



Merry Christmas and a Happy New Year to you all. Ho Ho Ho!

December 11—March 2012
Issue 10



**Inside this
issue:**

Issue 10

CTA UK Advice	2
Volunteer Drivers ABI Update	3
Travel Apps launched	3
North Wales Updates	4
CTCFI	5
Natwest Funding	5
Annual Awards 2011	6-8
MiDAS Results	11
General News	9
Shop Mobility Monmouthshire	9
CTA Training	10
Bits & Bobs	10

Western Valleys Funding Approved!

The CTA's collaborative funding bid on behalf of 6 operators in the Western Valleys Strategic Regeneration Area has been approved by the Minister for Local Government and Communities.. The project will pump prime, develop, enhance and expand CT service provision across parts of Carmarthenshire, Neath Port Talbot and Bridgend Local Authorities.

The project will largely fund capital items such as accessible vehicles, joint co-ordination and monitoring software, as well as enhanced marketing and awareness raising of existing and expanded services in relevant valley areas.

The project's value is £370k in total, with £290k of this coming from the Welsh Government. Two Regional Transport Consortia, SWITCH and SEWTA, have also provided match funding.

The main purpose of this project is to develop the capacity of participating CT operators to improve access for communities in the Western Valleys, by delivering a more efficient and

enhanced range of affordable transport solutions for individuals and community groups with identified transport needs which are not currently met by mainstream public transport services.

Betsan Caldwell co-Director for CTA commented "The project has taken some time to put together, but we are thrilled to have been successful and look forward to delivering the project over the next few months."

Participating operators include Menter Cwm Gwendraeth, Neath Port Talbot CT, Dansa, OTED, Pontardulais and Ystradgynlais Car Schemes, who will receive a total of 9 new vehicles between them.

However, we have recently learnt that CTA's bid to the Heads of the Valleys SRA which was originally submitted in March 2010 and then re-submitted in December 2010, was not sent to the Board for approval as we had thought, and consequently has not been included in the forward budget. We are following this up with senior officials currently.

CTA Wales Committee Members Elected for 2011-12

The new CTA Wales committee was elected at our recent Annual Members Meeting in Llandrindod on 19 October, with officials elected at the first committee meeting held in Abercynon on 23 November.

Your committee members for this year are: Richard Cope (Monmouthshire County Council Grass Routes), Sue Reed (Neath Port Talbot County Borough Council), Debbie Johnson (PACTO), Megan Rosser Davies (Torfaen CT),

Sarah-Leyland Jones (PAVO), Dave Brown (Llanwrtyd Wells Community Transport), Phill Taylor (Aberfan & Merthyr Vale Youth and Community Project) and Ceri Rees (Pembrokeshire County Council). Richard was elected as Chair, and Sue and Debbie as Vice-Chairs.

Richard Cope thanked Sarah Leyland Jones, the out-going Chair, for the work that she had put into the committee over the last few years, adding "I look forward to working with the new

committee on taking CTA Wales forward and feel privileged to be elected as the new Chair. I hope that together we can enhance the profile of CTA Wales and the work carried out by its members and officers"



Operating Small vehicles under the S19 permit and Car Sharing regime and contracts.

Introduced on the 6th April 2009, the Local Transport Act, among other things, changed Section 19 Small Bus Permits to Section 19 Standard Permits. This name change was necessary in order to allow permits to be used on vehicles with fewer than nine passenger seats for the first time. However, unlike minibuses, they can only be used on the basis of separate fares.

Q. So what are 'separate fares' and what restrictions do they entail?

A. Each passenger must pay a separate fare to the operator of the vehicle. If not, the vehicle could be considered to have been hired out as a whole which would bring it within the definition of private hire operation and legislation. Separate fares will exist in all 'individual passenger' type CT services such as Dial a Ride, where the operator sets a fare (at a not-for-profit level) which each individual passenger then pays. In short, unless there is a per passenger fare, separate fares won't exist.

Q. So how do separate fares apply with contracts?

A. Let's look at a couple of examples. A CT group agrees to provide transport to a luncheon club for £40 using a small vehicle under S19 permits. There are 8 passengers and each passenger pays £5 separately to the lunch club organiser who then pays £40 to the CT operator. Is this separate fares? No, because the whole vehicle has been hired exclusively to the luncheon club.

