

A CTA STATE OF THE
SECTOR REPORT

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cymru
wales

Wales 2014

**Cymdeithas
Cludiant
Cymunedol
Community
Transport
Association**



Supporting Community Transport

Better together in challenging times

Supporting Community Transport
Better together in challenging times



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PUBLISHED BY THE CTA IN JANUARY 2015

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Registered in Cardiff no. 1985361. Registered charity no. 1002222. Charity registered in Scotland no. SC038518.

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1 ABOUT THE CTA

The Community Transport Association (CTA) is the national membership association for community transport operators in England, Scotland, Wales and Northern Ireland.

The CTA's vision is "To see community transport thriving across England, Scotland, Wales and Northern Ireland, enabling people to live independently, participate in their community and access education, employment, health and other services".

The CTA's mission is to lead and support community transport to be successful and sustainable in all parts of England, Scotland, Wales and Northern Ireland through:

- **Political leadership:** Promoting community transport and influencing the development of better strategy, policy, regulations and investment at all levels of government.
- **Practical support:** Advocating high standards of practice and providing advice, information, training and hands-on support that assists community transport in working to these standards.

We therefore aim to strengthen the work of our members, which include voluntary and community organisations, charities, social enterprises and co-operatives, enabling them to deliver high quality services to those who depend on community transport for many reasons.

CTA Wales works to support its members in Wales through its offices in Swansea and Rhyl. The Welsh Government's Department for Economy, Science and Transport (DEST) provides core funding to CTA Wales as the representative body for the community transport sector in Wales. The funding enables CTA Wales to deliver an agreed plan of support and development services to new and existing community transport organisations across the country. We also serve to advocate and promote the community transport sector in Wales.










2 THE COMMUNITY TRANSPORT SECTOR

2.1. What is community transport?

Community transport is about providing flexible, accessible and responsive solutions to unmet local transport needs, and often represents the only means of transport for certain user groups. Using everything from mopeds to minibuses, typical services include voluntary car schemes, community bus services, school transport, hospital transport, dial-a-ride, Wheels to Work and group hire services. Community transport benefits those who are otherwise isolated or excluded, enabling them to live independently, participate in their communities and access education, employment, health and other services.

The term 'community transport' covers a range of services, including:

-  **Community car schemes:** volunteers drive their own cars to transport individual passengers who are often unable to travel by other means due to disability, illness or lack of public transport. Some operators own vehicles (sometimes accessible) that are available on a self-drive basis.
-  **Group transport:** community transport groups hire out vehicles – often accessible minibuses – and drivers to take the members of voluntary groups on trips. Alternatively, voluntary groups can use their own drivers. These are carried out under section 19 permits in Great Britain and section 10b permits in Northern Ireland.
-  **Community bus services:** demand-responsive or fixed-route transport services, available to the public, operating where commercial bus routes are not viable, and run under section 22 permits (not applicable in Northern Ireland).
-  **Shopmobility:** loan or hire of wheelchairs and mobility scooters to allow disabled travellers to get around the shops when they visit local towns.
-  **Vehicle brokerage:** community transport organisations manage the sharing of a number of vehicles owned by several organisations in order to maximise the services that can be delivered.
-  **Wheels to Work:** scooters are loaned to geographically isolated people (often young people) to enable them to get to work, apprenticeships or training.
-  **Door-to-door dial-a-ride services:** these are services for individuals who can't, or find it difficult to, use or access mainstream transport services. People are usually picked up from their homes and dropped off at their destination such as the doctor or the shopping centre. Each vehicle will carry several passengers going to and from different places. These are run under section 19 permits in Great Britain and section 10b permits in Northern Ireland.

The CTA is building an online database of CT providers, which is available at <http://www.ctonline.org.uk/search/>.



2.2. Why community transport?

Community transport is about providing flexible and responsive solutions to unmet local transport needs, and often represents the only way in which particular user groups can access a range of essential services. As community transport is regulated differently from conventional bus services, it is particularly well-placed to step in where conventional services are not viable or available. As a result it can provide the connectivity needed to get to a range of destinations for otherwise isolated or excluded groups of people. It can use or adapt any passenger-carrying vehicle to do exceptional things, always for a social purpose and community benefit, never for a profit.

Community transport benefits those who are otherwise isolated or excluded, enabling them to live independently, participate in their communities and access education, employment, health and other services.

3

INTRODUCTION TO THE REPORT

This is the CTA's second 'State of the Sector' report for Wales. The first report was published in the summer of 2010¹ with the aim of enhancing our understanding of the community transport sector across the country, which could then be shared with funders, policy-makers and stakeholders.

This report reflects a time of uncertainty for the community transport sector, partly due to changes in the way transport is funded in Wales for 2014/15 but also due to the ongoing challenges faced by the community transport sector given wider economic pressures.

The purpose of this report is to set the context for community transport in Wales. It sets out the political and social context in which community transport operates and identifies the challenges currently faced by the sector. The narrative in this report is supported by data gathered by the CTA in Wales.

Specific research for this report was conducted by CTA Wales during 2013. It explored several areas to assess the state of the community transport sector across Wales: organisations and their services, organisational membership, journeys and vehicles, employees and volunteers, finances and future challenges.

This report builds an increasingly detailed picture of the size and scope of the community transport sector, which will be used to inform the CTA's work in Wales. The information gathered will enable CTA Wales to develop a robust and comprehensive evidence base for the future in order to monitor the impact of any legal, financial or other changes upon the sector. These findings will enable CTA Wales to concentrate its efforts on those issues which most impact upon member organisations and their service users.

The report will also assist in raising the profile of the community transport sector and goes some way towards demonstrating the scale of its services, and the size and economic contribution of the sector, as well as highlighting the valuable role that volunteers play.



¹ <http://www.ctauk.org/UserFiles/Documents/In%20Your%20Area/Wales/Front%20Cover/The%20CTA%20State%20of%20the%20Sector%20Report%20for%20Wales%202010%20Final.pdf>

THE COMMUNITY TRANSPORT SECTOR IN WALES

CTA Wales has 114 community transport organisations registered as members, ranging from community groups, charities, social enterprises and mutual associations to local authorities.

4.1. Where do community transport organisations operate in Wales?

According to the CTA's latest research in Wales², only 9% of organisations deliver services solely in urban areas. This is indicative of the increased levels of need experienced by more isolated rural communities, and reflects the rurality of Wales. Community transport organisations in Wales predominantly provide services in rural areas, with 34% of community organisations delivering services solely in rural areas and 55% delivering their services across both rural and urban areas.

Figure 1. Community transport operating areas

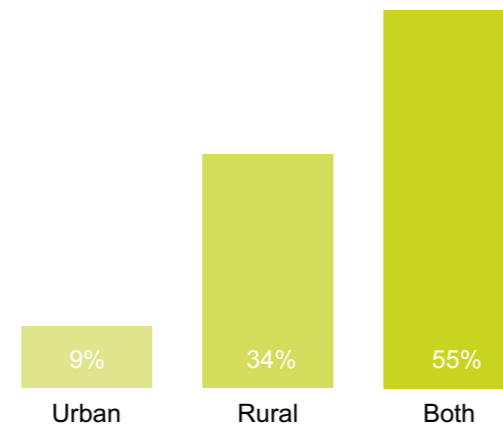
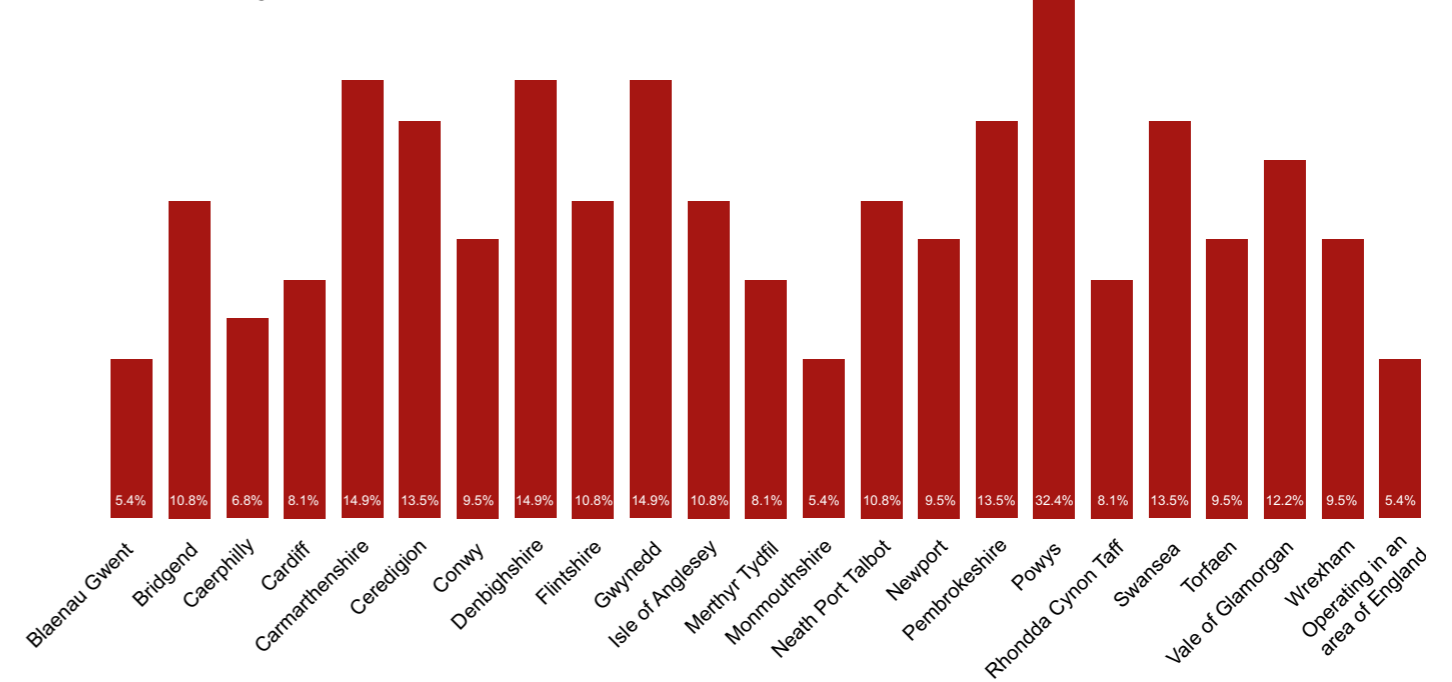


Figure 2. Community transport operations by local authority area



In Wales **55%** of community transport organisations deliver services across both rural and urban environments

Unsurprisingly, given the findings on rurality, the greatest percentage of community transport operators run services in Powys (32%) in mid-Wales. Around 14% of operators run services in each of Carmarthenshire, Ceredigion, Gwynedd, Pembrokeshire and Swansea. Many organisations operate cross-boundary services, which explains why a figure of over 100% results if the totals in Figure 2 are added together. This reflects the geography of Wales and can present specific challenges for operators and funders when it comes to agreeing resources.

