



ACCESS10

MANCHESTER CENTRAL CONVENTION COMPLEX, 23-25 FEBRUARY 2010

Event Brochure

Tuesday 23 February to Thursday 25 February 2010

Manchester Central, Manchester





Welcome to Access10

I am delighted to welcome you to our programme for Access10. We will be at the Manchester Central convention complex again but, for the first time, we are holding the event later in the financial year – 23-25 February to be precise. The new date follows consultation with previous visitors, delegates and exhibitors and helps us to keep the cost to delegates as affordable as possible which, I am sure you will agree, is an important factor in the current economic climate. Indeed, we are acutely aware of the financial conditions under which community and other transport organisations are having to operate which is one reason why one of the partner events at Access10 will be focussing specifically on managing transport services following the recession. But it's not all doom and gloom! There are a lot of exciting developments in the transport field and we are offering debate, discussion and training on many of them. The implementation and effect of the Local Transport Act 2008 and the new CTA/Plunkett rural social enterprise programme, for instance, are just two of the new developments we will be featuring. We have also combined a number of updated topics with some old favourites to bring you a dynamic and informative training programme to cater for volunteers, trustees and staff in all areas of community transport operation. If there is one event that you cannot afford to miss, I firmly believe it is Access10. With delegate rates for CTA members starting from under £75+VAT per day, and attendance at the exhibition, technical briefings, legal updates and product launches absolutely free, it really is a wonderful opportunity for all in our sector. The CTA Annual Awards Dinner moves into its third year and continues to grow. Increased sponsorship and a wider range of awards confirm this as the most important celebration of the successes in community transport. Finally, I would just like to say a huge thank you to all the manufacturers, suppliers and businesses who will be supporting us by exhibiting at Access10. Without their commitment Access10 would not include the UK's largest accessible transport exhibition and the CTA is most grateful for their contribution.



**Community
Transport
Association**

A handwritten signature in black ink, appearing to read 'Keith Halstead'.

Keith Halstead
Chief executive, CTA UK

Contents

>	Making the most of Access10	3
>	Access10 accessible transport exhibition	4
>	CTA Annual Awards Dinner	5
>	Partner events	6
>	Seminars, training and briefing	9
>	Booking and administration	19

All photography by Matthew Priestley, unless otherwise noted.

Making the most of Access10

This brochure will give you details of the content and structure of Access10 and listings of all the events, seminars, training, briefing and networking sessions. Each session is explained here but further information and Access10 updates are available at www.ctauk.org.

Types of session

Access10 will comprise a number of different types of session, these are:

> Partner event (P)

A series of separate conference events hosted jointly with one of the CTA's strategic partners and focussing on an important topical agenda of joint interest to stakeholders of both the CTA and the partner organisation. These are one day in length.

> Seminar (S)

Presentations, consultations and plenary debates will feature in these sessions, which will inform and involve the audience in the topic under discussion. Typically 1 ½ to 2 ½ hours in length.

> Training (T)

Detailed training and best practice workshops/courses on specific management and operational aspects of community transport, some of which also lead to recognised qualifications. Typically 2 to 2 ½ hours in length.

> Briefing (B)

Situated in the exhibition and free to attend! Featuring updates on legal, operational and management issues and new product launches. Usually half an hour in length.

> Networking (N)

The CTA Annual Awards Dinner and a range of delegate receptions. These are opportunities to relax (often with a free drink!) and indulge in one of the most important elements of any event – the networking! Duration varies by session.

Access10 schedule information

Access10 will run from Tuesday 23 February to Thursday 25 February 2010 inclusive.

Registration desk and exhibition opening times:

Tuesday 23 February: 08:45 to 17:00

Wednesday 24 February: 08:45 to 17:00

Thursday 25 February: 08:45 to 14:00

Each individual event, seminar, training or briefing session has its own specific start and finish times and these are listed on pages 16 to 18.

How to book your place at Access10

Full information and booking details appear on the rear cover of this brochure and on the enclosed booking form. You can also book on-line at the CTA web site at www.ctauk.org. If you just want to visit the exhibition and free briefing sessions, you can turn up on the day or you can register for exhibition entry in advance (saves you queuing to register when you arrive) at www.ctauk.org. The CTA web site also contains information and on-line booking links for hotel accommodation as well.



EXHIBITION

Welcome to the Access10 exhibition!



Come and join us in the exhibition at Access10! More than ever in 2010, transport operators and authorities are looking for the best value for money. The CTA exhibition is the UK's premier accessible transport marketplace and

offers an unrivalled opportunity to view vehicles, products and services and to compare costs. All Access10 delegates get automatic entry to the exhibition, but for those who just want to look round, entry is FREE. And all delegates and exhibition visitors are entitled to join the new expanded range of briefings and information sessions being held in the CTA briefing area. I do hope you will be able to join us in February and that your visit proves to be productive and enjoyable.

Diann Quinn
Exhibitions and Advertising Manager, CTA UK

If you're interested in accessible, community or local authority transport, then this is the exhibition for you! Whether you will be starting a new scheme, need to compare different seat fixings or just want some friendly advice – you'll find it here. The exhibition is the central networking hub for Access10, featuring the catering area and a number of free delegates' drinks receptions. It's a big exhibition, but the CTA Centre in the main hall will be available for you to relax with a coffee and have a chat with colleagues and friends. CTA staff will be in attendance should you have any questions or need advice or free information leaflets. Back by popular demand, the free Internet Café will also be sited in the exhibition hall for all you workaholics who can't survive without email and internet access!

Why exhibit at Access10?

"The CTA exhibition, or Access10 as this year's event is named, is a key occurrence in the calendar for Mellor. Mellor specialises in the manufacture and supply of accessible vehicles based either on vans or chassis cowl. This is a very specialist and specific market and this event above all others, allows us to showcase our products and meet our end users in a modern, airy and relaxed environment".

Geoff Hudson
Sales and Marketing Director
Mellor Coachcraft



The exhibition is **free to attend** and the ideal place to see, try and compare products and services to make the right purchasing decision. It is the only exhibition of its type in the UK, combining:

- > Accessible and standard vehicles
- > Passenger safety equipment
- > Vehicle access lifts, ramps and steps
- > New product launches
- > Transport software and scheduling packages
- > Insurance and financial services
- > Consultancy and research
- > Technical advice and guidance

Delegate drinks receptions

Relax with a complimentary glass of wine or fruit juice on Tuesday and Wednesday afternoons. All visitors, delegates and speakers are invited to join Unwin Safety Systems, AMF Bruns and CTA staff for informal networking sessions in the exhibition hall. Unwin Safety Systems will host delegates on Stand 49 on Tuesday and AMF Bruns will feature the Wednesday reception on Stand 112. This is your chance to meet up with colleagues and contacts from around the UK and catch up with what they've been up to. Talk to Unwin and AMF staff about their latest developments, or quiz CTA trustees and staff on the latest issues in community transport.