Another example might be a CT organisation bidding for a Local Authority contract to take 5 children to school, using a small vehicle. The price agreed is £50 per day which, as above, cannot

meet the definition of separate fares as the vehicle is being hired as a whole. The CTO decides to invoice the LA on a per passenger basis at £10 per day in an attempt to meet the separate fares requirement. However, unfortunately, the answer is still "no". It's the LA that is paying, the contract is with them and the passengers make no contribution to the cost of fares.

In either of the above scenarios, the alternative would be to use a minibus (9 to 16 passenger seats) where the pre-requisite for only separate fares does not apply. A minibus can either be hired as a whole or operated for separate fares. Remember, that under the S19 permit regime, any service operated must not be with a view to a profit. In other words, with separate fares, the fare must be set at such a level (based on a reasonable expectation of how many passengers are likely to travel on the trip) it does not expect to make a profit.

Q. Is it possible to operate a contract with a smaller vehicle under 'car sharing' legislation instead?

A. In principal yes, as car sharing legislation is only applicable to vehicles with less than nine passenger seats, but the fares received by the driver must only be equal to the operating costs of the vehicle on that journey.

To comply with Section 1 (4) of the Public Passenger Vehicle Act of 1981 you must ensure that:

- a) the fare or aggregate of fares paid in respect of each journey does not exceed the amount of the running costs of the vehicle for that journey and
- b) the arrangements for the payment of these fares, by the passenger or passengers, were made before the journey began.

With volunteer drivers this is easily achieved by reimbursing the driver in accordance with the HMRC guidelines, currently 45 pence per mile for the first 10,000 miles per year after which the rate drops to 26 pence. Remember though, that if more than one passenger is being carried, the total fare would still need to be 45 pence for both passengers, not 45 pence each, as their combined fares would exceed the vehicle operating costs. This could invalidate the driver's insurance, as they would be considered to be operating for a profit, which would then have income tax implications as well as bringing them within the scope of the Private Hire / Taxi Licensing regimes.

If the contract is being delivered with an organisation's own vehicle as opposed to a volunteer's, the fares/price charged can still only cover the vehicle's operating costs and cannot include other costs such as drivers' wages or office overheads. If additional overheads are included, you will be operating illegally, as you will no longer be within scope of car sharing legislation. It was principally for this type of scenario that the CTA lobbied successfully to have smaller vehicles included within the Section 19 Permit regime, so that associated operating costs, up to a not-for-profit level, can be included in fares/contract pricing.

November's edition of the CTA Journal focuses specifically on Community Car Schemes, and looks closely at examples of different car schemes fares charging policies and their legal ramifications. For more info on this or on other legal issues, please contact the CTA Advice Team on 0845 130 6195 or by email advice@ctauk.org

Volunteer Driving—The Motor Insurance Commitment

Volunteers play a valuable and vital role across Wales in all sectors. But if you're a volunteer worker, your goodwill could be having an unexpected impact on your car insurance. It seems that the rules and regulations surrounding voluntary work and car insurance are anything but clear.

Many car insurers used to insist that motorists inform them of any voluntary work when taking out a policy. From here, prices for volunteers were often inflated, as some insurers defined voluntary driving as 'business miles' rather

than 'domestic, social and pleasure'. However as of August 2011, most insurance providers abandoned this practice and signed up to a new Association of British Insurers (ABI) commitment promising volunteer motorists that they would not be charged extra premiums. The commitment covers 54 insurers making up over 85% of the motor insurance market.

It's important to remember that this commitment applies to private cars insured on private car insurance policies only, except where clearly stated. Remember also that when you declare your annual mileage

when buying insurance, you should include your volunteer driving in that.

Motor insurers recognise that policyholders who want to help their communities through volunteer driving need clear and accurate information. You can find out if your car insurance provider has signed up to this commitment by going to the ABI website at www.abi.org.uk where the list will be regularly updated as and when any changes are notified.



CT stars in Traveline Cymru's new Travel App

Traveline Cymru has launched the latest addition to its range of mobile services, with the introduction of its free android phone app, following the success of the iPhone app which was launched at the Eisteddfod in Wrexham in August. (For those technologically challenged, an 'app' simply refers to a software programme that you use online or on mobile devices!)

The bilingual travel app, which is the first of its kind to be produced in Wales and one of very few bilingual Welsh apps available

through itunes, will give travellers access to up-to-date public transport information while they are on the move.