There is a proportional spread of community transport operators across current local authority areas in Wales, although the highest percentage of community transport services is run within Powys (**32%**)



²Wales State of the Sector survey 2013

45% run services on section 19 permits

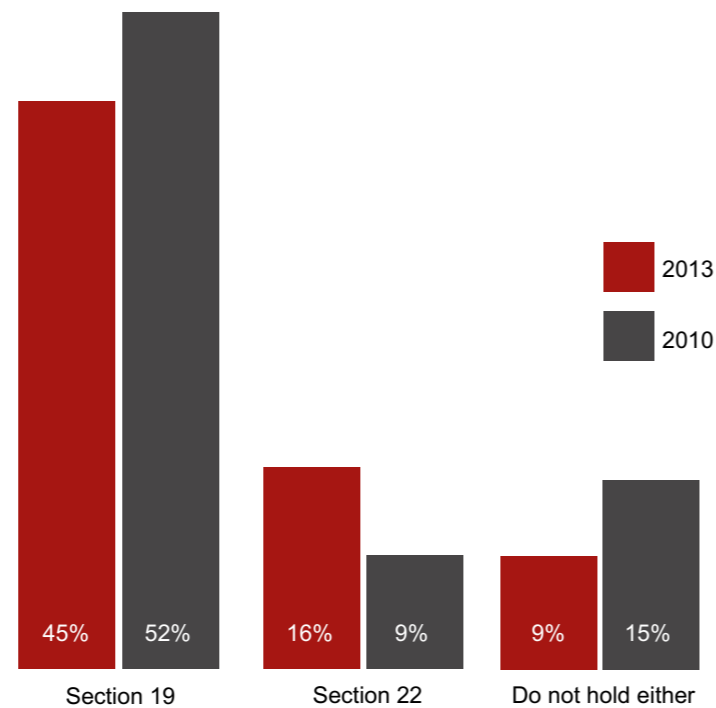
4.2. The legal status of community transport organisations

Community transport organisations range from community groups, charities, social enterprises and mutual associations to local authorities. Encouragingly since the 2010 research the already-low number of organisations that are unincorporated continues to decrease (from 5% to 4%). Despite the small percentage decrease, this finding is positive given that boards of incorporated organisations are less likely to be personally liable for the organisation's debts or legal action brought against them.

It is also worth noting that 56% of organisations stated that community transport was their primary function, with the remainder highlighting transport as a secondary function. This finding is useful as it gives an indication of the variety of organisations delivering community transport, ranging from small community car schemes entirely run by volunteers to large national charities such as the British Red Cross.

4.3. Types of services offered

Figure 3. Operating permits



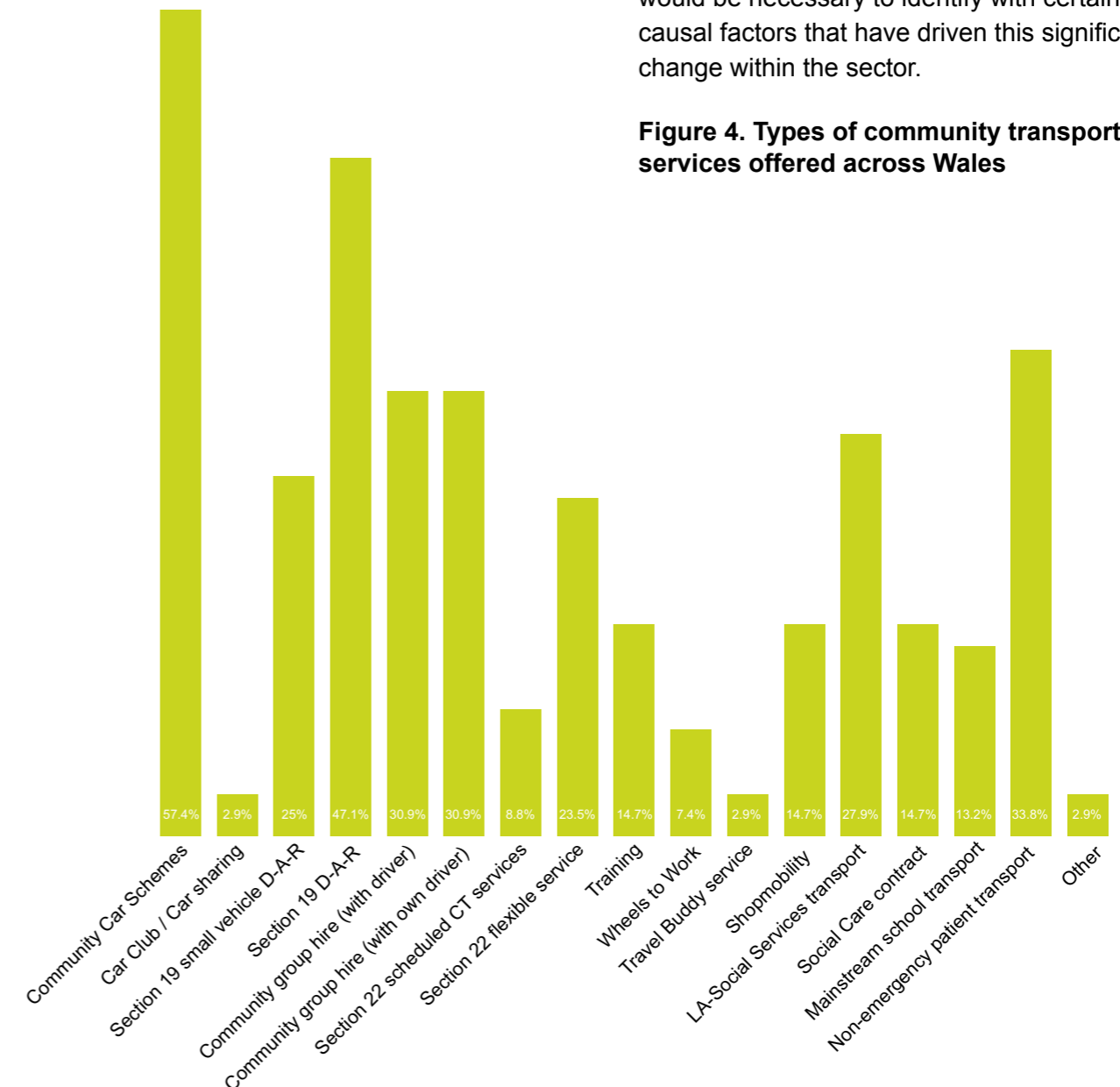
The community transport sector in Wales has experienced a significant increase in section 22 Community Bus operators



Community transport, excluding community car schemes, is principally run under section 19 or 22 permits. Previous research found that the majority of respondents ran services on section 19 permits, with only 9% running services on section 22 permits. By 2013 the picture changes, with 16% of respondents indicating that they now run services for the wider general public on section 22 permits.

It is evident that more community transport organisations in Wales are taking advantage of the greater scope for flexibility in the development of services brought about by the Local Transport Act 2008. However, the increase in section 22 services may also have been driven by an increasing demand on the community transport sector to bridge the gaps caused by disappearing local bus services. Further qualitative research would be necessary to identify with certainty the causal factors that have driven this significant change within the sector.

Figure 4. Types of community transport services offered across Wales



The most common type of service provided was community car schemes which have experienced a substantial increase since 2010 (from 22% to 57% in 2013)

The most common type of service provided in 2013 was community car schemes, which have experienced a substantial increase since 2010 (from 22% to 57% in 2013). The 2012 State of the Sector Report for England³ found that community car schemes were most common in the rural areas of England, which could explain why community car schemes are more popular in Wales given the extensive rural landscape. The increase in car schemes could be due to the increase in demand from older people (see section 1.4) and could also be a consequence of them being a cheaper option when compared to minibuses. Car schemes could also be more prevalent in smaller rural areas due to the strong community ethos, which prompts volunteers to come together as a result of the lack of alternatives (especially when bus routes have been deemed unviable by commercial operators and lacked support from local authorities).