CTA Annual Awards Dinner 2010



Tuesday 23 February, 7:00pm, Hilton Hotel, Deansgate, Manchester

The prestigious CTA Annual Awards Dinner - celebrating the best from the community transport network. Community transport is, of course, not really about transport, it is about people. It's about people we work to support and the people who provide excellent transport services in and for our communities. At the CTA Annual Awards Dinner we recognise and celebrate how people and organisations have developed local solutions to national concerns and responded to the individual and collective needs of their communities. The awards recognise excellence and reward achievement in community transport across the regions and countries of the UK.

The CTA Annual Awards Dinner provides an excellent opportunity for community transport operators, staff, volunteers and suppliers to network in a relaxed environment, to celebrate another year of success and to exchange ideas on how to provide even more dynamic and professional transport solutions. The evening includes VIP guests, a sumptuous three course meal and drinks.

The awards categories for 2010 are:

- > Community Transport Volunteer of the Year
- > Investment in Volunteering
- > Best Rural Community Transport
- > Best Urban Community Transport
- > MiDAS Driver of the Year
- > Best Local Authority or Integrated Transport Authority
- > Social Enterprise of the Year
- > Best Access10 Exhibitor

How to enter

Entries for each award category, with the exception of Best Exhibitor and MiDAS Driver Of The Year (see below), can be made by completing and returning an Access10 award nomination form. Forms and further details are available for download from www.ctauk.org, or by calling the CTA central services office (0161-351 1475 or info@ctauk.org).

The CTA gratefully acknowledges the contributions of the individual sponsors of each of the above awards and of Q'Straint Europe who have generously sponsored the awards dinner. This year's sponsors include: Q'Straint, Unwin Safety Systems, CRH Training, Mellor, AMF Bruns, Bluebird Vehicles, Passenger Lift Services and Evobus (UK).



MiDAS driver of the year

The final of the ever popular MiDAS Driver of the Year competition will be held at Access10 on Tuesday 23 February. Featuring finalists from all four countries of the UK, this will be the culmination of our search for the best MiDAS driver in the UK. The winner will be announced at the CTA Annual Awards Dinner on the evening of 23 February. All finalists will receive certificates and trophies with the winner receiving the top prize of a £500 holiday voucher.

Northern Ireland and Wales have set up local competitions to choose their finalists. Entrants from Scotland and England should complete the competition entry form available at www.ctauk.org. Full details and competition rules are also available on the web site.



The competition is once again sponsored by Q'Straint and Burnt Tree. The CTA would like to thank both companies for their generous support for MiDAS and its work to ensure the highest standards of driving and safety.

Partner events

The CTA and its partners would like to welcome you to a series of important and exciting one-day events being staged as one of the core elements of Access10. Each of the five events has been devised in conjunction with one of the CTA's important strategic allies and is designed to promote learning and debate at the highest level. Leading experts from a wide range of backgrounds will facilitate presentations and plenary sessions on some of the key issues facing our sector at a time of great change. These events are also designed to allow delegates to influence the policies and thinking of the CTA and its partners. Each is designed as a one-day event in its own right, but you can move between them if you so wish.



This important one-day event will address the above issues from a strategic perspective and incorporate operational case study examples to illustrate the discussion. You will be thoroughly involved in the debate on policy and the stance of the CTA and government departments. Speakers will include senior figures from government, the financial sector and from community transport. The agenda will also feature:

- > Real life case studies from the community transport network
- > Your chance to tell government what the sector needs
- > Support available to your organisation
- > Discussion on the contribution of social enterprise
- > Consideration of the changing role of grant funding
- > Contributions from enterprising organisations

This event will provide an opportunity for shared learning and networking. Delegates will leave with a better understanding of the effects of the recession on third sector organisations and an improved ability to manage their services and business relationships through difficult financial times. The content will be of particular interest to senior managers and trustees of community transport and third sector organisations. It will also be an important event for transport commissioners and funders to attend to find out how they can make best use of the added value that community transport can offer, thus contributing to the efficiency of their own operations.

Further information on content, speakers and booking details is available at www.ctauk.org, where you can also pre-register any topics or questions you would like to see included on the agenda.

Managing community transport through the recession

Partner: To be confirmed (see www.ctauk.org for updates)
Unit no: 1A and 1B
Day: Tuesday 23 Feb
Times: 09:30 to 16:15

What effect will the recession have on the third sector and particularly on community transport organisations? Have the reduction in local authority funding and changes to commissioning started to feed through to community organisations and businesses? Are you able to manage your organisation effectively through the downturn or are you having problems? We have already seen some voluntary groups, including community transport organisations, cease trading, and grants are also becoming more difficult to secure. So how do you consolidate your financial position for the future?

Excellence and efficiency: The health transport debate

Partner: Association of Transport Co-ordinating Officers
Unit no: 3A and 3B
Day: Tuesday 23 Feb
Times: 09:45 to 16:30



Hosted jointly by the Association of Transport Co-ordinating Officers (ATCO) and the CTA, this important one-day event will focus on developing excellence and efficiency and will, in this context, examine how community and local authority transport can become more firmly integrated with health service transport. Roles, responsibilities and eligibility criteria have been barriers to partnership working - how have these been tackled? How has technology helped in setting appointment times to fit existing transport provision? How has voluntary and community transport been included in providing a joined up solution? With the new requirement for the NHS to work in collaboration with different bodies in different areas (eg local authorities and regional transport partnerships), Access10 provides an opportunity to explore these considerations and, in so doing, it will focus on a number of important topics and case studies.

- > Providing Transport in Partnership. We will examine the outcomes from research work carried out by the North West Centre of Excellence in producing 'A Guide for Health Agencies and Local Authorities' and explore how we can progress the recommendations for action contained in the guide to increase efficiency and improve services to users.
- > Different approaches have been devised in different parts of the UK to address the issues faced by health transport integration. We will review case studies of new and innovative service models from around the country and consider how these have driven service improvements. These will include Strathclyde Partnership for Transport and the All Wales Patient Transport Services Review Group.
- > Personalised care budgets are having a huge impact on transport contracts and delivery. We will consider how authorities and community transport can work in this new regime to deliver effective and efficient services.
- > Consultation and debate. Interactive discussion sessions will be used to allow delegates to express their views, learn from each other and influence ATCO, CTA and policy makers.

Presentations from a wide range of backgrounds and differing viewpoints will illustrate experiences, evidence and opinions, along with ideas on how we can work better together. Speakers will include representatives from the NHS, the Department for Health, ATCO, community transport operators, CTA, and the National Patients Advisory Group.

Don't miss out on this opportunity to help shape the future of local authority and community transport services for health. This event will be of direct interest to any transport operator running services for health and to local authority and government department officers with an interest in health services, plus NHS trust and local authority personnel responsible for commissioning transport services, transport users and patients.

Further information on content, speakers and booking details is available at www.ctauk.org, where you can also pre-register any topics or questions you would like to see included on the agenda.

