

The Community Transport Awards 2019

Rules of Entry and Award Criteria



Headline Sponsor:



ctaawards

Community Transport Provider of the Year

For overall excellence in providing accessible and inclusive transport.

Volunteer of the Year

For a volunteer who has gone above and beyond for their passengers.

Community Transport Champion

For a public figure who has championed the work of the sector.

MiDAS Driver of the Year

For a MiDAS trained driver who has a track record of excellence.

Doing Things Differently

For an organisation using community transport to do something different.

Serving Rural Communities

For an organisation doing excellent work in rural areas poorly served by traditional transport provision.

Volunteer Car Scheme of the Year

For a car scheme that has had an exceptional impact on their community.

Partnership of the Year

For an organisation or organisations who are working in partnership on a project or a service to benefit their community.

And: Photo Competition

Lifetime Achievement Award

About the Community Transport Awards



“One of CTA’s main roles as the national membership body for the community transport sector is to champion and celebrate the amazing work of our members. This year, we’re holding CT ’19 and the Community Transport Awards to do just that. The awards will recognise examples of excellence from the community transport sector, highlighting

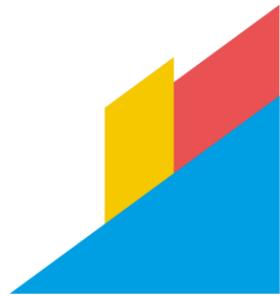
the stories and achievements of organisations and individuals who have gone above and beyond for their communities. The awards are taking place as part of CT ’19 – our two day event in Manchester this November which aims to bring together CTA members and friends from all parts of the UK to network, learn, share ideas and celebrate the amazing work of our sector. We’ll have a packed agenda across two days, including a half day conference with panel discussions and member contributions; drinks, dinner and the Community Transport Awards; interesting and practical workshops run by a mixture of CTA staff and guest conveners; the launch of new reports and initiatives; and an exhibition bringing together top suppliers to the CT sector.

It’s going to be a great time for the sector to get together and celebrate the amazing work done all over the UK so I encourage you to take a look at the information contained in this pack, submit a nomination and book your place on CT ’19. Good luck with your entry and I look forward to seeing you in Manchester!”

Best wishes,

A handwritten signature in black ink that reads "Bill Freeman". The signature is written in a cursive style.

Bill Freeman, Chief Executive, CTA



The Community Transport Awards: Rules of Entry

Entering a nomination is *free* and is an online process. To submit your entry go to ctauk.org/ctawards and follow the instructions. The following rules apply:

1. You may submit nominations for as many different award categories as you want. However, the entries must be substantially different and fit the criteria of each specific award.
2. Nominations must be submitted no later than **midday on 08 August 2019**. We encourage early submission.
3. **To submit a nomination, your entry must consist of three main elements:**
 - i. **Main Entry:** For the main body of the nomination you must answer the questions as laid out in the category's criteria. The entry must be no more than 1,000 words but you can distribute the words across the questions as you see fit. This must be done in a word document and uploaded using the form on the nomination page.
 - ii. **Background Information:** Each entry must include background information as specified in the category's criteria. This *doesn't* count towards your Main Entry word count and is not judged. This must be done in a word document and uploaded using the form on the nomination page.
 - iii. **Supporting Information:** There are a number of supporting documents you can upload as part of an award nomination. You must upload at least one supporting image and you can upload up to five. You can also upload supporting statements (such as testimonials from passengers) as detailed in the specific category criteria. These are separate to your Main Entry and won't take away from its 1,000 word count. Supporting statements must be done in a word document and uploaded using the form on the nomination page.
 - i. Please note, if any images, videos or written content show unsafe or illegal practices the entry will be disqualified.
 - ii. By submitting any photos or videos, you give CTA permission to use them for their marketing and communications activities.

Rules of Entry cont.

4. Our panel of judges will choose three shortlisted entries for each award, one of whom will be judged the winner. You will be informed via email whether or not your nomination has been shortlisted.
 - i. If you are one of the three shortlisted organisations/individuals you will be given one free place to the awards dinner. This does not include travel or accommodation costs or attendance at the rest of CT '19. If you have already bought a ticket for CT '19, we will refund you the equivalent of a ticket to the awards dinner.
 - ii. If you are a shortlisted organisation, you may be seated on a table with a representative from the organisation who sponsored your award category.
5. Entries can be submitted (with exceptions laid out in the specific criteria) by the nominated organisation themselves or by a third party nominating an organisation/individual on their behalf. Some categories require the nominee to be, or work for, a current member of CTA.
6. In submitting your entry you are agreeing that it meets the rules of entry, including the word limit, and follows the specific award criteria.