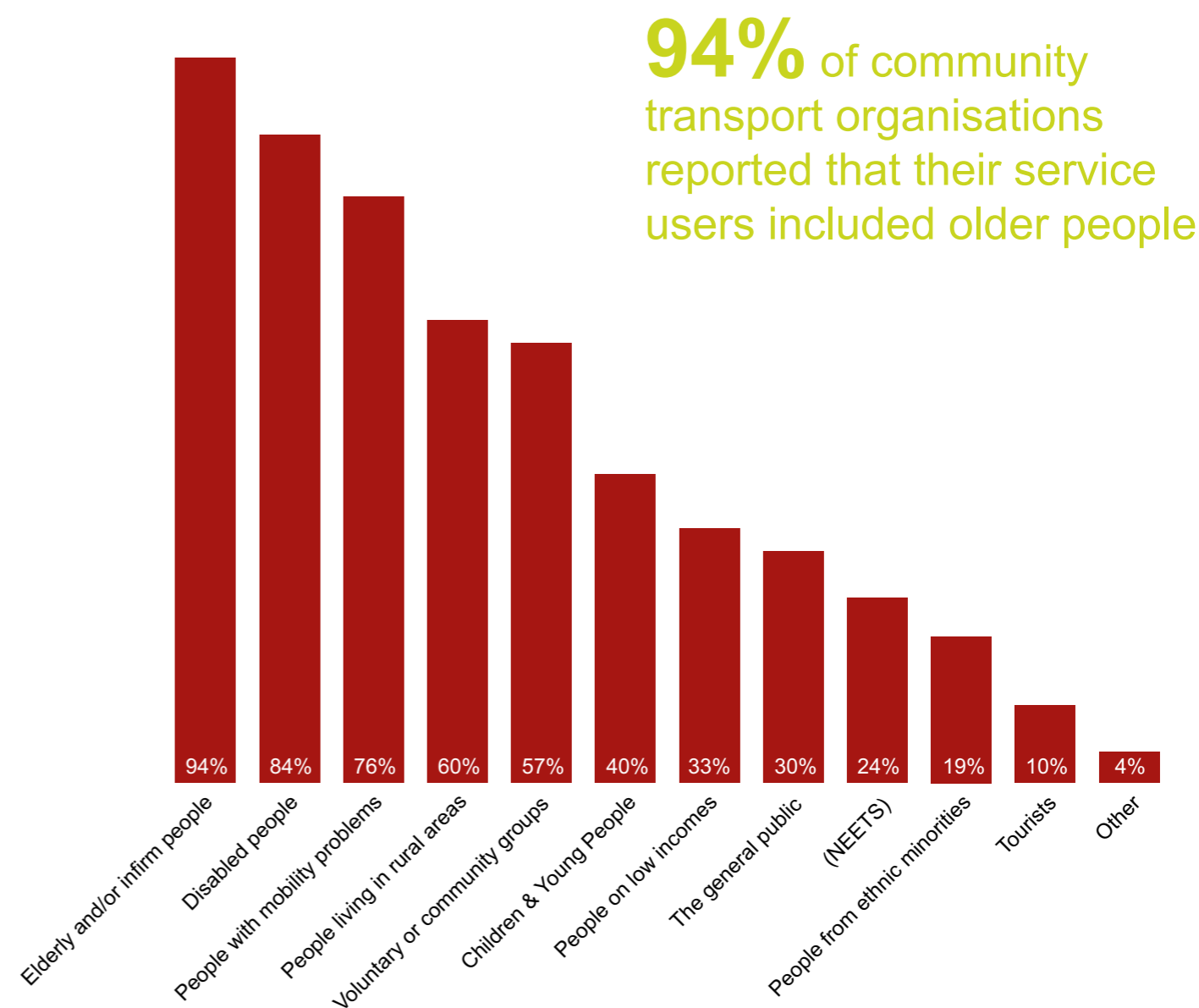
It is evident that Wales has experienced an increase in all services provided by community transport organisations.

The most significant area of growth has been in non-emergency patient transport (NEPT) since 2010. This is unsurprising, given that we know that people are living longer and that more people are more likely to suffer from poor health. One organisation commented, “We are constantly receiving more referrals from people who have been refused transport... for medical appointments”. This finding is corroborated by existing data from the ‘National Survey for Wales 2012-2013’⁴, which found that approximately 16% of people living in Wales find it difficult to get to a hospital and that 6% of people living in Wales find it difficult to get to and from the GP surgery. The survey identified a number of perceived barriers to accessing hospitals and GPs; these included health, mobility, rurality, lack of access to a car and feeling unsafe on public transport. Additionally the Office for National Statistics found that people living in Wales (26%) were most likely to have a limiting long-standing illness or disability when compared to those living in other regions of Great Britain⁵. These findings have implications for the community transport sector as they provide evidence upon which to base the conclusion that the demand for community transport is likely to continue to escalate.



4.4. Service users of community transport organisations

Figure 5. Service user types



³ <http://www.ctauk.org/UserFiles/Documents/In%20Your%20Area/England/CTA%20State%20of%20The%20Sector%202012%20England.pdf>
⁴ <http://wales.gov.uk/docs/caecd/research/2014/140523-national-survey-2012-13-health-services-en.pdf>
⁵ http://www.ons.gov.uk/ons/dcp171778_355938.pdf

26% of the population of Wales is most likely to have a limiting long-standing illness or disability

The 2010 report found that 83% of community transport organisations had service users that included older people; this increased to 94% by 2013. Community transport makes a significant contribution to the health and wellbeing agenda, helping older people to maintain their independence for longer, and combating loneliness and isolation by enabling participation in community life. The report of the Older People's Commissioner for Wales on *The Importance and Impact of Community Services within Wales* also highlights the vital role that community transport plays in assisting older people to access their communities and essential services⁶. The demand for community transport from older people is a trend that is also likely to continue due to the ageing population, with the population of those aged 75 and over predicted to increase by 60% by 2034⁷.

A total of 84% of community transport organisations in 2013 stated that their users included disabled people, an increase from 79% in 2010. One organisation commented in the open responses: "There is poor provision of reliable safe transport for the disabled in the area of operations". In the 2013 survey, organisations were asked whether service users included people with mobility impairments, to which 75% responded positively. As mentioned in section 1.3, people living in Wales (26% of the population) were found to be most likely to have a limiting long-standing illness or disability⁸, which supports the CTA's position that the demand for community transport in Wales is, and has been, significantly increasing.

The percentage of children and young people using community transport services has decreased from 50% in 2010 to 40% in 2013. Further exploration would be required to discover the reasons for this change; however, the lack of capacity caused in part by the increase in demand from older and disabled service users may have had an impact. On the other hand, the number of organisations that have indicated that the general public are service users has increased. The 2010 report states that "Only a minority of operators indicated that they carried the general public"⁹ (less than 20%), yet this has now increased to 30% of organisations that state that members of the general public are using their services.

These findings reveal that the sector is expanding and diversifying by providing services where commercial bus operators have withdrawn services which they have deemed unviable (whether through losses in local authority support or lack of fares income). Despite the reduction in services to users, it is positive to note that community transport is diversifying and expanding services to try and meet the additional demand. It is, of course, important that they do not lose focus on their core purpose of providing services for the most vulnerable people living in our communities.

⁶ http://www.olderpeoplewales.com/Libraries/Uploads/The_Importance_and_Impact_of_Community_Services_within_Wales.sflb.ashx

⁷ <http://wales.gov.uk/docs/dpsp/publications/psgd/140120-psgd-full-report-env2.pdf>

⁸ http://www.ons.gov.uk/ons/dcp171778_355938.pdf

⁹ <http://www.ctauk.org/UserFiles/Documents/In%20Your%20Area/Wales/Front%20Cover/The%20CTA%20State%20of%20the%20Sector%20Report%20for%20Wales%202010%20Final.pdf>



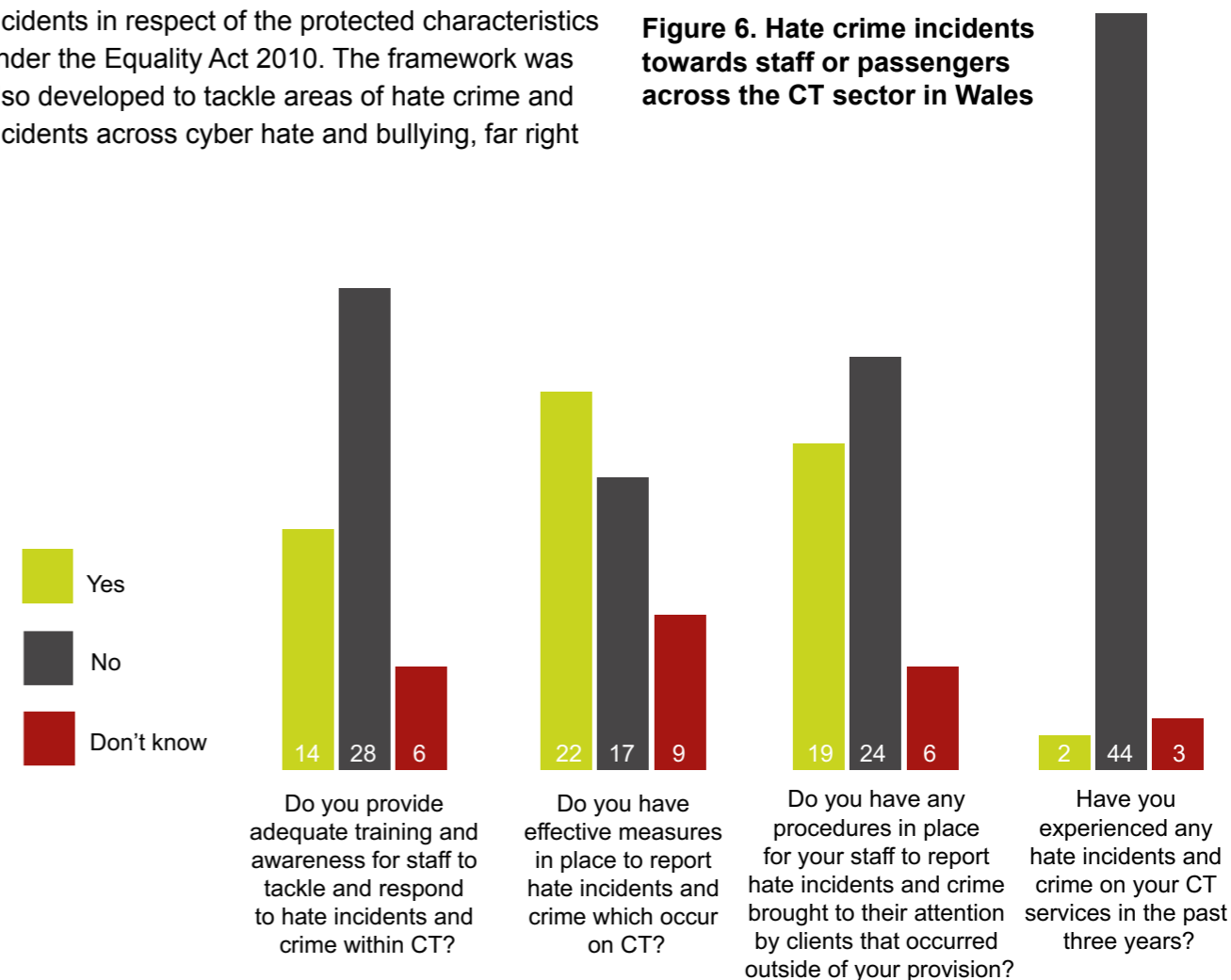
Additionally, the CTA recognises that it is essential that community transport organisations build their capacity and infrastructure in a sustainable manner in order to cope successfully with the expansion of services.