It will allow people to plan their journey, find nearby bus stops and bus routes, Community Transport and Demand responsive services, locate park and ride sites, view regular travel alerts and disruptions and access contact details for bus and rail companies.

The app was unveiled by Traveline Cymru ambassador and TV personality, Iolo Williams who was on hand at the Eisteddfod to

give people tips on downloading and using the app.

Iolo said: "It is when you're out and about that you really need to have travel information at your fingertips so this app is a great idea. It's free to download and simple to use, I would certainly recommend that people download it as you never know when it will come in useful."



CRB checks update

The UK government is considering charging volunteers to use the 'portable' criminal records (CR) checking system that is due to come into force in 2013.

According to the Protection of Freedoms Bill currently before Parliament, there would be two types of CR check: a one-off and a portable one, which would allow an individual to work or volunteer

for a number of organisations. The one-off check would remain free for volunteers, but volunteers may have to pay a yearly subscription fee for the portable check.

It seems all organisations would continue to pay for checks on paid staff under the new system, although the fee size has not yet been set. The government will decide whether to charge

volunteers in about six months' time, when the Bill is due to become law. If it is passed in its current form, each person subject to a CR check would be issued with a unique number which the employer could enter on a website, which would then tell them whether any new information had been placed on the person's record since the original check was carried out.

North Wales Updates

Nightrider Returns with Early Christmas Present

A popular and award-winning bus service for people over 50 who find it difficult to get out in the evening returns next month. In a partnership between Denbighshire County Council and Dial a Ride Denbighshire, the minibus service for those who live in Rhyl and Prestatyn will return on Thursday 8th December, just in time for Christmas. Nightrider will again run on Thursday and Friday evenings. It gives older people an opportunity to get out more by giving them access to evening activities.

Nightrider ceased earlier this year following a reduction in volunteer drivers and buddies. The new partnership has overcome this with the help of Denbighshire Dial a Ride, who will manage drivers and bookings. Commenting upon the reintroduction, Lead Cabinet Member for Environment and Sustainable Development, Cllr Sharon Frobisher, said: "This is really good news for older people. We know that users have really missed this service. We now have a new way of managing this operation and I would love to hear from former volunteers who feel that they might be able to help again."

Chair of Denbighshire Dial a Ride, Barbara Charsley,

commented: "This marks an important change for us at Dial a Ride as we seek ways to grow beyond our core services. Nightrider will now be open to any resident in the Rhyl, Prestatyn, Dyserth & Rhuddlan areas and we look forward to helping people get out more."

Membership of Dial a Ride is not necessary to use Nightrider, and there is a £3 charge per passenger per night. Bookings are on a first come, first served basis. Anyone requiring further information including the revised system of booking and operation, should phone Dial a Ride on 01745 344222. The Nightrider service will operate as a pilot for a period of six months, to the end of May 2012 and the partnership will review it then.

BWS NI, South Denbighshire Community Partnership

The South Denbighshire Community Partnership has received a donation of £6,055.29 towards the running costs of their brand new community minibus – Bws Ni.

Friends of Cysgod y Gaer who have recently dissolved their committee decided to donate 50% of their assets to the new community transport initiative. The other 50% has been donated to Cysgod y Gaer residential home to pay for transport for the

residents.

Sian Roberts from Denbighshire Voluntary Services Council said that the partnership are very grateful for the generous donation. "The funds which Friends of Cysgod y Gaer worked so hard to raise will leave a lasting legacy for the community" she added.

The 16 seat minibus can accommodate up to 4 wheelchairs at any one time. Several volunteer drivers have already been recruited; however, volunteers are still needed. Sian is taking the bookings for the minibus and there is already a great deal of interest from user groups.

The vehicle will be parked at Corwen Police Station when not in use. Denbighshire County Council is responsible for servicing and maintaining the vehicle. Bws Ni has also been fortunate in receiving financial support from Ifor Williams Trailers Ltd and Scottish Power Renewables towards running costs for the first 12 months. For further information or to book the bus phone 01490 413429. Sian Roberts, Development Assistant, Corwen Healthy Living Centre.



North Wales Development Officer

Welcome to Lindsay Haveland, who has recently joined us as the new Development Officer for North Wales. Well known to many in North Wales, Lindsay previously worked as the



Senior Health and Social Care Facilitator at Denbighshire Voluntary Services Council (DVSC), based in Rhuthin, and has been involved with CTA Wales for some time through our CT Forums and some local project work.