Rural transport policy and practice: Opportunities and solutions

Partner: Commission for Rural Communities
Unit no: 11A and 11B
Day: Wednesday 24 Feb
Times: 09:30 to 16:15



Transport funding, policy, planning and regulation have all undergone change in recent times. What effect has this had on rural services and can community transport still continue to improve access and mobility for rural dwellers? This important one-day event will be hosted by the CTA in conjunction with the Commission for Rural Communities. It will consider the key role that community transport plays in rural areas and how it can form part of an integrated network and future government policy for rural areas.

Further information and on-line booking www.ctauk.org

Topics to be covered will include:

- > **The scope for social enterprise:** What future role can social enterprise play within the rural transport sector, how to take this forward and what conditions are needed to make this a success.
- > **What makes for successful operation:** We will look at the different types of community transport operations and how they are set up to operate. What are their structures and what opportunities are available for them to source sustainable contracts.
- > **Examples of good practice:** How are the successful schemes operating and what guidelines do they operate under? Can fledgling schemes look to the more successful operators for guidance or mentoring?
- > **Addressing social exclusion:** What role can community transport play in helping individuals to overcome the mobility problems that exist in rural areas.
- > **Opportunities presented by the Local Transport Act 2008:** The LTA 2008 enables community transport to engage more fully with the communities it wishes to serve. We will explore how organisations can utilise the changes within the Act to enable them to develop their services.

Speakers will include transport operators, policy specialists and local authority officers. They will examine a wide range of issues and consider how policy and practice should develop in the future. This will be your chance to contribute to the rural transport debate and to ensure that the views of your users and stakeholders are included. The event will be of interest to rural transport operators, rural residents, policy makers, funders, commissioners, consultants and researchers.

Further information on content, speakers and booking details is available at www.ctauk.org, where you can also pre-register any topics or questions you would like to see included on the agenda.

Delivering a sustainable transport system: Engaging the government agenda

Partner: The Department for Transport
Unit no: 14A and 14B
Day: Wednesday 24 Feb
Times: 09:45 to 16:30



Why is this topic important? In the future, funding for and availability of passenger transport will be significantly affected by its environmental impact. We have already seen restrictions placed on the use of vehicles that do not meet the latest environmental standards and it is anticipated that future funding and contracts will only be won if the transport operator contributes to the UK's obligation to reduce carbon emissions.

Everyone involved in delivering voluntary and community transport needs to be knowledgeable about the environmental performance of the passenger transport network. This event will provide background information and a clear vision about current developments and

PARTNER EVENTS

opportunities in the following areas:

- > Building sustainable passenger transport networks to encourage modal shift
- > Government subsidies (e.g. BSOG, concessionary travel) and how they can encourage change
- > Vehicle and engine design to reduce emissions
- > Electric vehicles
- > Alternative fuels
- > Effect of vehicle weight on environmental performance
- > Driver training techniques to improve fuel efficiency
- > Social interventions to increase the use of public transport e.g. travel training
- > Understanding conclusions from research
- > Passenger information systems and GPS
- > Through ticketing systems

This event will give you the opportunity to listen to and question the Department for Transport's experts in each topic. Delegates attending this conference will gain considerable knowledge about community transport and the national government agenda, which will provide them with the essential knowledge to formulate future plans for their organisation. This will equip them to deal with issues such as:

- > Is now the right time to purchase a new vehicle?
- > Are environmental change incentives likely to alter and how will they affect my organisation?
- > Should we be purchasing smaller vehicles?
- > What form will the infrastructure for alternative fuels take and will I be able to access it?
- > What are the benefits of driver training and can they help support operational sustainability?

Further information on content, speakers and booking details is available at www.ctauk.org, where you can also pre-register any topics or questions you would like to see included on the agenda.

Wheels to work: Developing a national strategy

Partner: UK wheels to work network
Unit no: 21A and 21B
Day: Thursday 25 Feb
Times: 09:30 to 16:15



What does the future hold for the wheels to work network? We have seen operators struggle to maintain funding and there are concerns that the current economic climate will see this situation worsen. Is cutting costs and services really the way to save money, or is it a false economy? Wheels to work is about mobility to employment, training and education, but in reality it is about much more; it contributes significantly towards improved economic activity in the long term and personal self-worth. So how do we get this message across to government at a national and a local level? How do we demonstrate to them that the low level of investment required to secure services will reap benefits many-fold in the future; and how do we organise and support national networking services for operators to build a vibrant and enterprising sector? This event is the 2010 UK

national wheels to work conference and we will debate these and other important strategic questions.

Contributors will include service operators and users, national and local government representatives and national voluntary organisations. We will consider the experience of operators over recent years and look at their future aspirations. All of this is, of course, in the context of a possible change of UK government in 2010. So what effect will this have on wheels to work and what do we need to ask of an incoming government? The conference will have two key aims:

- > To set out what we as a sector want and need from policy makers, commissioning agencies and funders.
- > To set out what we as a sector can offer in respect of mobility, employment, training and economic activity.

It will also be used to inform the development of the new three year CTA UK Strategic Plan for 2010/11 to 2012/13, and the objectives contained in it.

We do recognise the time and investment required to attend and participate in national events, but this is the key opportunity to engage in the strategic debate and influence policy, funding and service provision. We will also feature a session for operators to look at the latest technical developments in wheels to work provision and will include interactive delegate discussion sessions. This event also affords an excellent opportunity to attend the Access10 Exhibition which will feature a range of suppliers as well as the wider community transport network. Don't forget the CTA Annual Awards Dinner, where you can nominate your own or another wheels to work project for a prestigious national award!

Further information on content, speakers and booking details is available at www.ctauk.org, where you can also pre-register any topics or questions you would like to see included on the agenda.



Further information and on-line booking www.ctauk.org

Seminars, training and briefing: Tuesday 23 February

Introducing community transport

Unit no: 2
Day: Tuesday 23 Feb
Times: 09:30 to 12:00
Unit type: Training

So you're new to the world of community transport, or 'CT' as it is universally referred to. Well, this seminar is the perfect introduction to the range of services and the nature of the sector. It will look at the objectives of the sector as a whole as well as those of individual operators. It will explain car schemes, dial-a-ride, wheels-to-work, minibus hire, and much more and will bring together those new to the sector with some of the 'old hacks' in a relaxed, informal and interactive atmosphere. It will also be a good chance for delegates to meet experienced contacts from other services/areas who will be able to provide assistance in the future.

Five steps to safety

Unit no: 4
Day: Tuesday 23 Feb
Times: 09:45 to 12:15
Unit type: Training

New to the CTA, this course offers updated training in the all-new vehicle evacuation course developed in partnership between the CTA and the On-Site Training Company. This exciting new course will ultimately be part of the MiDAS suite of training, consequently carrying the same national recognition. The course looks at the potential causes of vehicle fires, ways in which the risks can be reduced and provides information on fast, safe vehicle evacuation. As the course involves some physical activity, delegates will be asked to complete a Health Declaration Form prior to attending. Five steps to safety replaces the minibus emergency evacuation procedures course previously delivered by CTA.

