



Connecting Communities in Wales Newsletter

Issue No. 2 December 2018

Connecting Communities in Wales

We are coming to the end of a very busy Phase 1 of the project which was primarily focussed on:

- Raising Awareness of CCW
- Establishing a network of Transport Innovation Networks (TINs) across Wales
- Developing robust project reporting and evaluation criteria
- Facilitating Funding Applications from CTOs to appropriate Funding Streams – including Cooperation & Supply Chain Development Scheme (CSCDS)

The Connecting Communities in Wales team would like to wish all our partners a Merry Christmas and a safe and prosperous 2019!



Team Updates

Alison Owen, Project Manager | alison@ctauk.org



What a rollercoaster year it's been, TIN's, Events, Presentations, Talks and Meetings. The Team have worked tirelessly to promote our wonderful Project, helping organisations to develop ideas, create partnerships and access funding. As you will see below David and Michelle have given some insights and highlights of the projects they have been involved in. I would also like to thank

Eluned Parrott who stepped in as Interim Director for Wales to cover Christine Bostion's maternity leave. I have met with many wonderful people, most of whom have some link to Community Transport across Wales. Those who didn't know the value of this under appreciated sector have been "blown away" by some of the inspiring stories being told, from Volunteers working Christmas Day taking lonely and isolated individuals to Lunch, or a Volunteer waiting for the Warden to arrive at a Sheltered Accommodation, when the Clients key snapped in the lock. Community Transport goes above and beyond in everything they do, doing so much with so little

David Brooks, Project Co-ordinator South Wales | david@ctauk.org



Having worked for CTA for a number of years my focus has been promoting the project to CTOs in my area, encouraging partnerships with other organisations whose clients depend on Community Transport.

This has resulted in a number of projects being developed and funding applied for including:

- **Llandysul a Phont-Tyeli Ymlaen:** "Collaborative Communities" – £ 199k - purchase 2 x Minibuses for Group Hire, running costs, Co-Ordinator. We have just been informed that his application has been approved!
- **Preseli Rural Transport Association:** "Wheels to Work Wales" – £ 400k. To purchase 50 scooters, initially in Pembrokeshire, Swansea where there are existing schemes at capacity, to expand into Carmarthenshire, Ceredigion and Newport. Monmouth and Powys have shown an interest for Stage 2, with Stage 3 taking it into North Wales. Running costs, Staff at Stages 1 and 2, Training and Safety etc.



- **“Access to Primary Care” - Neath Port Talbot Valleys Areas (DANSA & NPT) –Wind Farm & Others:** Purchase an Electric Car for Vale of Neath Surgery, to operate Volunteer Driven access to Primary Care Appointments – with potential to expand to other NPT valleys areas.
- **“Access to Hospital” – Brechfa Wind Farm Community Fund:** Purchase 2 x Electric Cars for Alltwalis and surrounding area, to operate Volunteer Driven access to Glangwilli and Prince Phillip Hospitals. Awaiting Grant Criteria, have engaged with Hywel Dda for support eg: Charging Points at the Hospital.
- **Monmouthshire County Council:** development of APP to enable individuals to access and book transport in the county. This project may become a Transport for Wales pilot
- **Walsingham Over 50’s Dining Club:** Big Lottery £10K. Transport running costs to provide mini bus to take isolated individuals to lunch club in Walsingham’s Forge Community Centre. Working in partnership with City & County of Swansea, Age Cymru, Dementia Swansea, Clydach Senior Citizens, the Stroke Association

We are hopeful that these potential projects will receive funding early in 2019.

Michelle Clarke, Project Co-ordinator North Wales | michelle@ctauk.org



Since joining the team in February, I’ve made contact with a wide range of organisations across North Wales to learn more about the transport issues affecting local communities. Early contact with Severn Wye Energy Agency provided an invaluable opportunity to link in with some of their ‘Story Studios’ being held in rural communities. I attended three, in Llangollen, Penmachno, and Deiniolen, listening to local residents and key stakeholders about the challenges faced and the opportunities to work in partnership, I am looking forward to developing community transport links for each area.

I have also been fortunate to work with community transport providers and voluntary sector organisations on Ynys Mon, resulting in a community transport event on 26 October, facilitated by Age Cymru Gwynedd a Mon, with an updated community transport directory for the island being produced and a marketing strategy being developed to ensure as many people know about the community transport schemes as possible and are encouraged to access them.



Another example of work has been the partnership with Community and Voluntary Services Conwy to develop a funding bid for a community car linked to two rural GP surgeries to assist people to access healthcare appointments and well-being activities (outcome pending February 2019). While a number of funding bids have been developed, it will be a few months before we see the outcome of many of them. However, some projects have been successful in receiving funding:

- Flintshire Disability Forum £10,000
- Benllech and District Good Turn Scheme £10,000
- The Gwelfor Centre Holyhead £15,000

My focus for 2019 will be to develop new partnership projects, particularly in areas where there is little or no existing community transport provision.