4.5. Hate crime

The Welsh Government has developed a framework for dealing with hate crime in Wales¹⁰. The framework aims to tackle hate crime and incidents in respect of the protected characteristics under the Equality Act 2010. The framework was also developed to tackle areas of hate crime and incidents across cyber hate and bullying, far right

hate and mate crime (befriending of people, who are perceived by perpetrators to be vulnerable, for the purposes of taking advantage of, exploiting and/or abusing them). The framework includes three objectives on prevention, supporting victims and improving the multi-agency response. As part of the CTA's commitment to equality, and to the framework itself, we included a series of questions on awareness, training and reporting of hate crime incidents within the CT sector.

Figure 6. Hate crime incidents towards staff or passengers across the CT sector in Wales



¹⁰ <http://wales.gov.uk/topics/equality/rightsequality/hate-crime/?lang=en>

20% increase in membership of community transport organisations in Wales since 2010



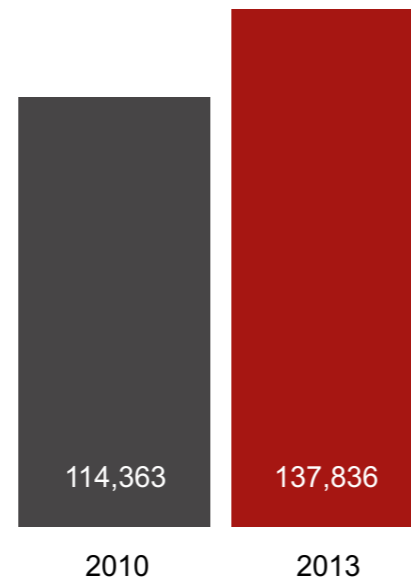
59% of schemes responded to this section. Of these, only one hate crime incident was reported across all schemes. 58% of schemes stated that they did not provide adequate training for their staff within this area. However, encouragingly, 45% of respondents reported that they did have adequate reporting procedures in place for both staff and passengers to report incidents across all of the services provided.

4.6. Organisational membership

Around 60% of community transport organisations in Wales are membership-based or have passengers registered to use their services. Of the membership-based organisations that responded, there are approximately 140,000 individuals and 3,500 groups registered to use community transport services. There are approximately 83,200 'active' individual members and 1,800 active group members defined as "those who have used the services in the last twelve months".

The membership of community transport organisations in Wales has increased by 29,137, equating to a 20% increase in membership since 2010, which further demonstrates the increased need and demand for services. Despite the increased membership and demand for services, only around a half of the organisations surveyed charged a membership fee. This finding remains the same as in 2010, which highlights the reluctance of organisations to charge. The CTA has a role to play in exploring this trend as this could be considered a lost opportunity in terms of providing supplementary funding.

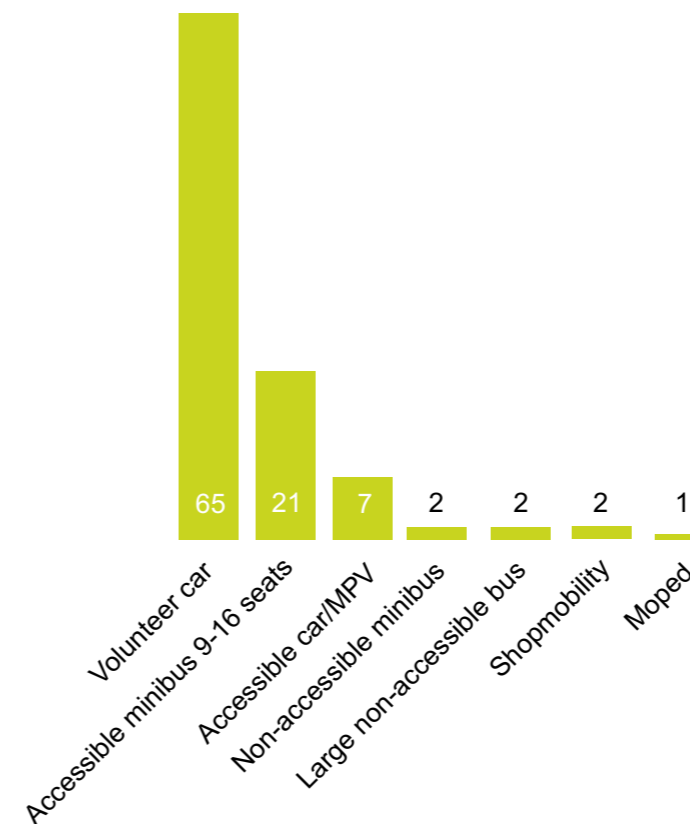
Figure 7. Individual members of community transport organisations



140,000 individuals and **3,500** groups are registered to use community transport services

4.7. Types of vehicles used by community transport organisations

Figure 8. Average number of vehicle types per organisation



The total fleet size of all vehicles across Wales has increased; it amounts to 1,140 vehicles compared with 1,095 vehicles in 2010. The three most popular types of vehicle used for community transport services are the same as in 2010: accessible minibuses (9-16 seats), accessible cars/MPVs and volunteers' own cars. Most community transport organisations in Wales cover rural areas and therefore the findings on vehicle types could be attributed to the greater distances travelled in rural areas.

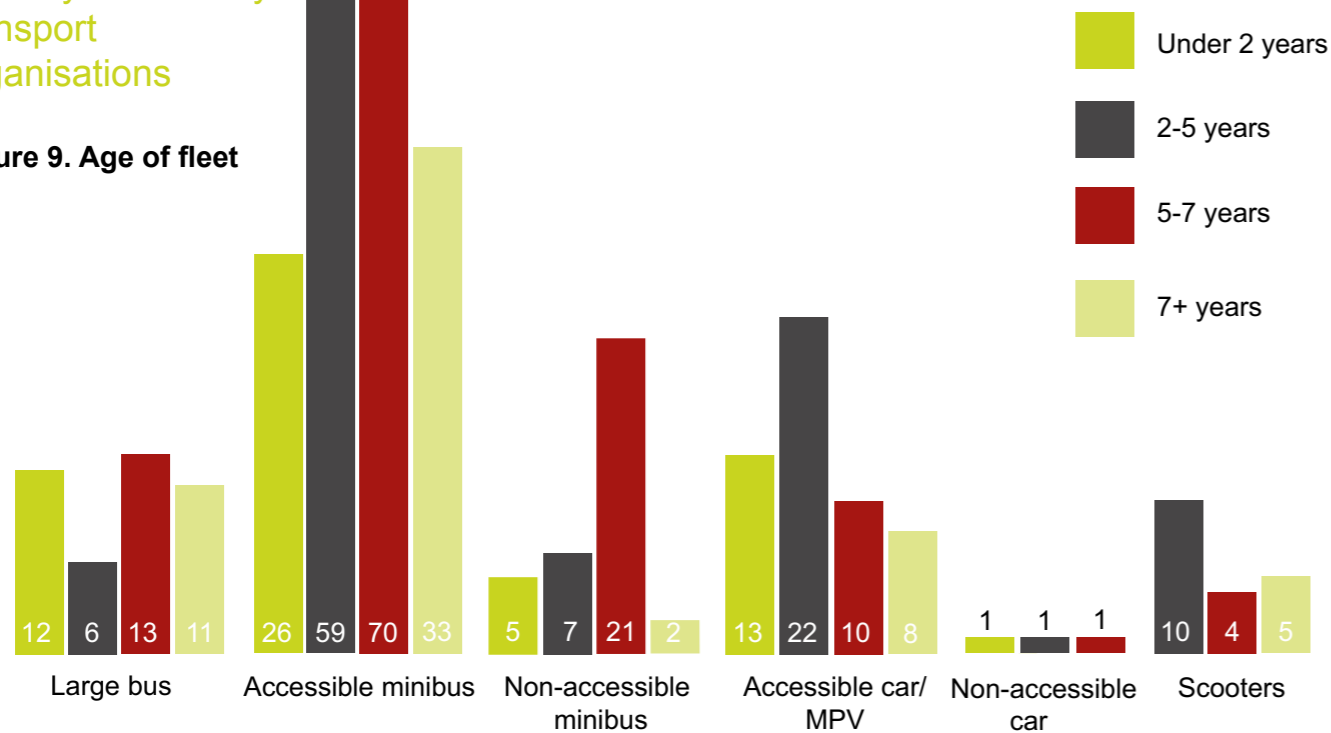
The total fleet size across Wales = **1,140** vehicles



The average age of the community transport fleet across Wales has increased since 2010

4.8. The average age of vehicles used by community transport organisations

Figure 9. Age of fleet

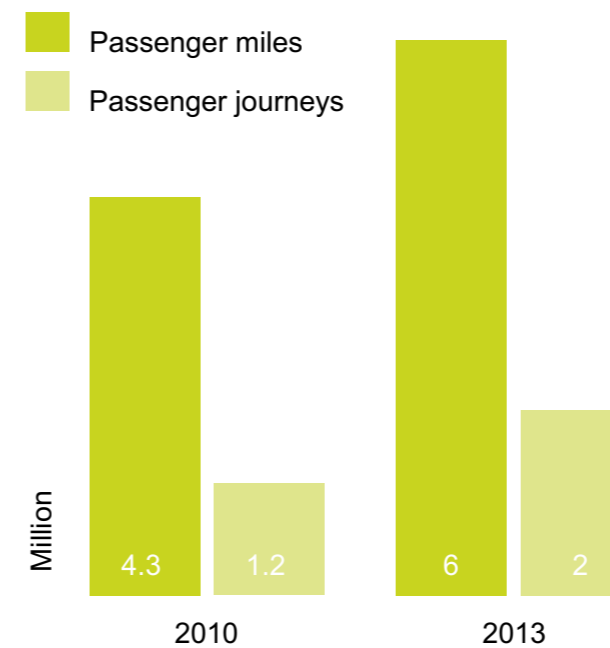


A total of 23% of community transport organisations reported that they have an average fleet age of seven years and over; 32% have fleets that are between five and seven years old and just 21% have an average fleet age of less than two years old. There are implications for organisations with older fleets as they are likely to encounter higher maintenance costs and also have higher fuel consumption. Similar trends were identified in Scotland by the Infrastructure and Capital Investment Committee of the Scottish Parliament's

inquiry into community transport¹¹; this resulted in the Scottish Government implementing a £1m community transport vehicle replacement fund in 2013/14. The Scottish Government is also considering providing this funding again in 2014/15 (see case study on page 24). The Department for Transport has also announced that a new £25 million vehicle fund will be established for smaller operators in rural and isolated areas of England.