Level 1 health and safety at work: British Safety Council awards certificate

Unit no: 5A (and 5B and 5C)
Day: Tuesday 23 Feb
Times: 10:00 to 12:30
Unit type: Training

The Level 1 certificate in health and safety at work is a nationally recognised qualification providing employees or volunteers with a basic knowledge of health and safety in the workplace. This all day course, developed by the British Safety Council, includes information on legal issues, the working environment, risk management, consultation, electrical safety, manual handling, fire safety and the use of VDU equipment. Please note that this course is only available to staff and volunteers from CTA member organisations (CTA membership forms can be

submitted with the booking forms). Delegates must attend the full course (units 5A and 5B) and pass a formal, multiple choice examination in order to receive a certificate. The examination will take place on Thursday 25 February (see unit 5C) and is externally marked. Successful delegates will gain a Qualifications and Curriculum Authority (QCA) Level 1 qualification. This course carries an additional fee (see page 19).

Enterprise culture in community transport

Unit no: 6
Day: Tuesday 23 Feb
Times: 10:00 to 12:30
Unit type: Seminar

Grant availability is dwindling and everyone is telling you to go out and win more contracts and become more enterprising – but how do you make this work? One of the biggest obstacles to developing an enterprising approach to community transport delivery can be organisational culture. Attitudes of staff and trustees can make or break the venture! This seminar looks at what procurement officers and commissioning agencies want from community transport and how you might go about providing it. It will do this in the context of the need to change the culture of your organisation. Speakers will include representatives from national agencies who support third sector organisations in enterprise development and those involved in the CTA's new rural social enterprise programme.

Service brokerage: The efficient solution?

Unit no: 7
Day: Tuesday 23 Feb
Times: 10:15 to 12:45
Unit type: Seminar

Community transport operators have long been involved in vehicle sharing and brokerage services, but increasingly funders and commissioning agencies are demanding increased efficiency and improved environmental performance. Are modern brokerage services and techniques one way to achieve these goals? This session will showcase some best practice examples and look at how they have used environmental performance, social return on investment and other measures to demonstrate the effectiveness of brokerage solutions. It will consider the contribution of brokerage in a range of settings to delivering integrated and accessible transport networks.

VAT and accounting for community transport

Unit no: 8
Day: Tuesday 23 Feb
Times: 10:30 to 12:30
Unit type: Training

Should you be registered for VAT and what are the benefits? As a vehicle operator there are a number of VAT related regulations that you need to be aware of. As with most areas of tax legislation, there are advantages and disadvantages depending on the business model you adopt. This session will be run by qualified VAT experts and community transport sector staff. It will consider

SEMINARS, TRAINING AND BRIEFING

general VAT issues including basic principles, inputs and outputs, VAT rates, charity rules, zero-rating, VAT registration and the paperwork. It will also cover issues of more specific interest to community transport including VAT on transport services and the effect of practices such as supplying drivers with vehicles, removing seats to change vehicle capacity, using smaller vehicles, accessibility requirements, welfare provision, vocational training and sponsorship.

Travel training development update

Unit no: 32
Day: Tuesday 23 Feb
Times: 12:00 to 12:30
Unit type: Free briefing

An update on progress over the last 16 months towards creating a training framework for travel trainers. We will examine how we justify the involvement of transport charities in travel training and how it is a mistake to think that we are doing so as part of the solution to problems of increasing demand. It could achieve this outcome and be funded on that basis - but committed activists in our sector see travel training as a means of providing the maximum range of life chances to everyone.

CRB checks and the new Independent Safeguarding Authority

Unit no: 33
Day: Tuesday 23 Feb
Times: 12:30 to 13:00
Unit type: Free briefing

Lots of jobs in community transport are classed as regulated activities and employing new staff or volunteers in such roles without the necessary checks is now a criminal offence. You need to understand the new rules and how they apply to your organisation; how this fits into your existing process of applying for CRB checks and whether there is still a need to continue resubmitting CRB checks on a regular basis. This briefing will answer these questions and more. There will also be an opportunity to ask experts about all other matters connected with "safeguarding" children and vulnerable adults.

Level 1 health and safety at work: British Safety Council awards certificate

Unit no: 5B
Day: Tuesday 23 Feb
Times: 13:30 to 16:00
Unit type: Training
Must be combined with units 5A and 5C, see page 9 for details.

Tendering for transport contracts

Unit no: 9
Day: Tuesday 23 Feb
Times: 13:30 to 16:00
Unit type: Training
Other sessions at Access10 will look at how you develop an enterprise culture in your organisation but how do you

get to grips with the technicalities of winning contracts? This seminar will examine the tendering process in detail with contributions from service commissioners and from contractors who have experience of winning tenders. It will walk you through the process of developing and costing competitive bids which won't place unmanageable burdens on your core operations.

Business planning, financial management and risk assessment

Unit no: 10
Day: Tuesday 23 Feb
Times: 14:00 to 16:30
Unit type: Training

This session will take delegates through the process of drafting a clear and effective business plan. Whether for use with trustees and passengers or whether it is required by funders, such a document is an important management tool which, when used in conjunction with other data can greatly increase the efficiency of your operation. The session will also explain what other data and tools you need to work with to bring about this efficiency. In particular it will consider wider financial reporting and management techniques which will give you an up to date picture of the financial health of your transport operations and help you to devise meaningful future forecasts. Finally, the session will demonstrate organisational risk management procedures and reporting models which will help you plan ahead to mitigate serious risk.

Bus service operators' grant (BSOG) update

Unit no: 34
Day: Tuesday 23 Feb
Times: 14:30 to 15:00
Unit type: Free briefing

The Climate Change Act 2008 sets legally binding emission reduction targets for 2020 (reduction of 34% in greenhouse gas emissions) and for 2050 (reduction of at least 80% in greenhouse gas emissions), and introduces five-yearly carbon budgets to help ensure those targets are met. Following on from the Act, the Department for Transport carried out a consultation entitled Local Bus Service Support - Options for Reform (BSOG). The objectives of the reform of BSOG were to reduce the environmental impact of transport. Will this happen - or are there other ways in which the UK's ambition to be a low-carbon economy could be met?



Seminars, training and briefing: Wednesday 24 February

Disability equality in transport

Unit no: 12
Day: Wednesday 24 Feb
Times: 09:30 to 12:00
Unit type: Training

The Disability Discrimination Acts of 1995 and 2005 set absolute deadlines for mainstream passenger transport operators to change to vehicles that meet the needs of disabled people. Based on current predictions these deadlines will not be met by all operators at current rates of investment. New legislation from Europe is also going to give the bus passengers statutory rights and will place further duties on transport providers. This unit will look at the legal obligations on transport operators to meet the needs and expectations of disabled people and will be particularly useful to organisations involved in delivering public transport, including Section 22 operators.