If you have any questions about these rules or would like anything clarifying, please email ct19@ctauk.org.



How to submit a good entry

Firstly, you need to ensure that you are entering a nomination for an appropriate category and have read the Rules of Entry and Category Criteria pages carefully before you start writing.

Concentrate your efforts on explaining why you are nominating the organisation or individual and why they should win the award. Take care to demonstrate how the entry meets the awards criteria. You can structure your entry by using the main questions as your headings but as long as you provide the required information, you don't have to do this.

Ask yourself:

1. Are you making the nomination for the correct award?

Take a look through the criteria for each award, look for whether the description and questions in the award criteria are relevant to the achievements of the organisation or individual you are nominating.

2. Have you covered all the award criteria questions?

With a word limit of 1,000 for your main entry, you'll need to be precise. It may be useful to make notes about the qualities and achievements of the organisation or person you're nominating before you start to make sure you cover everything.

3. Have you qualified the statements you've made in your nomination?

Be specific! Give evidence using descriptions to show what makes your organisation or the individual special. For example, rather than saying "They've helped raise awareness of community transport" be specific, explaining that "they've helped raised awareness of community transport by playing a key role in a local media campaign and writing for our local newspaper" for example.

4. Have you been clear, precise and kept within the word limit?

Our judges will have a lot of nominations to read, and it's likely they won't be aware of exactly what is happening in your area, so making your entry as clear and precise as possible, and keeping within the word limit, is the best way to help you stand out.

5. Have you checked your submission?

Ask somebody to proofread it for you before you hit submit. When we read our own writing we often 'read' what we think we've written and not what we've actually put down. A fresh set of eyes will catch any typos and make sure your entry is the best it can be.

Category Criteria

On the next page, find out the criteria for each award category.

Category Criteria: Community Transport Provider of the Year

Community Transport Provider of the Year recognises a community transport provider who, in the view of our judges, has demonstrated excellence in providing accessible and inclusive transport to their community over the last year. This means having a positive impact on the local community, developing what they do and offering examples of best practice to the sector. It might be an organisation who has overcome a particular challenge or difficulty, for example, or an organisation who has supported other community transport providers in their area.

Entries are invited from community transport providers who want to nominate themselves for the award as well as third parties wishing to nominate a community transport provider on their behalf. The award is aimed at organisations whose main purpose is the provision of transport and the nominated organisation must be a CTA member.

To submit a nomination for this award you will need to provide:

Main Entry

Successful entries will compellingly answer the following questions in no more than 1000 words:

- 1) What impact does the organisation have on its local community and the lives and well-being of its passengers?
- 2) How has the organisation developed, improved and adapted their organisation and services over the past year?
- 3) What can other community transport providers learn from the organisation?

Background Information

Your submission should include a general profile of the organisation (up to 300 words) including:

- A description of the organisation including the work it does, who it supports and where it operates.
- An indication of the size of the organisation's activities – number of passenger trips per year for example and/or the number of people and groups using their services.

Supporting Information

You are permitted to provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. You must provide at least one image.

Category Criteria: Volunteer of the Year

Volunteer of the Year recognises an exceptional volunteer who has gone above and beyond for their passengers either in their day to day actions or in a particular instance. Our Volunteer of the Year will be someone who has devoted significant time and energy to their organisation, has formed great relationships, is widely valued and whose actions are a positive reflection of their organisation. This can be anyone that volunteers for the organisation such as volunteer drivers, passenger assistants, admin staff and trustees. Entries are invited from organisations or passengers wishing to nominate a volunteer. Volunteers cannot self-nominate. The organisation for which the nominee volunteers must be a CTA member.

To submit a nomination for this award you will need to provide:

Main Entry

Successful entries will compellingly answer the following questions in no more than 1000 words:

- 1) Provide us with at least one example of a time where the volunteer has gone above and beyond to support their passengers and/or their organisation.
- 2) How does the volunteer act as an ambassador for their organisation?
- 3) How has volunteering with their organisation had a beneficial effect on the volunteer themselves?