¹¹ http://www.ctauk.org/UserFiles/Documents/In%20Your%20Area/Scotland/Infrastructure_and_Capital_Investment_Committee_Report_on_CT.pdf

Figure 10. Number of passenger journeys and miles



The number of passenger journeys in 2013 totalled 2 million, with a total journey mileage of approximately 6 million miles. Both of these have seen an increase since 2010, supporting the finding that there is an increase in demand. However, some of the open responses indicated that there had been some decrease in the take-up of services since the cessation of the Community Transport Concessionary Fares Initiative (CTCFI); some service users who are entitled to free local bus travel now have to pay for services, as the community transport operators involved are no longer reimbursed for transporting them.



2 million passenger journeys made in 2013 covering over **6 million** miles

Only just under half of the organisations stated that they recorded dead mileage. This is of concern as they need to take account of dead mileage in order to offset any losses made. Of those who do record dead mileage, the levels varied between 15% and 50%; this is very high and would be considered to be unsustainable by commercial transport providers. Much of this dead mileage is likely to be attributable to the fact that services are being provided predominantly in rural areas, which leaves organisations with little option but to absorb the costs of dead mileage. As discussed above, reimbursement on dead mileage is not always permissible; this can seriously undermine attempts to become financially sustainable.

The community transport sector has experienced losses in the number of paid employees from

726 (2010) to **605** (2013)

4.9. Employees and volunteers

Given that passenger transport is highly labour-intensive, it was important that the theme of employees and volunteers was included in the research.

Figure 11. Employees and voluntary staff within the community transport sector in Wales



There are approximately 605 staff employed within community transport services in Wales; this has fallen from 726 employed in the sector in 2010. Thus despite the growth in passenger journeys and service-user profiles, the capacity of the sector in terms of employees has reduced. The concern is that the capacity of organisations is being stretched to its limits, which is likely to worsen given that the funding environment is unlikely to change in the foreseeable future.

1,861 people currently volunteer within the community transport sector

All the community transport organisations that responded indicated that they utilise volunteers to undertake a number of core tasks in the delivery of community transport services. A total of 1,861 people currently volunteer within the sector, with the majority of volunteers (65%) being drivers who are principally involved in driving minibuses or as volunteer community car drivers. Almost a quarter of volunteers (23%) are members of their organisation’s management committee. Of those who provided this information, approximately 167,000 volunteer hours were recorded by 1,861 volunteers. Using the Welsh Government National Hourly Rate statistics¹² the contribution of volunteers has been costed and equates to £1,459,510.

¹² <https://stats.wales.gov.uk/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Earnings/AverageWeeklyEarnings-by-Occupation-UKCountry>



Figure 12. Calculations of the monetary contribution provided by volunteers

Volunteer role	Hours x hourly rate	Total
Drivers	150,542 x £8.50	£1,279,607
Passenger Assistants	5,272 x £8.50	£44,812
Office staff	4,694 x £11.05	£51,869
Management committee	5,524 x £14.05	£77,612
Other trustees etc.	660 x £8.50	£5,610
Total		£1,459,510

This picture of volunteering is almost certainly understated, given that only 60% of organisations record how many hours their volunteers give to their respective organisations annually. The true value of the volunteer contribution to the sector is likely to be much greater. On the other hand the percentage of organisations recording this figure has increased from 41% since 2010, which demonstrates improvements in recording and monitoring procedures within the sector. The CTA needs to work with organisations to improve and/or implement recording and monitoring procedures, ensuring that organisations can evidence their contribution to the community and highlight their cost effectiveness.

Despite the under-reporting, the findings highlight how essential volunteers are to the community transport sector. Volunteers can, and do, reduce

an organisation’s operating costs, which in turn have a significant impact on the viability of their operations. This demonstrates that community transport is a cost-effective means of delivering transport. This is not to say, though, that volunteers are ‘cost neutral’ – organisations need to ensure that volunteers are appropriately trained and supported and that they are able to recover expenses.

Given the reliance on volunteers, it is worrying that organisations report one of their biggest challenges as the recruitment and retention of new volunteers. Comments from organisations included: “Age and health causes our volunteers to retire; at present we are not getting as many joining as leaving”, “Our main concern is the availability of volunteers in the future, as far less individuals of retiring age are coming forward to assist volunteer organisations such as ours” and “It appears that prospective retirees may have to continue working”. Another issue highlighted is that volunteers who passed their driving test on or after 1 January 1997 are restricted in their ability to drive 9-16-passenger-seat vehicles, which is an ongoing issue for organisations trying to recruit volunteer minibus drivers.

Volunteer recruitment needs to be prioritised by the sector, as it is likely to have a huge impact on delivery in the longer term. Community transport organisations also need to have the capacity to support and supervise volunteers and be able to offer personal development opportunities. Community transport is often said to be a cost-effective means of delivering transport because of its volunteer workforce. However, adequate funding needs to be in place to ensure that volunteers are rewarded for their efforts and are afforded a high-quality experience.



The current economic climate and the UK Government's programme of reduction in public expenditure also impact on community transport operations.

Many community transport organisations that have previously received financial support from local authorities are experiencing reductions or complete cuts in funding. There are examples of growth, however, and areas in which community transport is seen as a solution to transport problems, for example reductions in subsidised services. It has proved itself a very cost-effective solution in such circumstances.

Community transport is not alone in feeling the effects of the current climate and the challenge of finding sustainable funding is not new, but it remains one of its most significant and complex challenges.

The CTA works continually with its members to understand the strains that are placed on their organisation. The funding issues faced by members vary according to the size, scope and scale of the organisation.

Community transport services cannot be operated without some form of investment or public support and funding for the following reasons:

- The cost per trip is higher than in mainstream public transport, owing to the personalised and specialist nature of community transport services.
- The non-profit aspect of section 19 and 22 permits prohibits profit making, which creates barriers to sustainability.

- Charging passengers for all the costs would put the services beyond the reach of the very individuals and groups that community transport exists to serve.

Funding is therefore a key concern to the sector especially during this time of uncertainty due to the ongoing challenges given the wider economic pressures. It is therefore imperative to gain a greater understanding of the types and sources of income available to community transport organisations. The main sources of funding are explained below.

5.1. Welsh Government funding

The Welsh Government provides funding for community transport although this has experienced considerable changes since the last report in 2010. In January 2013, the Welsh Government changed the funding regime for bus and community transport services from the Local Transport Services Grant (LTSG) to the Regional Transport Services Grant (RTSG). There was also a Community Transport Capital Enhancement Grant available for vehicle replacement, which was greatly valued by the sector. Both funding pots were administered by the four Regional Transport Consortia.

In January 2014, the Welsh Government announced further changes which included the replacement of RTSG with the Bus Services Support Grant (BSSG) for 2014/15. At the same time the Regional Transport Consortia were disbanded and the BSSG was allocated to each of the 22 local authorities to be administered.

Disappointingly, the Welsh Government reduced the minimum threshold to be allocated to community transport to 5%; however, its guidance "*strongly recommends that a figure of 10% is achieved*". CTA Wales has concerns about the BSSG, as community transport organisations have indicated that there are inconsistencies across the local authorities (N.B. local authorities are continuing to work together regionally). The rurality of the operating areas for community transport organisations in Wales creates the additional challenge of increased 'dead mileage', i.e. greater distances before passenger pick-up or a greater mileage between pick-ups. Some local authorities base the BSSG on live mileage, i.e. claims cannot include dead mileage. Another concern of the sector is that there is no longer any capital funding available for vehicle replacement.

5.2. Local Authority funding

Some community transport organisations also receive financial support from local authorities. Often funding is provided for core functions, and in some cases it has been provided over a long period of time. As local authorities face

increasingly difficult decisions on spending priorities, community transport funding has come under close scrutiny. Many areas have seen funding reduced in 2013/14 with further cuts expected in 2015/16. The funding issues faced by members vary according to the size, scope and scale of the organisation but as mentioned above this funding is often essential to ensure that the community organisations have the capacity to delivery services.

5.3. Procurement and commissioning

Community transport organisations often find the procurement and commissioning process impossible to navigate, as it is unclear and unduly complex. Unfortunately, public bodies do not seem to consider social value ahead of procurement. The feedback from community transport organisations supports this assertion as they state that provisions for social value are so far not evident in the procurement and commissioning process, nor is an explanation on how to measure the social value aspect of the work being tendered for. CTA Wales would like to see the improved utilisation of Community Benefit Clauses and would encourage public sector bodies to include Community Benefit Clauses in tender documents.

