

Minutes of the CTA UK ANNUAL GENERAL MEETING held online via Teams Webinar, on 26th November 2025 at 4pm

Trustees Present:

Alan Jones (Chair), Suzanne Leighton, Oxana Grishina, Stephen Stolliday, Andrew Grieve, Martin Heffer, Susan Dever, Caroline Dawson, Louise Hayes, Lesly-Ann Millar, Steve Hayes, Kenny Duncan

1. WELCOME & INTRODUCTION

CTA, Chair of Trustees, Alan Jones (ABJ), welcomed all attendees to the Annual General Meeting, introduced himself to those joining online, and formally opened the meeting.

ABJ thanked the high number of attendees in attendance, noting that this strong turnout highlights the sector's growing engagement and vitality. It was further noted that the AGM provides a critical platform to review the achievements of the past financial year, address governance matters, and outline strategic priorities for 2026.

2. APOLOGIES FOR ABSENCE

ABJ noted that apologies were noted from various CT providers who had sent proxy votes prior to the meeting and these votes would be added to any online voting.

3. CTA's ACHIEVEMENT AND MEMBERSHIP GROWTH IN 2024

ABJ introduced Victoria Armstrong (VA) CTA's CEO who provided a comprehensive overview of the 2024–25 financial year, emphasizing both quantitative and qualitative successes:

- **Membership Growth:** The association now counts over **1,400 members** across the UK, reflecting a robust and expanding network.
- **Advice Service:** The CTA responded to over **1,000 queries**, delivering vital guidance to members navigating operational complexities involving vehicles, volunteers, staff, and passenger needs.
- **Events and Publications:** Key highlights included the **CT24 Voice of the Passenger** event in Newcastle, which energised sector dialogue, and new publications like the **General Election Manifesto**, **Mapping England Report**, and **Mapping Northern Ireland Report**, the latter two representing unprecedented data collection efforts to inform regional strategies.
- **New Research Initiatives:** Projects such as **Creating Connections** (focused on inclusive transport for disabled children) funded by the Motability Foundation, and the **Social Value Toolkit** in partnership with Ealing Community Transport, aimed at quantifying and communicating the broader societal impact of community transport.
- **Midas Program:** The Midas learner passes exceeded **20,000**, with positive feedback indicating that **88% of participants felt their knowledge increased**, **91% would recommend it**, and **93% found the online learning accessible** demonstrating the program's effectiveness and reach.
- **Community Transport Week:** An annual celebration growing in scale, strengthening member solidarity across the UK.
- **Personal Impact Stories:** The CTA's Scotland team's **Healthy Communities Report** featured testimonials illustrating the personal and social value of community transport, such as enabling social interaction, affordable travel, and essential visits to care homes, reinforcing the human-centered mission of the sector.

Ordinary Resolution 1:

To approve the minutes of the Annual General Meeting held on Thursday 27 November 2024.

Voting members: 31 votes + 4 proxy = 35 votes FOR, 0 Against, 0 Abstain

The minutes were unanimously approved as a true record of the meeting. There were no matters arising.

4. TRUSTEES ANNUAL REPORT AND FINANCIAL STATEMENTS FOR 2024/25

Finance Director Phil Benson (PB) presented a data-driven summary of the CTA's financial performance for the year ending March 2025:

- **Income Growth:** Total income increased by **46%** from **£1.36 million** to **£1.98 million**, driven primarily by:
 - A restricted grant from the Motability Foundation for ongoing research.
 - The expansion of the Midas training scheme, which introduced a new income model through sales of over **21,000 learner passes**.
- **Expenditure:** Operating costs rose by **7% (£167,000)** due mainly to:
 - Staffing increases to support Midas and broader charity delivery aligned with the CTA's four pillars of work.
- **Net Result:** A surplus of just over **£300,000**, of which **£150,000** was from the Motability grant not yet spent, indicating strong underlying financial health.
- **Reserves:** Total funds reached over **£1 million**, with approximately 60% unrestricted, providing flexibility for reinvestment in product development, IT infrastructure, and staff training.
- **Financial implications:**
 - The CTA's healthy financial position supports sustainable growth and strategic investments to enhance member services and sector impact.
 - The reliance on restricted grants and earned income from Midas reflects a diversified funding model.

Ordinary Resolution 2:

To approve the Trustees Report & Financial Statements for 2024/25

Voting members: 29 votes + 4 proxy = 33 votes FOR 0 Against, 0 Abstain

The Trustees Report and Financial Statements for 2024/25 were unanimously approved.

5. APPOINTMENT OF AUDITORS

Ordinary Resolution 3:

Delegation of authority to the board for appointing new auditors for 2025–26

Voting members: 33 votes + 4 proxy = 37 votes FOR, 0, Against, 0 Abstain

The Delegation of authority to the board for appointing new auditors for 2025–26 was unanimously approved.