Background Information

Your submission should include a summary profile of the volunteer, as well as the organisation for which they volunteer (up to 300 words in total) including:

- A short summary profile of the individual including their name, their duties as a volunteer and how long they've been volunteering for the organisation.
- A description of the organisation including the work it does, who it supports and where it operates.

Supporting Information

You are permitted to provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. You must provide at least one image of the volunteer.

Category Criteria: Community Transport Champion

Community Transport Champion recognises a public figure who has championed the work of the community transport sector. This could be a politician with a national or local profile, a local community leader or a business person, for example, who has supported and raised the profile of community transport.

Entries are invited from organisations or individuals wishing to nominate a Community Transport Champion. Individuals cannot self-nominate.

To submit a nomination for this award you will need to provide:

Main Entry

Successful entries will compellingly answer the following questions in no more than 1000 words:

- 1) How has the individual championed and raised the profile of community transport locally and/or nationally?
- 2) What impact has their support for community transport had?

Background Information

Your submission should include a summary profile of the individual and the organisation nominating them (up to 300 words in total) including:

- General biographical information about the nominee
- A description of the nominating organisation including the work it does, who it supports and where it operates.

Supporting Information

You are permitted to provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. You must provide at least one image of the person you are nominating.

Category Criteria: MiDAS Driver of the Year

MiDAS Driver of the Year recognises a MiDAS trained driver who has high quality relationships with their passengers and a track record of excellence. The driver is someone who has benefited by undertaking MiDAS training, who is a safe and competent driver and who has a positive impact on the lives and wellbeing of passengers beyond driving the vehicle. Entries are invited from organisations or passengers wishing to nominate a driver. Drivers cannot self-nominate

To submit a nomination for this award you will need to provide:

Main Entry

Successful entries will compellingly answer the following questions in no more than 1000 words:

- 1) How has undertaking MiDAS training benefited the driver and their work?
- 2) Provide examples of how the driver has developed positive relationships with their passengers and how this has benefited those passengers.

Background Information

Your submission should include a summary profile of the individual as well as the organisation for which the individual drives (up to 300 words in total) including:

- A short summary profile of the individual including their name, duties as a driver and when they started working with the organisation.
- Please also include when they last undertook MiDAS training and who their Driver Assessor Trainer (DAT) was. (Please note, if the nominee is shortlisted for an award, CTA will contact their DAT for a short statement about the nominee).
- A description of the organisation including the work it does, who it supports and where it operates.

Supporting Information

You are permitted to provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. You must provide at least one image of the person you are nominating. You must also include a scanned copy of the driver's MiDAS certificate.

Category Criteria: Doing things Differently

Doing things Differently recognises an organisation that is using community transport to do something different. This could be undertaking a transport related service that isn't traditionally provided by community transport, for example, or using community transport to reach new people and groups. This activity must have been actively ongoing between April 2018 and April 2019 but nominations will still be accepted if it started before, or continues after, those dates.

Entries are invited from community transport providers who want to nominate themselves for the award as well as third parties wishing to nominate a community transport provider on their behalf. The organisation that is nominated must be a CTA member.

To submit a nomination for this award you will need to provide:

Main Entry

Successful entries will compellingly answer the following questions in no more than 1000 words:

- 1) What service has the organisation undertaken that is not traditionally provided by community transport providers and/or uses community transport to reach new people and groups?
- 2) Why did the organisation undertake this service; what unmet need were they meeting?
- 3) How has this service had a positive impact on the community?

Background Information

Your submission should include a general profile of the organisation (up to 300 words) including:

- A description of the organisation including the work it does, who it supports and where it operates.
- An indication of the size of the organisation's activities – number of passenger trips per year for example and/or the number of people and groups using their services.

Supporting Information

You are permitted to provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. You must provide at least one image.

Category Criteria: Serving Rural Communities

Serving Rural Communities recognises an organisation who is doing excellent work to enable people living in rural communities to access services that they may otherwise be denied. Our judges will be looking for organisations working in areas where passenger transport provision is poor or inaccessible and where community led initiatives have addressed these gaps in accessible and inclusive ways.

Entries are invited from community transport providers who want to nominate themselves as well as third parties who wish to nominate a community transport provider on their behalf. The organisation nominated must be a CTA member.