Community transport services cannot be operated without some form of investment or public support and funding

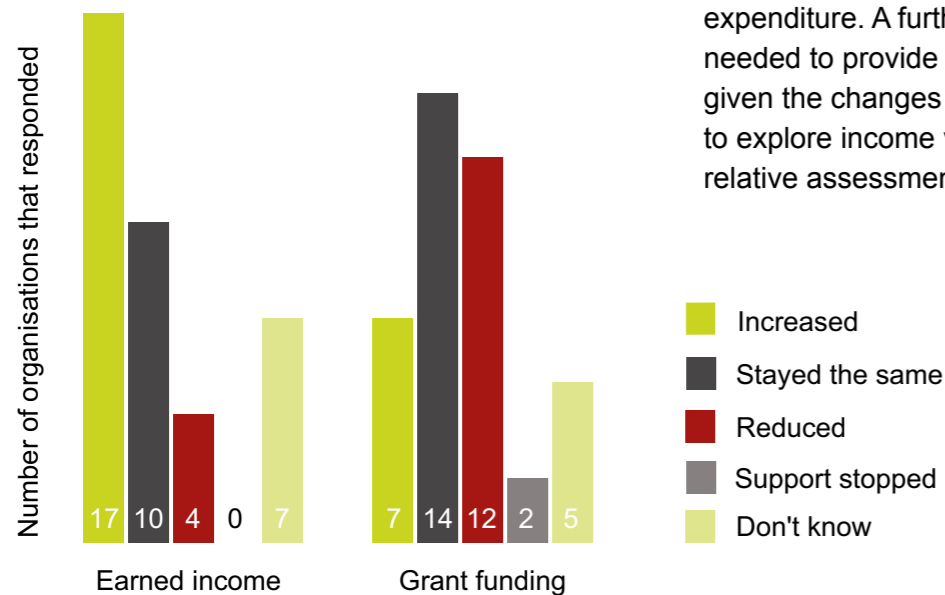


5.4. Research findings

Organisations were asked to provide information on all of their sources of income; unfortunately only 54% of the organisations responded to the question.

5.4.1. Annual income

Figure 13. Levels of income



The total annual income for those organisations that responded to the question was £6.9 million. Open responses indicated that this question was problematic for some organisations that offer services in addition to community transport. In 2010 the total income derived was £5.5 million; encouragingly the sector experienced an increase over the period 2010 to 2013, which can most likely be attributed to the continued support from local authorities and the Welsh Government during that period.

By the time of writing this report, the funding landscape for the community transport sector had changed considerably and some grants/ initiatives that organisations received have ceased to exist. It is also worth noting that the CTCFI ceased in April 2013 after eight years, and many organisations would have used their previous year's accounts upon which to base their answers. Additionally whilst income has increased, so has demand; community transport is therefore also likely to have experienced increases in its expenditure. A further piece of work would be needed to provide a more up-to-date picture given the changes to funding; it would also need to explore income versus expenditure to derive a relative assessment of sustainability.

total annual
income in 2013:
£6.9 million



5.4.2. Revenue funding

Figure 14. Types of revenue funding

Local Transport Services Grant (LTSG up to March 2013)/Regional Transport Services Grant (RTSG from April 2013)	56.5%
Donations or local fundraising	43.6%
Grant from other Local Authority source	30.8%
Grant from Welsh Government (ended 12 April 2013)	23.1%
Rural Development Plan (RDP) funding	17.9%
Community Council grant	15.4%
Big Lottery or other charity or trust fund	15.4%
Grant from Local Authority social services department	10.3%
Other Welsh Government grant	7.7%

5.4.3. Capital funding

Figure 15. Types of capital funding

Local Transport Services Grant (LTSG up to March 2013)/Regional Transport Services Grant (RTSG from April 2013)	60.5%
CT Capital Enhancement Grant from Regional Consortia	44.7%
CTCFI grant from Welsh Government (ended 12 April 2013)	36.8%
Donations or local fundraising	31.6%
Grant from other Local Authority source	23.7%
Grant from Local Health Board	18.4%
Rural Development Plan (RDP) funding	18.4%
Community Council grant	13.2%
Big Lottery or other charity or trust fund	13.2%
Other Welsh Government grant	10.5%
Grant from Local Authority social services department	5.3%
Other	0.0%

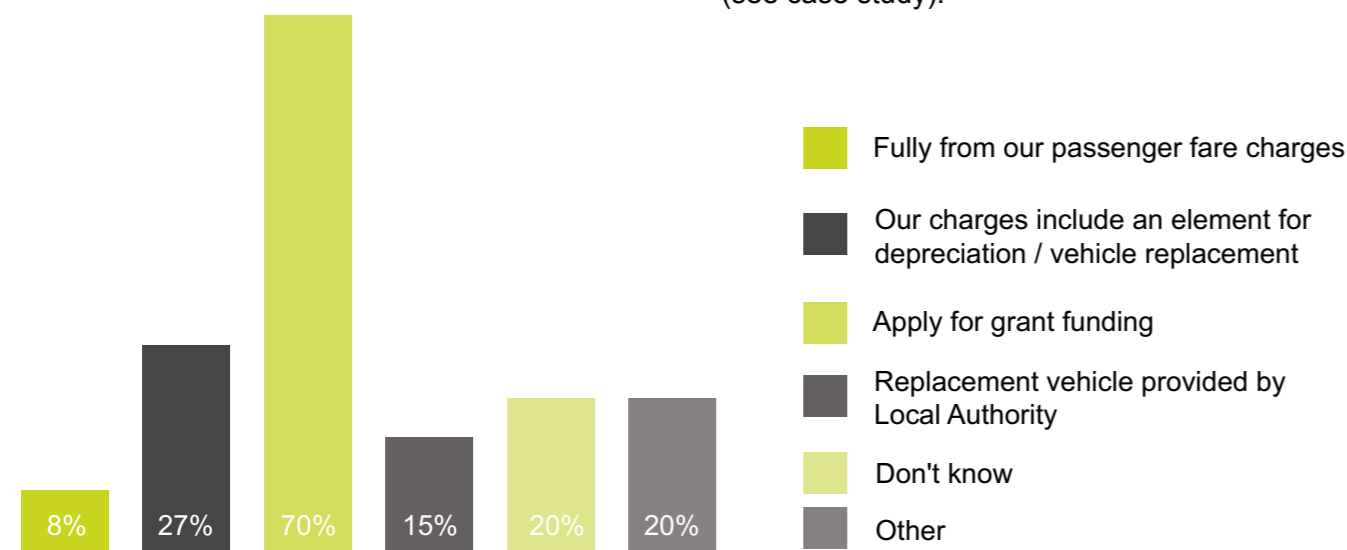
... the funding landscape for the community transport sector has changed considerably and some grants/ initiatives that organisations received have ceased to exist

86% of community transport organisations stated that they will definitely have difficulty in identifying funding to replace their vehicles

Over-reliance on grant funding is of concern, given the changes and cuts to funding facing the community transport sector in 2014. Other funding difficulties which compound the situation include the fact that concessionary bus passes can no longer be used on most section 19 services. Organisations are also experiencing losses due to the low reimbursement rates for section 22 services (despite the fact that legislation states that operators should be no better or no worse off as a result of participating in a concessionary travel scheme). These factors, when coupled with rising fuel and maintenance costs and the 'dead mileage' issue discussed above, all have major implications for organisations that are finding it increasingly difficult to ensure financial sustainability.

Organisations were asked how they planned to fund the replacement of current vehicles; 70% stated they would apply for grant funding, yet on the other hand 86% stated that they would definitely have difficulty in identifying funding to replace their vehicles. On a more positive note, 40% of community transport organisations have a vehicle replacement fund; this suggests that they have put in place financial procedures that take account of vehicle depreciation when building their reserves. These findings on fleet age and replacement are important, given the impact that developing, purchasing and maintaining an appropriate fleet has on the ability to deliver services. A fleet's age and replacement also have an impact on both the finances and sustainability of the organisation. Given the reductions in funding and the withdrawal of capital grant assistance for vehicle replacement, CTA Wales recognises the need to support more of its members to develop vehicle reserve funds and advocate for the reinstatement of capital funding similar to the Scottish Government Vehicle Fund (see case study).

Figure 16. Funding replacement of vehicles



CASE STUDY

The Scottish Government Vehicle Fund

- In 2013 the Scottish Government set up a Vehicle Fund to support the community transport sector in the purchase of replacement vehicles. The fund was for grants to cover the capital costs of purchasing a new vehicle; there was no restriction on the type of vehicle but the guidance made clear that most of the funding would go towards minibuses, although smaller vehicles could be considered if a good case was made with an application which showed impact. The CTA was the first point of contact and was available to help people with their applications.
- The Fund was open for two months from 1 December 2013 to 31 January 2014. The main reason for the short timescale was that at least two months were needed to assess applications, and successful applicants needed to prove they had confirmed orders by 31 March. A 3-4-month application window would have been preferable.
- The maximum grant available was £50k with start-ups not eligible – applicants had to have experience of providing transport. It was possible to receive 100% of costs but a matched contribution scored higher in the application assessment; many applicants showed that they were able to put some funds towards the costs. In terms of State Aid issues, the vehicle could not be used for work where the operator was in competition with other transport providers and had won contracts.
- The Fund received 130 applications, which totalled £4.1m in grant requests. The Fund made 29 awards, with grants totalling just over £1m. The average grant was £35,000. The maximum grant available was £50,000 and a few were awarded at this level. The smallest award was around £8,000 to a group that had most of the funds for a new vehicle but needed the last piece in the jigsaw.
- Of the 29 new vehicles, all were 9-16 seaters apart from one 7-seater MPV in a sparsely populated island where a smaller vehicle was more appropriate. In all, 27 of the 29 grant awards were for replacement of vehicles, and two were for new services, though from organisations already providing transport.
- A shortlist of 42 applications was drawn up by the CTA, which also gave a summary of the others showing the weaknesses in their applications. Decisions were then made by a panel of four voluntary sector representatives, with the Scottish Government observing the decision-making process. The panel met on a single day, with the CTA providing guidance and advice; members had the right to see any application they wished. The application form was designed to show which organisations already had high impact and ran a good operation, making it very easy to make decisions. Applicants that had low mileages and low usage were knocked out of the running very quickly; organisations which did not have permits, gave little indication of good vehicle management and may have been unincorporated were also knocked out early.
- All the vehicles in need of replacement were at least eight years old and most had mileages of over 100,000 miles. Green vehicles scored higher in the assessment process – one of the successful applicants opted for a hybrid.
- Most of the applications came from organisations for which transport is not their primary purpose; these applications all failed. All the successful applicants were organisations for which transport was the main or a primary function and which could show that they 'sweated the asset'. There is a confidence that the funds went to 'the right organisations'. Rejected applicants were offered feedback from the CTA; about 30 took up the offer. The reasons for rejection were easy to convey and most could see why their application failed and others succeeded.