Level 2 risk assessment: British Safety Council awards certificate

Unit no: 13A (and 13B)
Day: Wednesday 24 Feb
Times: 09:45 to 12:15
Unit type: Training

Every organisation has a legal duty to ensure that its staff, volunteers, passengers and anyone who may be affected by its activities, are not exposed to unnecessary danger (outlined in Section 2 of the Health and Safety at Work Act 1974). In order to do this effectively, it is necessary to identify potential dangers and what is being done to mitigate undue risk. In this session delegates will be taken through the risk assessment course accredited by the Qualifications and Curriculum Authority (QCA) at Level 2 within the National Qualifications Framework. Delegates are required to attend both units 13A and 13B in order to obtain the qualification. Designed for anyone with responsibility for Health and Safety at all levels, this unit will provide the training required to obtain the Level 2 qualification. Delegates attending this unit will need to complete additional work after the course, which will be submitted to the awarding body. Award of the qualification will depend on attendance at both units and satisfactory completion of this additional work. This course carries an additional fee (see page 19).

Meet the regulators: VOSA and the traffic commissioners

Unit no: 15
Day: Wednesday 24 Feb
Times: 10:30 to 12:30
Unit type: Seminar

We've all heard of the Vehicle and Operator Services Agency (VOSA) and the Traffic Commissioners, but do

you know the full extent of their responsibilities? This interactive seminar will involve VOSA and Traffic Commissioner staff, who will explain their work in relation to community transport. You will hear about the mistakes that people most often make and how these are handled. It is your chance to quiz them about any aspect of transport regulation (operator licenses, drivers, tachographs, route registration or anything else). CTA advice experts will also be on hand, along with Department for Transport representatives, to help with queries. Copies of the DfT's new updated version of PSV385 (Passenger Transport provided by Voluntary Groups Under the Section 19 or 22 Permit System – Guide for Operators) will also be available in this session.

New opportunities for community bus services

Unit no: 16
Day: Wednesday 24 Feb
Times: 10:00 to 12:30
Unit type: Training

A 'community bus service' is one run under a Section 22 Community Bus Permit. Numbers of these services have been relatively low to date but interest is increasing fast now that changes in the Local Transport Act 2008 allow drivers to be paid. This seminar will commence with a look at these changes and how they improve opportunities for operators. It will go on to examine how a Section 22 service can be established, including registration, route planning and costing. It will also consider the conversion of Section 19 services to run under a Section 22 permit - such a move can allow operators to continue providing services to existing passengers but also allow additional income to be generated by carrying public fare paying passengers.

Mutual learning: What can CT and education bring to each other?

Unit no: 17
Day: Wednesday 24 Feb
Times: 10:00 to 12:30
Unit type: Seminar

Education is changing and so is community transport. In the education sector the raising of the school leaving age, greater flexibility of learning with diplomas and extended schools and changing special needs will all have significant impact on the demand for, and delivery of, home to school transport. In addition, driver and passenger assistant skills will need to change – with greater emphasis on managing behavioural issues. Change is also taking place in the community transport sector – with new social enterprise business models, alterations to the permit regime, new rules on driver vetting requirements, and a continued increase in professional standards. The CTA has also introduced a new membership category for educational establishments. Delivered by recognised school transport experts STC Limited, this interactive workshop session will examine these changes and look at how community transport and education can work together to deliver more effective and integrated services. It will consider policy in both areas and provide delegates with a deeper understanding of how their organisations can approach the challenges and opportunities of delivering education transport.

SEMINARS, TRAINING AND BRIEFING

Strategic planning in the third sector

Unit no: 18
Day: Wednesday 24 Feb
Times: 10:00 to 12:30
Unit type: Training

This session will take delegates through the process of developing a strategic plan for their organisation. It will include a comprehensive overview of the processes of reviewing core objectives, assessing organisational vision, values and behaviours. It will look at the development of priorities, strategic objectives and formulating appropriate performance indicators, followed by an overview of organisational risk management. The session will be based on a case study of how the process has worked, and will include real-life examples and will provide delegates with handouts and worksheets for use during the session. It will demonstrate the importance of robust strategic planning and equip delegates with a good grounding in the knowledge required to produce a draft strategic plan for their organisation.

The Compact and community transport

Unit no: 19
Day: Wednesday 24 Feb
Times: 10:30 to 12:30
Unit type: Seminar

The link between the public sector and the third sector is central to the provision of community transport, given its involvement in both the design and delivery of vital services. Partnership working can sometimes be difficult, and the Compact is there to help establish how the two sectors can work together effectively. This is more important than ever in an environment where community transport is increasingly being called on to deliver public services and engage with commissioning agencies. Join the Commission for the Compact in this session to find out how the Compact relates to community transport. You will also hear from the Department for Transport about their Compact Action Plan and the way they plan to integrate the Compact into their work with community transport and the third sector. Compact Voice, the representative body for the third sector on Compact issues, will also be there to contribute, to hear your concerns and to share good practice from the wider third sector.

Community transport in England: A network of networks

Unit no: 35
Day: Wednesday 24 Feb
Times: 10:30 to 11:00
Unit type: Free briefing

Through our work with members at our English Regional Roadshows, we have been building up a contact database of local and regional networks in England. Some of these focus specifically on community transport, others have a wider remit but are also interested in transport or accessibility. This 'network of networks' is a useful tool for the CTA to disseminate information to a wide range of organisations. However, it has additional benefits. Firstly, it is a mechanism for local operators to feed views and

information into our national policy and representational work. Secondly, it can be used by local networks of groups to engage with similar groupings in other areas of the country. Come along and learn more at this free briefing session about how you could contribute and how you can ensure that all your local networks are engaged in this national initiative.

CTA membership services and benefits

Unit no: 36
Day: Wednesday 24 Feb
Times: 12:00 to 12:30
Unit type: Free briefing

Are you a CTA member? If not, why not? All current CTA members have received a Member Handbook setting out the benefits and services available and how to access them but we are now adding even more benefits. This free briefing will update all visitors on the newly introduced member services and others that are planned in the coming months. It is also a chance for you to tell us what new services you need. Come and find out about the new developments in the CTA's scheme for members to gain discounted vehicle purchase and finance for accessible and standard minibuses. Whether it's a new MPV or a coachbuilt accessible minibus you need, we can help get the best deal on price. We will also update you on developments with the members' insurance scheme. Come and let us know what you think we should be doing for you!

The State of the Sector report

Unit no: 37
Day: Wednesday 24 Feb
Times: 12:45 to 13:15
Unit type: Free briefing

This free update briefing will focus on the CTA's first 'State of the Sector' report. This report will feature a 2009 'snapshot' of the community transport sector in England and attempts to provide a narrative on the current position. However, as well as outlining the main themes to emerge in the report, the session will also update visitors on the CTA's plans to go into more depth in future years and to encompass the rest of the UK with additional reports.