John Evans, Project Support Executive | johne@ctauk.org



Since becoming a part of the CCW project in March I have been busy developing processes and systems to help the team accurately record their myriad of interactions with partner organisations and ensure that all KPIs are captured with robust supporting evidence. I have also done a detailed analysis of the issues identified in the first round of TINs which helped shape our focus during the year. The second round of TINs run in the autumn took a lot of my time and it is pleasing that 93% of attendees thought these events

were well organised. I am very focussed on establishing positive communication channels with our partners so I have cleansed the plethora of databases we have gathered prior to the CCW project and use these to ensure that relevant information is made available. Our newsletter has been well received and we feel this is an important platform to maintain regular contact. My focus in the coming year will be helping identify training and development needs of our CTOs to facilitate a successful Phase 2 of the Project



Connecting Communities in Wales Activities

Transport Innovation Networks



We have now run two rounds of Transport Innovation Networks (TINs) across Wales. The events brought together over 250 representatives from the public, private and third sectors to discuss transport gaps and opportunities for new initiatives that will ensure better connectivity for those who are isolated across Wales.

The events were a huge success with 92% of attendees saying they thought the sessions were ‘good’ or ‘excellent’. The information gathered from the first round early in 2018 helped shape the agenda for the second round. Transport for Wales shared their draft strategy for Bus Services in Wales. Member’s comments and feedback on the draft were taken on board to fully reflect the part that Community Transport plays in delivery of Bus Services and CTA have been invited to sit on the consultative group to represent the sector.

Connecting Communities in Wales Planned Activities

Phase 2 of the project will be focussing on further development of the TIN network to identify and build on opportunities for collaboration and partnership. We will also be looking to identify the sector’s training needs to enable support for professional training and capacity building. We will be undertaking a training survey/ needs analysis with partner organisations early in 2019



Connected Communities: Tackling loneliness and social isolation

The value of community transport in connecting people to activities, services and facilities is significant – but working in community transport, we know it isn't just about helping people get to where they want to go, it is the importance of those simple but life-affirming conversations with the driver and other passengers along the way that contribute to reducing social isolation and feelings of loneliness. We know it, but does the Welsh Government? Well, now is your chance to have a say on the crucial role community transport plays in underpinning many aspects of 'connected communities' – from helping people remain in or take up employment, to getting to luncheon clubs, meeting up with friends, attending vital medical appointments, and generally being able to participate in a wide range of activities that contribute to good health and well-being.

While the consultation does make reference to 'Infrastructure (Housing, Transport and Digital Inclusion)' and refers to its *'vision for a safe, affordable and reliable integrated transport system across Wales'* it does not recognise the vital role of community transport. Instead of being limited to a brief mention under 'infrastructure', it should be considered a key enabler in the consultation's references to: social care and health; location and environment; skills and employability; volunteering; mental health; third sector; and community resilience.

The consultation ends at midnight on 15 January 2019.

You can read the consultation document at: <https://bit.ly/2QLLTkq>



Free digital inclusion training for staff and volunteers

Did you know 15% of people are not online?* They're missing out on opportunities to keep in touch with family, save money, find work, learn new skills and access important services.

Digital Communities Wales helps organisations to train staff and volunteers so they can confidently show people how to use technology and helps organisations to develop strategies and policies for digital inclusion. Digital Communities Wales works across the whole of Wales, with organisations ranging from community groups, libraries, disabled people's groups, housing associations, advice services, and health and social care providers. Community Transport organisations are welcome to request an in-house training session which is completely free of charge – you just need to provide a training room with access to reliable, stable Wi-Fi, and organise between 5 – 8 participants to attend who have a basic understanding of IT and the internet. The training is for frontline staff and volunteers of organisations who want to develop their skills to support others to get online. There are a variety of digital skills courses available, but two key ones are:

- 'Supporting people to get online' session (5 hours), which covers adult learning styles, online safety and sources of digital skills support.
- Using health and wellbeing apps' session (3 hours), which helps participants develop a better understanding of health apps and how to access quality health related information.

Digital Communities Wales may also be able to offer bespoke training.

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Email: digitalcommunities@wales.coop

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Digital Communities Wales is a Welsh Government Project delivered by the Wales Co-operative Centre.

*National Survey for Wales 2017 / 2018.



Volunteers Needed

We are currently running a recruitment drive on behalf of members across Wales for volunteer drivers to address the current shortages being reported across the country. The Community Transport sector need drivers who could offer a few hours per week to support services run by CTA members, and to help build and develop new transport initiatives in the future. CTA offers great support and training, and we will advise and signpost any enquiries to the most appropriate service in their area.

If you know of anyone who may be interested in volunteering for their local community transport providers they can get in touch with John Evans johne@ctauk.org | 01792 844290.

To share your stories and contribute to future editions of this newsletter, please contact:

John Evans, Project Support Executive

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