OTHER KEY ISSUES WHICH IMPACT UPON THE SECTOR



6.1. The European dimension

The effects of EU driver licensing harmonisation, which took effect in 1997, mean that an increasing number of drivers who first passed a driving test from 1997 onwards are restricted in the vehicles they can drive and the services on which they are used (see case study on page 29). This has the ongoing effect of decreasing the pool of drivers available to community transport.

Ongoing considerations at European Commission level include other aspects of both driver and operator licensing in respect of community transport. This means that some local authorities are erring on the side of caution when it comes to engaging in contracts or funding with community transport providers.

Closer attention needs to be paid to the issue surrounding section 19 permits, as this is pivotal to the operation and existence of community transport organisations. The current section 19 permit has evolved via the Local Transport Act 1985; more recently the Local Transport Act 2008 has ensured it remains fit for purpose.

The permit system has worked well for over 30 years, serving both community transport operators and passengers. The section 19 permit allows community-based organisations to operate non-profit services for public benefit whilst ensuring that transport remains both safe and legal.

However, as the economic climate changes, there is a growing disconnect between central government and the voluntary sector. There is a need for community transport operators to become less reliant on grant funding and to move towards delivering more contracts. There is a willingness and understanding on the part of community transport organisations of the need to change the way in which their operations are run.

Community transport groups are faced with a number of challenges that threaten their very existence. The decrease in grant funding coupled with the scrutiny of grants under state aid rules plus the current efforts by the European Commission to rule community transport out of bidding for contracts unless they ensure the same level of regulatory compliance to commercial operators leaves community transport providers unable to move forward under the current strains they face.

The move to tighter commercial regulation for community transport would be hugely detrimental to the sector; the burden and costs involved would decimate the community transport sector's ability to provide the millions of passenger journeys on which the community relies.

It is vital that central government ensures continuation of these services through the maintenance of the section 19 permit regulatory system.

The CTA continues to work with UK and devolved governments, providing information to help them support the continued development of a vibrant voluntary transport sector in the UK that can meet the needs of its users.

6.2. The Bus Policy Advisory Group

The Bus Policy Advisory Group was set up by the Welsh Government "to identify what action could be taken in the short-, medium- and long-term to create a network of bus services that are economically viable and meet the needs of passengers". The report has implications for the community transport sector, as it highlights the role community transport has to play in the wider transport network. It specifically states that community transport could play a greater role by increasing the number of services it provides under section 22 and its demand responsive services. It also recommends that pilot proposals should be developed to demonstrate how community transport could be integrated into bus networks by providing feeder services.

6.3. The National Transport Plan

The Welsh Government intends to publish a new National Transport Plan by the end of March 2015. The plan will be out for consultation shortly and CTA Wales hopes that it contains the same positive messages with regard to community transport as the previous one as well as outlining actions to ensure community transport is better integrated in the wider transport networks. For example, the previous National Transport Plan 2010 highlights the significant role that community transport has to play in "connecting more isolated communities with local key sites and settlements, often filling gaps in mainstream public transport provision".

6.4. Local Transport Plans

Local Transport Plans are due to be submitted to the Welsh Government for approval by January 2015. Some local authorities have come together to develop their plans which build upon, and refresh, the previously developed Regional Transport Plans which take forward the process of delivering integration across public and community transport, walking and cycling. CTA Wales is currently in the process of responding to the consultations on the Local Transport Plans and is consistently encouraging local authorities to better engage with the community transport sector as it can offer transport solutions when subsidised bus services are no longer viable.

6.5. Non-emergency patient transport services (NEPTS)

In November 2007, the Minister for Health and Social Services commissioned a review of non-emergency patient transport services (NEPTS) in Wales. The findings of this review, led by Win Griffiths, concluded that the existing system was performing variably, had weak arrangements regarding Service Level Agreements (SLAs), and was not geared towards the needs of the citizen. The review recommended the establishment of pilot studies to examine how services could be improved and to test new models of service delivery. The review also resulted in the setting up of three accessibility groups across Wales. In particular, the work undertaken by the Hywel Dda Transport Accessibility Group has increased community transport provision from 5% to 28%.

... older disabled people in Wales are no longer able to use their bus passes on community transport services that are delivered on a section 19 permit.



One example of an initiative is that there has been a dedicated voluntary transport provision run by Pembrokeshire Voluntary Transport for the mental health unit, which has reduced abortive journeys from 14% to 3%. Also the Menter Cwm Gwendraeth Twilight Service vehicle is now being utilised to convey patients being discharged from Glangwilli Hospital. Such transport-to-healthcare schemes achieve direct savings in the health sector as they help to free up hospital beds as part of a hospital's discharge strategy.

CTA Wales firmly believes it is important for key partners to work together to understand and respond to the potential transport implications facing those patients, carers, families and staff using NHS sites and services, especially in circumstances where service provision is changing. Whilst WAST is the main provider of NEPTS to the Health Boards in Wales, some Health Boards also use alternative providers, and in some instances, such as those mentioned above, use community transport. Despite the significant growth in the number of NEPTS journeys undertaken (as highlighted in section 4.3) the funding the sector receives for such provision is patchy and often only touches the surface of the amount of delivery across Wales. We have also seen that the local interaction between Local Health Boards and CT operators in specific areas varies significantly. Some community transport operators have secured contracts to provide transport to patients who are eligible for NHS-funded transport. However, additionally many operators provide transport for non-eligible patients who may not have any other means of getting to their appointments (e.g. in rural areas where buses do not operate), saving the NHS money by reducing the amount of 'Do Not Attend's'.

WAST currently delivers NEPTS through the Patient Care Service (PCS) and is currently looking to develop new service delivery models. CTA Wales has been invited to sit on the NEPTS Transformation Project Board, which will enable us to fully explore partnership opportunities for the community transport sector. CTA Wales will also continue to engage with the accessibility groups at an operational level to ensure that there is adequate recognition of the role that community transport plays, and can continue to play, in the provision of NEPTS.

6.6. Concessionary travel

The concessionary bus pass has provided a lifeline to older and disabled people in Wales, however, unfortunately the Welsh Government's Community Transport Concessionary Fares Initiative ended in April 2013. As a result older disabled people in Wales are no longer able to use their bus passes on community transport services that are delivered on a section 19 permit. The free bus travel scheme has been invaluable in helping older and disabled people in Wales to retain their independence and remain active. However, those people for whom public transport is not available, or is not a viable option, now have to pay for community transport services. Community transport operators have reported drops in usage for some services since the fares initiative ceased, leaving many of those people more isolated and unable to access essential services.

6.7. Barriers to volunteering

There are many barriers to volunteering, which are well documented and are being addressed and challenged by organisations such as Wales Council for Voluntary Action. As well as facing challenges, such as the rise in the retirement age, community transport has to address the specific barriers it faces such as the shortage of eligible volunteers who can drive a minibus (see section 4.8).

6.8. Driving licence entitlements

The community transport sector is going to find it increasingly difficult to find volunteers who are eligible to drive minibuses, as many will not have a D1 entitlement on their licence. This is due to the fact that whilst drivers who passed their test before 1 January 1997 have automatic D1 entitlement (entitlement to drive a minibus, not for hire or reward), those who passed after this date and only hold the B category on their licence can only drive a minibus so long as they meet all of the conditions below:

- the driver is aged 21 or over, but under 70 (unless the driver has passed a PCV medical and has gained the restriction code 120 or 79 [NFHR])
- the driver has held a full B licence for an aggregate of at least two years
- the driver receives no payment or other consideration for driving the vehicle other than out-of-pocket expenses

- the vehicle weighs no more than 3500kg (this is its maximum authorised mass or maximum permitted weight when fully loaded; may also be described as the GVW – gross vehicle weight), excluding any part of that weight which is attributable to specialised equipment intended for the carriage of disabled passengers; or
- no more than 4250kg otherwise
- there is no trailer of any weight attached.

Currently these conditions make it problematic for younger people to volunteer in community transport, as it is not always possible for both the driver and the operator to meet all of the conditions. CTA Wales needs to support the sector in Wales in order to plan to address the D1 issue by obtaining funding for the cost of obtaining a D1 licence, which is between £1,000 and £1,200. The case study below provides additional information with regard to this challenge facing the community transport sector.



Since incorporation of the EC Directive in 1997, the pool of available 'existing' drivers has gradually decreased

89.4% reported problems engaging volunteer drivers

CASE STUDY

D1 Licensing

In 2013 the CTA carried out a study to support anecdotal evidence from its members on the issue of D1 driver licensing.

The EC Directive on driver licensing (91/439/EEC) is now incorporated into the law of both Great Britain and Northern Ireland. This Directive harmonises certain rules across the EU as part of the 'single market' initiative. Because the UK has a very different non-profit transport sector to the rest of the EU, the UK Government argued for – and secured – an important concession that allowed existing drivers to retain the right to drive minibuses (vehicles with between 9 and 16 passenger seats).

However, new drivers first passing their standard (category B) car driving test on or after 1 January 1997 can only drive minibuses subject to certain restrictions, namely:

- the driver is aged 21 or over, but under 70 (unless the driver has passed a PCV medical and has gained the restriction code 120 or 79 [NFHR])
- the driver has held a full category B licence for an aggregate of at least two years
- the driver receives no payment or other consideration for driving the vehicle other than out-of-pocket expenses

- the vehicle weighs no more than 3,500kg Maximum Authorised Mass (MAM) when fully loaded (for a standard non-accessible minibus) or 4,250kg (for a minibus with specialised equipment intended for the access and carriage of disabled passengers) and no more than 4250kg otherwise
- there is no trailer attached.