6. TRUSTEE BOARD MEMBERSHIP FROM 26 NOVEMBER 2025

The Chair (**ABJ**) provided an overview of the trustee changes on the Board including departure of a long-serving trustee after eight years, with thanks expressed for her contributions, and the upcoming ratification of a new vice-chair.

Resignations since the 2024 AGM: Suzanne Leighton (end of 2nd term)

ABJ confirmed the CTA Board of Trustees for 2025/26:

TRUSTEE	TRUSTEE TYPE	ROLE
Alan Jones	Co-opted	Chair
Stephen Stolliday	Co-opted	Treasurer
Oxana Grishina	Co-opted	Trustee
Susan Dever	Member (Scotland)	Trustee
Martin Heffer	Co-opted	Trustee
Andrew Grieve	Member (England)	Trustee
Louise Currie	Member (England)	Trustee
Caroline Dawson	Co-opted	Trustee
Steve Hayes	Co-opted	Trustee
Lesley-Ann Millar	Member (Northern Ireland)	Trustee
Kenny Duncan	Member (Scotland)	Trustee
Vacant	Member	

7. ANY OTHER BUSINESS

There was no other business raised and **ABJ** thanked everyone for their attendance at the formal AGM. **ABJ** then introduced David Kelly (**DK**), Scotland Director and Head of Policy and Campaigns.

8. D1 DRIVER LICENSING CAMPAIGN OVERVIEW

DK presented the critical D1 Driver Licensing Campaign, aimed at reforming licensing to address an acute shortage of qualified minibus drivers:

- **Problem Context:**
 - UK community transport relies heavily on drivers with “grandfather rights”, those who passed their bus license before January 1997 and enjoy exemptions until age 70.
 - After 70, drivers must reapply annually, creating uncertainty and administrative burdens.

- The D1 license test is costly, time-consuming, and limited in availability, disincentivizing recruitment and retention.
- Data shows 99% of D1 licenses are held by drivers aged 46–69, with 2.9 million licenses projected to be lost in the next 5 years as drivers age out.
- This “cliff edge” threatens service reductions or closures.
- **Policy Background:**
 - The CTA has campaigned on this issue for years, gaining recognition in a 2022 Department for Transport (DfT) call for evidence.
 - 73% of respondents supported removing the D1 requirement, with safeguards, and 84% believed reform would increase driver supply.
 - The CTA’s 2024 manifesto prioritized D1 reform with the incoming Labour government.
- **Proposed Options Under Consultation (Green Paper):**
 - **Investment in D1 training** under the current licensing system without legislative change—would soften but not eliminate the cliff edge, with uncertain impact and higher costs.
 - **Training-based upgrade** replacing the D1 test with stipulations such as minimum age, medical and conduct standards, renewal requirements, and mandatory safety/accessibility training (potentially via Midas certification). This may require legislation but is expected to significantly increase driver supply while maintaining safety.
 - **Exemption limited to community transport operators under specific permits** (Section 19/22 GB and Section 10B NI), aligning with the original policy intent to support nonprofit transport providers distinctly from commercial operators. Also likely to require legislation and certification.
- **Next Steps:**
 - Gathering member views through focus groups and an online survey in January 2026.
 - Producing a refined position paper for government and stakeholders.
 - Mobilising the community transport movement to advocate collectively for change.

9. MEMBERSHIP ENGAGEMENT AND SUPPORT SERVICES

Caroline Whitney (CW), England Director and Head of Membership Services, outlined the membership landscape and initiatives to enhance member support:

- **Membership Profile:**
 - Approximately 1,349 full members with another 50+ in application, totaling near 1,400 organizations UK-wide.
 - Majority are small organizations, with around 30% having turnover under £25,000, yet collectively transporting millions of people annually.
 - Most members are not-for-profit and embedded in public service delivery.
- **Member Engagement:**
 - About 60% of members interact with CTA annually, often more than they realize.
 - CTA offers support across technical operation, stakeholder relations, permit applications, and regulatory compliance.

- Recent improvements include enhanced phone advice service and streamlined permit application processes.
- **Feedback-Driven Development:**
 - Member surveys directly influence service delivery, e.g., insurance partnerships tailored to community transport needs.
 - The ongoing 2025 Membership Survey launched during the AGM aims to deepen understanding of member needs and guide future CTA priorities.
 - A prize draw incentivizes survey participation to maximize response rates.

CW emphasised the CTA's responsiveness to member feedback is critical for relevance and effectiveness and maintaining a strong collective voice depends on active member engagement.

10. CHAIR'S CLOSING REMARKS

ABJ the Chair formally closed the meeting by reflecting on the year's progress and the increasing influence of the CTA as the sector's voice. He emphasized the importance of the community transport sector in ensuring safe, caring, and comfortable travel for vulnerable populations. He expressed optimism for continued growth and impact in 2026, extending seasonal wishes and gratitude to all members, staff, trustees, and volunteers who contribute to the sector's success.

The Meeting closed at 4.50pm