Lindsay will be concentrating on developing opportunities for the CT

sector in North Wales, including developing collaborative working, and strengthening partnerships between various stakeholders.

Lindsay is based at the CTA Wales office in Morfa Hall, Rhyl and can be contacted on 01745 356751/07918-748260 or h.lindsay@ctauk.org.

Annual Award Winners 2011

Outstanding Contribution to CT: Richard Cope, Monmouthshire County Council

Richard is the Passenger Transport Unit Manager and was instrumental in setting up Grass Routes CT, innovatively using section 22 permits and flexibly registering the service, generating considerable saving to the Authority whilst providing a much better service for users. He has also helped start two local shop mobility schemes and two voluntary sector schemes working with the authority and Grass Routes on a flexible approach to transport.

The impressive in-house school transport fleet he set up now also serves various community groups and organisations, and he is actively working with CTA Wales and some of our other members on transport arrangements for the numerous pre 2012 Paralympic games training camps to be based in South Wales.



He is the new Chair of CTA Wales and Chair of the SEWTA Community Transport sub group and has worked with CTA to push forward the CT Capital Enhancement grant in the area. Richards is always keen to share his enthusiasm and knowledge with others, and has hosted many study visits to Grass Routes as well as organising seminars, advising others and presenting on s22 at CTA Wales' conference in 2010. This award was sponsored by TAITH.



Best Marketed CT: Green-links CT

Greenlinks, launched in July 2010, is a pilot project in the rural Vale of Glamorgan, inspired by local residents, the Local Authority and other partners and is managed by the Authority's CT Officer. To assist development, the Local Authority has produced a brand using a background image of the green and rolling countryside of the area, which is used in a variety of settings. These include vehicle livery, posters, leaflets, t-shirts, stationery, membership cards and the website. As a result of this marketing campaign,



Green-links now has around 460 members and 43 group members, and has undertaken nearly 2000 journeys since January this year with 1 p/t paid driver and 9 volunteers. This award was sponsored by Mike Clarke Printers.



CT Volunteers of the Year: Peter Scoble and Dilwyn Morgan

Peter Scoble - Pembrokeshire Voluntary Transport

Peter is a volunteer driver for a number of organisations in the area and makes himself available as often as possible. PVT recently had a 6 month Dial-A-Ride trial for the Kilgetty and District Area in Pembrokeshire for which Peter drove, unpaid, every Friday. His workload and eagerness are an example to all who are associated with PVT, and his friendliness and patience, together with his care of wheelchair users are frequently commented on by the groups for whom he drives.



Dilwyn Morgan – Dolen Teifi



Dilwyn is a conscientious volunteers and an important part in the development and success of Dolen Teifi. His many contributions include being a dedicated member of the Dolen Teifi committee, and a conscientious driver always ready to give his time and who takes pride and responsibility for the care of the bus. Dilwyn is always considerate of the needs of others, and is an engineer by trade - which is very handy if the bus breaks down! These awards were sponsored by SEW-TA.



Annual Award Winners 2011

Best CT Operator: Dansa

Originally Dulais Valley CT, DANSA Ltd now operates truly integrated CT, employing 14 full time and three part time drivers, with 21 vehicles ranging from small cars and MPV's to a 23 seater Optare, a backroom team of 1 full time and 4 part time staff, as well as volunteer drivers and administrative staff. DANSA covers the 5 valleys of Neath Port Talbot, as well as the Swansea area. Transport provision includes scheduled flexibly routed Section 22 services funded by the RDP, weekly shopping trips funded under CTCFI, bespoke group hire section 19 services, a dedicated



CONSOEDIUM CLYDANT INTERREGIO DE OLLWENYD CYMREI
SOUTH WEST WALES INTEGRATED TRANSPORT CONSORTIUM



Community Car scheme, tendered transport contracts and a transport to employment project funded by DAF. In the past year Dansa, have carried over 91,000 passengers and have over 2,100 members. This award was sponsored by Swwitch.