The CTA quality mark for community transport

Unit no: 38
Day: Wednesday 24 Feb
Times: 13:30 to 14:00
Unit type: Free briefing

After much debate about the CTA's proposed quality system, this briefing will provide the latest position on its development. The difficulties of creating a 'one-size-fits-all' standard will be discussed. For some, this could simply be a confirmation of their existing level of competence, whereas for others it creates an organisational development tool that can be used to significantly lift the whole organisation to a new and exciting level.

Transport law for the third sector and education

Unit no: 20
 Day: Wednesday 24 Feb
 Times: 13:30 to 16:00
 Unit type: Training

This session is a must for all those involved in the management of vehicles. It will explain the detailed legislative background governing passenger vehicle and transport operations (both minibuses and MPVs) in the third and education sectors. It will set out in clear terms the detailed definitions of 'hire or reward', O licences, Section 19 and 22 permits, and the driver licensing requirements for different types of operation. Following on from the above, it will examine the changes to legislation brought about by the Local Transport Act 2008 and explain their implications in detail. Expert CTA advice staff will also take on the challenge of answering all your legal transport queries. So whether you run dial-a-ride for disabled people, transport groups of young people, run transport for a care home or operate minibus group hire for voluntary organisations – this is the most important legal transport session you will attend!

**Level 2 risk assessment:
 British Safety Council awards certificate**

Unit no: 13B
 Day: Wednesday 24 Feb
 Times: 13:30 to 16:00
 Unit type: Training
 Must be combined with unit 13A, see page 11 for details.

Community transport and the 'Taxi-Plus' Model

Unit no: 39
 Day: Wednesday 24 Feb
 Times: 14:15 to 14:45
 Unit type: Free briefing
 The Commission for Integrated Transport (CfIT) has assessed shared taxi schemes (which are being referred to as 'Taxi-Plus') from across Europe and the UK. Research undertaken by Mott MacDonald on behalf of CfIT has assessed schemes which operate on a large scale in many rural areas of mainland Europe. Because Taxi-Plus services only run when requested, they are more cost-effective than conventional bus services in remote areas and at off-peak times, providing services seven days a week from early in the morning until late at night in places where a conventional bus service would not be viable. This free session will update visitors on the research and the Taxi-Plus model and consider how community transport can become involved.

**Setting CTA objectives:
 Your chance to influence our future work**

Unit no: 40
 Day: Wednesday 24 Feb
 Times: 15:00 to 15:30
 Unit type: Free briefing
 This free consultation update will inform visitors of the strategic objectives being included in the next CTA

Strategic Plan, which will cover the period from 2010 to 2013. It will focus on the strategic direction of the Association and the specific objectives we plan to pursue. The session will also form part of the CTA's process of consultation on these objectives, so this is your chance to engage with trustees and management to influence the CTA's direction. We firmly believe that CTA is vital to the development of a vibrant and successful community transport network so don't miss your chance to influence our direction!

CTA training review

Unit no: 41
 Day: Wednesday 24 Feb
 Times: 15:45 to 16:15
 Unit type: Free briefing
 This briefing will look at the work that has been done over recent months to review CTA's training programmes and to develop a new learning strategy for the Association. Traditionally, the CTA has focussed on 'up-skilling' staff from CTA member organisations and providing material, expertise and administration at the appropriate level to back up local delivery. Does this role or these processes need to change? Does the CT sector still have the resources to support itself with training or could others help? And, are we continuing to deliver all your training needs? Find out about our future plans and let us have your views.

Seminars, training and briefing: Thursday 25 February

Dial-a-ride development

Unit no: 22
 Day: Thursday 25 Feb
 Times: 09:30 to 12:00
 Unit type: Seminar
 Where is dial-a-ride going in 2010 and onwards? Is it an integrating force or is it a segregated service? Should it be run on a large scale, as in London, West Midlands and Manchester, or is small beautiful? What effect will changes in the Local Transport Act 2008 have? Can it be run on a commercial or enterprise basis? What do you think? This seminar will look at these and other topical issues, drawing on the experience of passengers and operators with widely differing views. It will consider different approaches to strategy and funding in different areas and will help to inform delegates who plan to establish or develop services in their area.

HR in CT: Good employment practice

Unit no: 23
 Day: Thursday 25 Feb
 Times: 09:30 to 12:00
 Unit type: Training
 In the ever changing world of employment law this session will focus on the basis of good employment practice.

SEMINARS, TRAINING AND BRIEFING

Having comprehensive contracts of employment and favourable working conditions will improve the working life for both you and your employees whilst helping to create better employment relations. This session, run by employment law experts Thomas Mansfield LLP, will give you an insight into topics including:

- > Contracts of employment
- > Employment status
- > Part time working
- > Equal pay
- > Working time
- > Family friendly rights
- > Sick leave
- > Holiday entitlement

Effective evaluation for the community transport sector

Unit no: 24
Day: Thursday 25 Feb
Times: 09:45 to 12:15
Unit type: Seminar

Evaluation is not new in the community transport sector, but it is becoming more and more important. Increasingly, funding bodies are demanding to know the impact of their funding and are asking for outputs and outcomes. But how do you define these outcomes, how do you monitor progress, and how do you evaluate the impact of your activities? Done well, evaluation can not only help to measure how well you are doing, but also help you to be more effective. Led by experienced experts in the field, Ekos Limited, this seminar will provide an introduction to the theory and practice of evaluation. It will take delegates through key evaluation concepts and terminology, explore the main methods that can be used, and examine some of the practical challenges in evaluation.

Section 19 designated body training day

Unit no: 25A (and 25B)
Day: Thursday 25 Feb
Times: 10:00 to 12:30
Unit type: Training

The Local Transport Act 2008 implemented the biggest change in the permit operating regime since 1985. This is a very important development for operators of Section 19 permit vehicles, but it is also going to require changes to policy and procedures of the 'designated bodies' who are able to issue permits. These include local authorities and national membership associations. The CTA is one of the original and most active designated bodies. This dedicated training day (comprising units 25A and 25B) is for bodies that currently issue Section 19 permits (and may wish to review that status) and for those who may wish to gain designated body status. CTA, DfT and VOSA staff will take delegates through the changes, explain their effect and look at the procedures that will need to be implemented to ensure that the new regime delivers successful and effective outcomes.

Developments in accessible vehicle design and specification

Unit no: 26
Day: Thursday 25 Feb
Times: 10:00 to 12:30
Unit type: Training

It is important when leasing or purchasing a new accessible minibus to get the specification right, which is not necessarily as easy as it sounds. CTA has, for many years, run training on how to devise detailed and effective specifications for such vehicles. This session will look at all the factors you should consider, in the context of up to date product developments from vehicle and equipment suppliers. The session will consider the process of developing a 'job specification' and evolving this into a technical (unambiguous!) vehicle specification. It will look at relationships with suppliers during the purchase/acquisition process and how to get the best out of them. Speakers will include CTA staff who have devised many vehicle specifications and who have worked directly in the accessible vehicle conversion industry.

