impact on individual people’s health and well-being i.e. increased levels of loneliness and isolation if people are unable to get out and access their local community.

Include some quotes from service users about the impact on them personally if the service was to change/ no longer exist in order to cement the information provided above.

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## Why the DfT’s guidance is unclear, unworkable and unfair.

Highlight the difficulty you have applying the proposed guidance to the services you run and why the DfT needs pause and reflect on the information gathered from the consultation to understand that the proposed exemptions cannot be applied in the manner they are currently proposing.

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