To submit a nomination for this award you will need to provide:

Main Entry

Successful entries will compellingly answer the following questions in no more than 1000 words:

- 1) What impact does the organisation have on people living in rural communities?
- 2) Provide specific examples of how the organisation has enabled people to access opportunities they otherwise may not have been able to access.

Background Information

Your submission should include a general profile of the organisation (up to 300 words) including:

- A description of the organisation including the work it does, who it supports and where it operates.
- An indication of the size of the organisation's activities – number of passenger trips per year for example and/or the number of people and groups using their services.

Supporting Information

You are permitted to provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. You must provide at least one image.

Volunteer Car Scheme of the Year

Volunteer Car Scheme of the Year recognises a volunteer car scheme that has an exceptional impact on their community, making a real difference by providing accessible and inclusive journeys to those who need them. It will be an organisation who not only utilises volunteers but who put thought and effort into how they recruit, retain and support those volunteers.

Entries are invited from an organisation who want to nominate themselves as well as third parties who wish to nominate an organisation on their behalf. The organisation nominated must be a CTA member.

To submit a nomination for this award you will need to provide

Main Entry

Successful entries will compellingly answer the following questions in no more than 1000 words:

- 1) What impact does the organisation have on the local community and the lives and well-being of their passengers?
- 2) How does the organisation recruit, retain and support their volunteers?

Background Information

Your submission should include a general profile of the organisation (up to 300 words) including:

- A description of the organisation including the work it does, who it supports and where it operates.
- An indication of the size of the organisation's activities – number of passenger trips per year for example and/or the number of people and groups using their services.

Supporting Information

You are permitted to provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. You must provide at least one image.

Partnership of the year

Partnership of the Year recognises an organisation, or organisations, who are working in partnership on a project or a service to benefit their community. Entries are invited from one of the organisations involved in the partnership or as a joint entry from both or all of the organisations. At least one of the organisations has to operate transport as part of their activities and the partnership has to be transport related. At least one of the organisations must be a CTA member.

To submit a nomination for this award you will need to provide:

Main Entry

Successful entries will compellingly answer the following questions in no more than 1000 words:

- 1) What are the goals of the partnership; when and why did it begin?
- 2) What benefits has the partnership had for the organisation and the community?
- 3) How has the success of the partnership been measured?

Background Information

Your submission should include a general profile of the organisations involved in the partnership (up to 300 words in total) including:

- A description of the organisation including the work it does, who it supports and where it operates.
- An indication of the size of the organisation's activities – number of passenger trips per year for example and/or the number of people and groups using their services, if applicable.

Supporting Information

You are permitted to provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. You must provide at least one image.

Photo Competition

The Photo Competition is for a photograph that captures the essence of community transport, focusing on the people that our sector supports. Nominations should be submitted by a community transport provider who is a CTA member. If you wish to submit a photo on behalf of a community transport provider you can do so, as long as you are affiliated with that organisation and have their permission to submit a nomination.

This award will be judged by a public vote.

To submit a nomination for this award you will need to provide:

Main Entry

A successful entry will follow the following format:

- 1) A photo that encapsulates what community transport means to you, your passengers or your community.
- 2) The focus should be on people, not just vehicles.
- 3) The photo should be high quality and able to be shared in print and online.

Background Evidence

Alongside your photo you should also provide a description (no more than 300 words) of who is in the photo and how you feel it encapsulates the spirit of community transport.

Lifetime Achievement Award

The Lifetime Achievement Award recognises an individual who has had a deep and active involvement within the community transport sector over a number of years.

Nominations must be made by a third party and cannot be made by the nominee themselves.

To submit a nomination for this award you will need to provide:

Main Evidence

A successful entry will provide a compelling profile of the individual in no more than 1000 words including:

- 1) How has the individual been a committed leader in the community transport sector either locally or nationally?
- 2) How have they innovated or brought about change in order to improve the lives of people in their communities?

Background Information

An up to 300 word summary biography of the nominee.

Supporting evidence

You are permitted to provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. You must provide at least one image of the nominee.

Further information

If you have any questions or need any support entering a nomination you can contact the team via ct19@ctauk.org and someone will be in touch.

We'd also encourage you to book your place on CT '19. Head to www.ctauk.org/ct19 for more information.



There are exciting sponsorship opportunities available at CT '19 and the Community Transport Awards - you can email ct19@ctauk.org for more information.