Olympic Delivery Authority accessible transport framework

Unit no: 42
Day: Thursday 25 Feb
Times: 10:30 to 11:00
Unit type: Free briefing

In transport planning terms 2012 is just around the corner. Across the UK, there will be a need for people to be able to access integrated and accessible transport systems to be able to travel to the games venues in London, Manchester and other venue cities. Even with the publication of the Accessible Transport Strategy and developments with the Games Network of Accessible Transport, some key questions remain about how community transport should be involved in delivering mobility in a way that mirrors these bold documents. Key questions include:

- > What strategic actions are being taken by the Olympic Delivery Authority (ODA) to deliver accessibility and how will they involve community transport?
- > What challenges do community transport operators face in working together to deliver services to the Games?
- > How can community transport influence the mobility strategy and contribute towards ensuring maximum accessibility?

With these critical questions in mind and with the clock ticking, this open briefing session will be hosted by the ODA and will look at how their aspirations for "the most accessible Games ever" can be realised.

Operational fleet management

Unit no: 27
Day: Thursday 25 Feb
Times: 10:30 to 13:00
Unit type: Training

This session is designed to assist groups improve the safety, legal and operational standards of the minibus

services that they run. The session provides delegates with an opportunity to consider a wide range of issues, many of which can be easily overlooked in the day-to-day struggle to keep services running and vehicles on the road. Topics will include: risk management, vehicle maintenance, vehicle hiring systems, costings and charging, minibuss brokerage, record keeping and statistics, BSOG, staff training and qualifications.

Rural social enterprise update

Unit no: 43
Day: Thursday 25 Feb
Times: 12:00 to 12:30
Unit type: Free briefing

The selection process for the joint CTA/Plunkett Rural Social Enterprise Programme will be well under way by February 2010. Ultimately, eight organisations will be chosen to receive £85,000 grant/loan packages each to enable them to work on increasing contract income. This free briefing will update visitors on progress and will set out the planned outcomes of the programme. It is also a chance to find out how you can become involved in the learning outcomes of the programme and benefit from the work being done.

Passenger Focus and their role in community transport

Unit no: 44
Day: Thursday 25 Feb
Times: 12:30 to 13:00
Unit type: Free briefing

Changes in the way that passengers' views are represented and supported have seen Passenger Focus (the independent public body set up to protect the interests of passengers) take on the new role of 'bus passenger champion'. But what relevance does their work have to community transport? Come along to this free briefing to find out what they do, how you can engage with them and how they can help to promote the voice of your passengers.

Level 1 health and safety at work: British Safety Council awards certificate

Unit no: 5C
Day: Thursday 25 Feb
Times: 13:00 to 14:30
Unit type: Training (exam)

This unit is a formal examination and must be combined with 5A and 5B, see page 9 for details.

Section 19 designated body training day

Unit no: 25B
Day: Thursday 25 Feb
Times: 13:30 to 16:00
Unit type: Training

This unit is part two of the training day for bodies that issue Section 19 Standard Permits, see page 14 for details.

Community transport marketing and promotion

Unit no: 28
Day: Thursday 25 Feb
Times: 13:00 to 15:30
Unit type: Training

For many non-profit organisations, a lack of time, money and expertise can stand in the way of a comprehensive and effective marketing campaign, but there's no reason this has to be the case! This seminar will offer a fascinating insight into the challenges, processes and opportunities involved in branding and communications in the third sector. We will take an overview of the concepts and principles behind branding, and how these can be used to create unique, effective communication tools – from websites to logos, from promotional leaflets to recruitment advertising. Bring along the real life challenges your organisation faces, and we'll try to help you solve them!

HR in CT: What to do when things don't go right

Unit no: 29
Day: Thursday 25 Feb
Times: 13:00 to 15:30
Unit type: Training

When employing people it is important to consider the implications that failing to have the correct procedures in place can have when things go wrong. This session, run by employment law experts Thomas Mansfield LLP, will help your organisation work with its employees to solve problems and improve performance. You will gain an understanding of topics including:

- > Grievance procedures
- > Disciplinary procedures
- > The ACAS code of practice on resolving disputes in the workplace
- > Discrimination including disability, race and sex
- > Redundancy and TUPE issues
- > Unfair dismissal
- > Employment tribunal practice and procedure

Measuring social return on investment

Unit no: 30
Day: Thursday 25 Feb
Times: 13:30 to 16:00
Unit type: Seminar

The funding environment is getting tighter and ever more competitive. Increasingly funders, investors and service commissioners are asking organisations to prove their worth. Social return on investment (SROI) is therefore a term in increasing usage, but one that is new to many or not yet well understood. SROI provides an approach to identifying, measuring, and reporting on the difference that an organisation makes and, importantly, a way of putting a financial value on this. It is an approach that has the backing of Government and a growing number of public bodies. This session, run by acknowledged experts Ekos Limited, will provide a practical, step-by-step introduction to the SROI process and examine what it means for the community transport sector, how it can be applied, and what the common challenges and benefits are.

Tuesday 23 February

No	Delegate sessions (conference suites)	Type	Start	Finish
	Access10 exhibition opening times		08:45	17:00
2	Introducing community transport	T	09:30	12:00
1A	Managing community transport through the recession	P	09:30	12:15
4	Five steps to safety	T	09:45	12:15
3A	Excellence and efficiency: The health transport debate	P	09:45	12:30
6	Enterprise culture in community transport	S	10:00	12:30
5A	Level 1 health and safety at work: British Safety Council awards certificate	T	10:00	12:30
7	Service brokerage: The efficient solution?	S	10:15	12:45
8	VAT and accounting for community transport	T	10:30	12:30
	LUNCH	N	12:00	14:00
9	Tendering for transport contracts	T	13:30	16:00
1B	Managing community transport through the recession	P	13:30	16:15
5B	Level 1 health and safety at work: British Safety Council awards certificate	T	13:30	16:00
3B	Excellence and efficiency: The health transport debate	P	13:45	16:30
10	Business planning, financial management and risk assessment	T	14:00	16:30
53	CTA Annual Awards Dinner	N	19:00	23:00

No	Free briefings and sessions (exhibition hall)	Type	Start	Finish
32	Travel training development update	B	12:00	12:30
33	CRB checks and the new Independent Safeguarding Authority	B	12:30	13:00
52	Unwin Safety Systems delegate drinks reception	N	14:00	15:30
34	Bus service operators' grant (BSOG) update	B	14:30	15:00