Since incorporation of the EC Directive in 1997, the pool of available 'existing' drivers has gradually decreased and the community transport sector has increasingly struggled to secure new volunteers and to engage paid drivers.

As an addition to anecdotal evidence of problems encountered by its members and CT operators, the CTA carried out a survey in August 2013 to get a wider picture of the issues. The sector was asked to record its views via an online survey; the aim was to take a relatively quick snapshot of the issue as it stood.

A total of 1,690 CT operators and stakeholders (including minibus operators, dial-a-ride, community bus schemes, car schemes, wheels to work, local authorities, trainers and other contacts) were invited to participate. A total of 724 of these (44.6%) viewed the online survey and of these, 255 responses (35.2%) were completed.

The survey revealed the following:

- 183 operators (72% of respondents) reported having problems stemming from the driver licensing restrictions on post-1997 drivers
- 231 operators (90.9% of respondents) anticipate that the problems will get worse in the future
- 169 operators (89.4%) reported problems engaging volunteer drivers, while 84 operators (44.4%) reported problems engaging paid drivers
- In order to alleviate or solve the problems:
 - 86 operators (34.5%) felt that allowable weight limits (MAM) should be increased for minibuses
 - 111 operators (44.6%) felt that legislation should be amended to remove the post 1997 restrictions
 - 195 operators (78.3%) felt that the restrictions should not apply to drivers who are trained to an agreed standard (e.g. equivalent to MiDAS)
 - 114 operators (45.7%) felt that a funding stream should be created to train drivers to PCV D1 licensing standards
 - 67 operators (26.3%) proposed alternative solutions.

The CTA shared and discussed its findings with officials at the Department for Transport (DfT) and is now exploring with it what options there are for taking action to support the CT sector in overcoming the problems encountered. The reaction of the DfT has been positive so far. It recognises the vital contribution of CT to the wider public transport market and, in particular, the contribution it makes to delivering access and mobility to isolated communities and disadvantaged individuals. However, it also sees the increasing role CT has to play in a tightening economic environment and changing transport network.

The CTA's research has supported earlier anecdotal findings. Regulatory change is rarely a 'quick fix' but the CTA will continue to work with the DfT and central government to try and bring about an effective solution as soon as practicably possible.



ADDITIONAL CHALLENGES FOR THE COMMUNITY TRANSPORT SECTOR

As well as the issues already highlighted in this report, there are additional challenges faced by the sector, all of which the CTA is considering in the development of its strategy and activity in Wales.

Organisations were specifically asked what they believed to be the main future challenges for the sector. Other information gained from the various themes and answers to open questions provided an increased understanding of the future challenges for the community transport sector.

Members were asked to identify the issues that would provide the greatest challenge to their organisation. The top four challenges were identified as:

- Uncertainty about future funding streams (85%)
- Sourcing grant funding (73%)
- Volunteer recruitment (52%)
- Vehicle replacement (44%)

It is not surprising that the uncertainty regarding future funding is the highest concern, remaining the same as in the 2010 research. Short-term funding remains the norm, which means that valuable resources are diverted by the continual need to undertake bidding for funds. It often constrains organisations from making medium- or long-term commitments to their users and can restrict the ability to recruit, retain and invest in the best staff and volunteers.

Another consequence of short-term funding raised in the open responses is that it prevents organisations from forward planning, inhibiting them from achieving long-term sustainability. Many organisations commented that uncertainty over funding made it impossible to do any effective strategic or business planning, impacting on delivery and strategic development within the sector. Timely tendering processes and longer terms of grant/contract funding would provide greater financial security and the opportunity for organisations to prepare for succession issues. Additionally this would create the confidence to consider expansion and developing additional services, and to develop new innovative transport solutions (and ways of working). It would also enable organisations to focus on other issues such as volunteer recruitment and retention, which presents one of the greatest challenges.

Reductions to bus services are a real concern in rural areas. In these parts of Wales, the population is generally much older than in urban areas¹². In Wales, people are also less likely to be able to access bus routes than the rest of the UK population: 83% of Welsh households are within 13 minutes' walk of a bus stop, with a service at least once an hour, compared with 90% for the UK as a whole¹³. The implication for the community transport sector is an increase in demand for its services; given the funding issues raised in this report, this presents a further significant challenge for the sector.

¹³ <http://www.wales.nhs.uk/sitesplus/922/page/61604>

¹⁴ <http://wales.gov.uk/docs/statistics/2013/130124-public-service-vehicles-2012-en.pdf>



CONCLUSIONS

➤ Community transport is making a positive contribution

Despite the issues and challenges raised within the report the research findings are, on the whole, positive. The extensive rural areas of operation covered by community transport reveal the essential role it plays in Wales in providing access, mobility and choice for people living in rural areas who would otherwise experience significant geographical isolation. The findings reveal that between the period 2010 to 2013, community transport organisations have been expanding (particularly in relation to car schemes and section 22 services) and more generally the sector has experienced an increase in all the services it provides. The increase in the service-user profiles accessing community transport services, especially in relation to older people and individuals with mobility impairments, also suggests that the demand for community transport is likely to continue to escalate with future demographic changes.

➤ Community transport is meeting the needs of the people who need it most

The findings also support what the CTA knows from its own experience: that the demand for more 'traditional' community transport services is on the increase, as for many people other transport modes are just not viable (or even available) options. Moreover, the findings clearly demonstrate that the community transport sector is providing support to those people most at risk from suffering social isolation and who would otherwise be prevented from accessing essential services. At a time when community transport organisations are more likely to experience pressure to provide transport solutions for the general public, particularly in areas experiencing cuts to bus services, they also have to cope with the increased demand from the service users they were designed to serve. Community transport organisations therefore have a difficult balance to strike between achieving their charitable objectives and exploring options that could lead to better financial sustainability.

➤ Community transport still faces significant challenges

The report's accompanying narrative has highlighted the key issues and challenges that will almost certainly continue to influence service delivery. The community transport sector will need greater support in the light of the increased demand for its services and the continuing challenges and economic pressures it faces. Of greatest concern is the uncertainty around funding arrangements, reductions in public spending and in the financial support for local government. These concerns impact on community transport sector users by inhibiting forward planning, which not only impacts on day-to-day delivery but also hinders strategic development within the sector. Above all, it is service users' needs that should be first and foremost. At a time when all sectors of society are experiencing a contraction in services and significant economic challenge, it is vital that those who are most affected by restricted travel and accessibility options are protected from further isolation. This report demonstrates that only community transport is in a position to deliver the necessary services for people who most need them. Failure to address the travel challenges of community transport users will ultimately result in significantly increased costs to health, social care and other public services.



Based on the information generated by this State of the Sector survey, CTA Wales has set priorities for providing support to the community transport sector.

The CTA will work to:

- ✓ Continue to ensure that the voice of the community transport sector is heard and acted upon at all levels (EU, national, regional and local government).
- ✓ Influence new legislation and policy through representing our members' views.
- ✓ Ensure our members are kept up to date with the latest news, briefings, opinions and events.
- ✓ Support the community transport sector to explore and develop new ways of working, which could include greater collaboration and co-production.
- ✓ Provide advice, information, support and training to community transport organisations to build capacity and infrastructure in order to cope successfully with the increased demand.
- ✓ Support the sector to drive up standards through the roll-out of the CTA's Quality Mark across Wales.
- ✓ Raise the profile of the community transport sector in Wales with a focus on increasing volunteer recruitment.
- ✓ Support the sector to evidence its cost effectiveness and added value through improved monitoring and evaluation procedures and research driven by the CTA.
- ✓ Support the sector to improve information and publicity regarding community transport through our CT online website (<http://www.ctonline.org.uk/>).



CTA Wales recognises the invaluable support the sector has previously received from the Welsh Government and Local Authorities. The information contained within the report highlights the need for this support to continue and for CTA Wales to continue to work in partnership. Consequently, CTA Wales has developed the following recommendations which we would welcome and support our partners to deliver.

Welsh Government:

- ✓ Implement a funding review of the sector to examine the fairness of current funding arrangements; this should include a review of concessionary fares, consideration of the reinstatement of a capital grant fund as well as a review of the Bus Service Support Grant (BSSG) in the context of the specific difficulties faced by the community transport sector.
- ✓ Promote the need for funding awards on a minimum three-year cycle wherever possible to better enable effective strategic planning.
- ✓ Consult on the development of an all-Wales strategy for community transport which would:
 - set out the Welsh Government's vision for the role of the sector as an integral element of the public transport network;
 - examine the capacity of community transport organisations in the sector;
 - foster increased collaborative working across boundaries;
 - establish performance quality standards;
 - enable the provision of adequate and effective information and publicity on community transport;
 - ensure funding is fair and equitable across the country;
 - eliminate geographical inequality in relation to both access to, and the cost of, services for passengers.
- ✓ Work with the DfT and do everything in its power to support and defend the section 19 permit system.

Local authorities:

- ✓ Commit to awarding funding on a minimum three-year cycle wherever possible to better enable effective strategic planning.
- ✓ Utilise community transport more effectively to provide transport solutions when subsidised routes are no longer viable.
- ✓ Contribute to local and regional community transport forums and support effective cross-boundary service provision.

Transport commissioners and funders:

- ✓ Work within both UK and EU legislation to make maximum use of the community transport sector within existing frameworks in order to meet the needs of local communities.

9

ACKNOWLEDGEMENTS

CTA Wales is very grateful to all community transport operators who contributed to this report. The survey was carried out by Rhian Higgins and the report was compiled and edited by Rhian Higgins and Sian Summers-Rees with assistance from Ewan Jones and Susan Wildman, all of the CTA.

The work of CTA Wales, including the research and production of this report, is supported by the Welsh Government.