Most Supportive Regional Transport Consortia: SEWTA

SEWTA has involved the CTA and CT operators consistently in its Regional Transport Plan by setting up a CT working group with Local Authority partners, and using this as a mechanism to develop and provide a capital grants scheme for the sector. SEWTA has distributed nearly £300,000 over the past two years to CT operators via a bidding



process, to enhance their services by purchasing vehicles or software. The collaborative working between SEWTA and its partners enables a joined up approach to solving the issues faced by many in the transport sector. This award was sponsored by TraCC.

Wales MiDAS Driver of the Year Final 2011

Following regional rounds earlier in the year, five competitors took part in the final which was held at the Metropole Hotel, Llandrindod Wells on 19 October. Each competitor took to the roads in a 30 minute driving assessment where Mike Entwisle from Powys Transport Training Agency put them through their paces. The results were announced by Phil Stratton from Q'Strait at the awards dinner later on that evening.

2011 MiDAS Driver of the Year: Nigel Hewitt, Neath Port Talbot CT

Nigel has worked for Neath Port Talbot CT for 2 years, where he spent a year as a volunteer driver before moving to paid employment. His passengers are often referred to as "Nigel's Ladies", and his boss Claire Smith described him as a bubbly character who goes above and beyond his paid duties. Nigel summed up his job up as "one of the best jobs I have had and the best thing about it is the people I meet." He added " The competition was enjoyable and it was great to be recognised for what we do. The win has also pleased my ladies no end!"



MiDAS Driver Runner up: Eddie Bunston, Pembrokeshire County Council

Eddie has worked for Pembrokeshire Social Services for 5 years, based at the Anchorage Social Activity Centre in Pembroke Dock as a Relief Driver. Eddie goes the extra mile and as well as driving, he also carries out caring duties for the centre's users. When asked what the highlights of his job were, Eddie replied " Most definitely the service users!. We have a lot of fun and banter and everyone is so friendly. I also have a very supportive team and owe a lot to the full time drivers who have supported and trained me over the years". Eddie felt that the MiDAS competition is a useful tool to learn and improve your skills and make you an even better driver.



Alice added "After speaking to both drivers, it just emphasises the importance of CT services in Wales. Also, many thanks to our sponsors Q'Strait for once again making this event possible". Phil Stratton, from Q'Strait said, "The event was a huge success for everyone involved and Nigel is a worthy winner. Under test conditions he still delivered the same precision and control of the accessible mini-bus that he clearly maintains on a daily basis"



Wheelchair Passenger
Safety Solutions

Bws Bro

A new bus service launched on the 28 November will see one of the first examples in North Wales of a community transport operator providing a scheduled section 22 service.

The bus, which is operated by Conwy Community Transport and funded by Conwy County Borough Council, will be running subsidised services 3 days a week between Llandudno Jct, Llanrwst, Betws-y-Coed, Cerrigydrudion, Corwen and Denbigh.

Since the 2008 Transport Act came into force, Community Transport operators have been able to cater for the general public rather than just specific

groups and this scheme with Conwy Community Transport is one of the first of its kind operating in North Wales.

Glyn Jones from Conwy Community Transport said, "The aim of Conwy Community Transport is to provide accessible transport for people who may have difficulty in using local services. By providing this subsidized route we are meeting those objectives and providing a service to the rural community."

Cllr Goronwy Edwards, Conwy County Borough Council's Cabinet Member for Communities commented "The organisations involved have worked really hard to

see this scheme come to fruition and to provide a service for the community."

The new vehicle, called 'Bws Bro', is a Bluebird 16 seater bus with low floor entry.

The launch event is sponsored by Bluebird vehicles. The Vehicle is sponsored by Venue Cymru and Gott & Wynne Insurance Brokers.



Shop-mobility—New Scheme Opens in Monmouth

A Shopmobility scheme is finally up and running in Monmouth after 4 years hard work. Mobility Monmouth was launched at Bridges Community Centre on Friday 30th September, after the project was originally conceived by Bill Thorne and David Hill in 2007, gaining support from Monmouth Town Council, Monmouthshire County Council and involvement with Vision Monmouthshire.

Bill Thorne said "We kept fighting and eventually found a building, only for it to fall down! We applied for Lottery funding but that didn't

work either. We were getting disillusioned but were still enthusiastic because we knew it would be a good thing for Monmouth. Out of the blue came this place (Bridges) – it's not ideally situated but it's a good place."

Mr Thorne thanked members of Action 50+, Terry Christopher, Ray Bassett and Richard Cope for their help, as well as Monmouthshire Housing Association who had supplied a grant of £1,250.