Wednesday 24 February

Access10 exhibition opening times		08:45	17:00	
No	Delegate sessions (conference suites)	Type	Start	Finish
11A	Rural transport policy and practice: Opportunities and solutions	P	09:30	12:15
12	Disability equality in transport	T	09:30	12:00
14A	Delivering a sustainable transport system: Engaging the government agenda	P	09:45	12:30
13A	Level 2 risk assessment: British Safety Council awards certificate	T	09:45	12:15
17	Mutual learning: What can CT and education bring to each other?	S	10:00	12:30
16	New opportunities for community bus services	T	10:00	12:30
18	Strategic planning in the third sector	T	10:00	12:30
15	Meet the regulators: VOSA and the traffic commissioners	S	10:30	12:30
19	The Compact and community transport	S	10:30	12:30
	LUNCH	N	12:00	14:00
11B	Rural transport policy and practice: Opportunities and solutions	P	13:30	16:15
20	Transport law for the third sector and education	T	13:30	16:00
13B	Level 2 risk assessment: British Safety Council awards certificate	T	13:30	16:00
14B	Delivering a sustainable transport system: Engaging the government agenda	P	13:45	16:30

No	Free briefings and sessions (exhibition hall)	Type	Start	Finish
35	Community transport in England: A network of networks	B	10:30	11:00
36	CTA membership services and benefits	B	12:00	12:30
37	The State of the Sector report	B	12:45	13:15
38	The CTA quality mark for community transport	B	13:30	14:00
55	AMF Bruns delegate drinks reception	N	14:00	15:30
39	Community transport and the 'Taxi-Plus' model	B	14:15	14:45
40	Setting CTA objectives: Your chance to influence our future work	B	15:00	15:30
41	CTA training review	B	15:45	16:15



Thursday 25 February

No	Delegate sessions (conference suites)	Type	Start	Finish
Access10 exhibition opening times			08:45	14:00
21A	Wheels to work: Developing a national strategy	P	09:30	12:15
22	Dial-a-ride development	S	09:30	12:00
23	HR in CT: Good employment practice	T	09:30	12:00
24	Effective evaluation for the community transport sector	S	09:45	12:15
25A	Section 19 designated body training	T	10:00	12:30
26	Developments in accessible vehicle design and specification	T	10:00	12:30
27	Operational fleet management	T	10:30	13:00
	LUNCH	N	12:00	14:00
5C	Level 1 health and safety at work: British Safety Council awards certificate exam	T	13:00	14:30
28	Community transport marketing and promotion	T	13:00	15:30
29	HR in CT: What to do when things don't go right	T	13:00	15:30
21B	Wheels to work: Developing a national strategy	P	13:30	16:15
30	Measuring social return on investment	S	13:30	16:00
25B	Section 19 designated body training	T	13:30	16:00

No	Free briefings and sessions (exhibition hall)	Type	Start	Finish
42	Olympic Delivery Authority accessible transport framework	B	10:30	11:00
43	Rural social enterprise update	B	12:00	12:30
44	Passenger Focus and their role in community transport	B	12:30	13:00



Access10 booking and administration

Delegate fees

Delegate booking fees for Access10 are dependant on your organisation type:

> **Band 1:**

Third sector organisations with an annual turnover under £150,000 per annum, CTA 'Community' members and CTA 'Safe and legal education transport' members.

> **Band 2:**

Third sector organisations with an annual turnover in excess of £150,000 per annum, local authorities and commercial companies.

If you are a member of the CTA you will have a membership classification. You will receive the CTA member discount of 15% if you are already a member or if you complete a membership registration form (available from www.ctauk.org, info@ctauk.org or 0161-351 1475) and return it with your delegate booking form.

The delegate fee rates for Access10:

Duration	Member/non Member	Band 1	Band 2
1 day	Member rate	£72.25	£136.00
	Non-member	£85.00	£160.00
2 day	Member rate	£136.00	£229.50
	Non-member	£160.00	£270.00
3 day	Member rate	£182.75	£272.00
	Non-member	£215.00	£320.00

All fees are exclusive of VAT, which will be charged at the prevailing rate AT THE TIME OF BOOKING. Where appropriate, VAT invoices can be issued on request.

IMPORTANT NOTE: To give delegates as much flexibility as possible and to ensure we offer you a cost effective programme, a 'day' covers a 24 hour period. Therefore, if you book for one day you could attend all day on Tuesday, or you could attend on Tuesday afternoon and Wednesday morning (see booking form for further information). The above daily rates include lunch for the days on which paid delegates are attending. Please note that CTA will not be providing evening meals at Access10, with the exception of the CTA Annual Awards Dinner which is separately chargeable (see below).

Additional fees and charges:

Some courses at Access10 will incur an additional fee to cover specific examination fees and additional meals are available at additional cost if required. These are all listed below.

> CTA Annual Awards Dinner (per person)	£44.00
> Units 5A, 5B and 5C (single additional fee covering all three): Level 1 health and safety at work: British Safety Council awards certificate exam	£10.21
> Units 13A and 13B (single additional fee covering both): Level 2 risk assessment: British Safety Council awards certificate exam	£30.00
> Additional lunch tickets for colleagues and non-paying visitors.	£10.00

All fees are exclusive of VAT, which will be charged at the prevailing rate AT THE TIME OF BOOKING. Where appropriate, VAT invoices can be issued on request.

BOOKING DETAILS

Access10 booking and administration (continued)

'Full membership plus' benefits:

If your organisation has taken out 'Full Membership Plus' with CTA, as opposed to standard Band 1 or Band 2, you are entitled to additional benefits including a free one-day place at Access10 (at the Band 2 member rate of £136.00) and one free ticket to the CTA Annual Awards Dinner (worth £44 plus VAT). Please select the appropriate options on the delegate booking form or contact the CTA to claim these additional benefits.

Programme:

All event and session programmes, descriptions and speakers are correct at time of printing but may be subject to change. Please see www.ctauk.org for the most current details.

Meals:

Each paying delegate is entitled to lunch on each day for which they have booked attendance at chargeable sessions (irrespective of whether they are attending for half or all of the day) – PLEASE NOTE HOWEVER, that lunches MUST be booked on the delegate booking form even though there is no additional cost. Evening meals are not provided but tickets for the CTA Annual Awards Dinner on the evening of Tuesday 23 February can be purchased using the delegate booking form (or separately by contacting CTA).

Cancellations:

Delegate places can be cancelled if necessary and refunds issued, provided written requests are received on or prior to 5 February 2010. Refunds requested by this date will be paid minus an administration fee of £25. We regret that we are unable to make refunds after this date. The CTA will accept requests to change delegate booking details or switch bookings to an alternative delegate name, but we reserve the right to apply an administration fee of £25 in such cases.

Location:

Access10 will be held at the Manchester Central convention complex, situated in Petersfield, Manchester. Location map and details will be supplied to delegates with booking confirmation.

Accommodation:

Hotel accommodation, including accessible rooms, can be booked in a range of city centre hotels to suit varying budgets. You can book accommodation on-line via www.ctauk.org (follow the Access10 links to the accommodation page).

Contact us?

Further details on any aspect of Access10 are available from the CTA UK central services office at Hyde in Cheshire:

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