Those wishing to use the service can contact the scheme on 01600 715766, and the office is open from

10am-4pm. The scheme is also looking for volunteers who would be willing to man the office, if you are interested then please contact the scheme on the number above.

Cliff Adney, Shop-mobility Wales development officer added "I am very pleased that the hard work done by the team at Monmouth has resulted in the scheme opening this year, I wish them all the best for the future and feel this is a positive move for disabled people within Monmouth to be better able to access services in their community"

Goodbye Lindsay and Welcome Caroline...

Lindsay has recently started her maternity leave, since baby Adams-Jones is due this month. Phoebe is looking forward to a brother or sister. In the meantime, Caroline Southard has been recruited to cover Lindsay's leave, and started with us on 24 November. For now, Caroline will keep Lindsay's email address so if you need to contact Caroline please call her on 01792 844290 or email her at lindsay@ctauk.org

or ctawales@ctauk.org. Caroline said "I moved to Swansea 6 years ago from Kent to be with my husband (he is from Swansea). We have a little boy Ashton who is 16 months old. I have a small home run business called 'Once Upon A Cupcake' - I make all types of cakes but specialise in cupcakes. I do lots of charity events raffling off giant cupcakes, the most recent one being for Children in Need where I raised £500." She added "I have

always been involved in customer service. My most recent position was contract co-ordinator for a company called Timet who manufacture titanium for the aerospace industry, which I found very enjoyable and interesting. I was able to travel around the UK visiting clients as part of my role. I have also had a lot of experience working in retail, and really enjoyed the customer interaction."

Contact Us

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Website: www.ctauk.org

Have you joined our Yahoo e-group yet? It's only a mouse click away.

Ask US to e-mail
YOU a joining
invitation.



Bits & Bobs

The Health at Work Advice Line is a new pilot service offering health at work advice over the telephone. All calls are confidential, advice is free and you can call anytime.

The line will be open 24 hours a day, with qualified professionals available 9-5 on weekdays. Outside of these hours a call-back service will operate. If our advisors aren't able to help you directly, they'll put you in touch with someone who can.

What advice is available?

- Screening for early signs of health related issues
- How to deal with staff experiencing mental health conditions and physical health issues.
- Professional help on staff unable to work
- Sickness absence and attendance management
- Rehabilitation and medical intervention
- Lifestyle and well-being to maintain health Contact the Freephone Health at Work Advice Line Wales on: 0800 107 0900



Or for more information please visit: healthyworkingwales.com

Local Giving.com

Localgiving.com is an easy and effective online tool for local charities and community groups to raise money, awareness and support. They empower local communities by providing resources to small charities and community organisations so you can be more effective and self sustainable.

How can Localgiving.com help your charity or organisation?

Localgiving.com gives you web pages that you simply write and update yourself, plus ways to easily keep in touch with your supporters. All this will help increase your sustainability by:

Reducing dependency on grants in the face of increased need in the community.

Post your volunteer needs.

Reduced grants and government funding.

Maximising exposure in the online giving market.

Providing new sources of funding and support.

Raising awareness of the great work being done in your community.

To register your charity or group

CTA Events 2012

What's on over the next few Months?

Safe & Legal Minibuses and MPV'S 12th January

Introduction to Community Transport 31st January

Demonstrating the value of CT—Social Auditing 8th Feb

Financial Control & Budget Management 14th March

If you need more information on any of these, please contact either Caroline or Alice on 01792 844290

You can also visit our website www.ctauk.org

with Localgiving, log on to localgiving.com to begin the process. The first three months are free, and then there is a £60 annual charge to enjoy the benefits.

Could you access CFAP Funding?

The Community Facilities and Activities Programme (CFAP) is an all Wales capital grant scheme, funded by the Welsh Government. It is open to community and voluntary organisations and provides funding for the provision of capital projects which help provide facilities and equipment that help with the carrying out of activities that promote the regeneration of communities. CT operators have accessed this fund in the past, mainly to purchase vehicles.

In some cases up to £20k of funding can be applied for. For details of the opportunities available in your area please contact your local County Voluntary Services who will have details of local application round dates.

If you would like to include an article in the next edition of the CTA Wales Newsletter, please email articles to:

alice@ctauk.org

by the 15th February 2012



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government