

ctaawards

2019

Winners and Runners Up

presented as part of

ct19 Speakers
Workshops
Awards
Exhibition

12 - 13 November | Manchester



ctawards 2019

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Congratulations from the Community Transport Association!

Championing and celebrating the amazing work of our members is a big part of our work as the national membership body for the community transport sector. This year, as part of CT '19, we've organised the Community Transport Awards to do just that, showcasing the people and projects that make such a difference to communities all across the UK.

In this booklet you can find the stories of our winners and runners-up. This is the first time for a long time that we've held community transport awards, and we were thrilled to receive so many nominations from across the sector. Whether or not they appear in this booklet, the quality of all our entries was extremely high and we are grateful to everyone who took part. I also want to thank our sponsors and judges for giving their support and time so generously.

Through reading this booklet, you'll see numerous examples of people and organisations that go above and beyond for their communities. They are shining examples of the incredible impact that community transport has on the lives of so many people in such an impressive range of ways.

I am, as ever, extremely proud to be the Chief Executive of the CTA, leading a team that spends every day in service of a sector whose contribution to this country is genuinely inspiring and should be shouted about as loudly and as often as possible.

Bill Freeman, Chief Executive, Community Transport Association

Community
Transport
Association



Our Judges



Catherine Perez, Policy Lead, Buses and Taxis: Community Transport, Department for Transport

Catherine joined the Buses and Taxis Division at the Department for Transport in January 2019 and leads on a number of policies to encourage more people to travel by bus. She has previously worked at the Department for Business, Energy and Industrial Strategy on a project to enable UK scientists and businesses to continue developing advances in science and innovation with their European counterparts.



Harriet English, Head of Engagement, Plunkett Foundation

Harriet was appointed Head of Engagement in March 2017 at Plunkett Foundation, an organisation that helps rural communities to tackle the issues they face through supporting community businesses. She leads the Engagement team to deliver their membership, events, communications and marketing activities. Since joining Plunkett, Harriet has led on a range of campaigns and events, as well as leading the development of membership for all Plunkett's supporters and community businesses.



Peter Biddle, Training Agent, P & R Training

Peter is a long standing Training Agent, currently with P & R Training. He is passionate about community transport and MiDAS, in particular the standards that MiDAS can promote. Peter is dedicated to excellent driver education and believes that MiDAS has been a conduit for improving standards for many years and will continue to do so for many years to come. As an ex-police driver, Peter also volunteers for the London Ambulance emergency responder scheme, driving marked ambulance cars to emergency 999 calls.



Stephen Joseph, Transport Policy Consultant

Stephen is a transport policy consultant and visiting professor at the University of Hertfordshire. He chairs the editorial board of Bauer Media's Smart Transport programme and is a trustee of the Foundation for Integrated Transport. He stepped down last year as Chief Executive of Campaign for Better Transport, having been in that role since 1988. He was awarded the OBE in 1996 for services to transport and the environment, and received an honorary doctorate from the University of Hertfordshire in November 2010.



Keri Whaley, Senior Sales Manager, Q'Straint

Keri is the Senior Sales Manager at Q'Straint and supports converters, installers and transport providers in the UK and Ireland to choose and test the best wheelchair occupant restraint systems for their vehicles and promotes best practice in accessibility, wheelchair securement and passenger safety. Keri worked for many years for a wheelchair accessible vehicle converter before moving to Q'Straint to concentrate on wheelchair and passenger securement systems.

Community Transport Provider of the Year

Sponsored by:  **Q'STRAIT**
THINKING BEYOND SAFETY

Winner

Community Transport Sussex

The winner of the Community Transport Provider of the Year award, Community Transport Sussex, have gone from being a newly merged charity made up of three established providers, to the go-to provider of community transport services across the county of West Sussex in just three years.

Our judges chose Community Transport Sussex as the award winner because of their work in supporting the development of other community transport providers in their area. CT Sussex was formed in 2016 when Crawley Community Transport, Bluebird Community Partnership and Horsham District Community Transport merged into one organisation. As well as providing over 120,000 passenger journeys every year, CT Sussex has also been proactive in supporting and developing other community transport providers in the area and welcoming them as members in their partnership.

As an example, they recently supported the formation of Arun Community Transport, a new organisation created from a recently closed community transport provider. They became associate members of CT Sussex, maintaining their independence but still being able to access support and resources. They've also welcomed Dial-a-Ride Southern Services as a new member of the organisation and are facilitating new community transport networks in the districts of Horsham, Adur and Worthing as well as having been asked to do the same further afield.



As well as their partnership and development work, our judges were impressed with the breadth of services offered by CT Sussex. Working with West Sussex County Council and their local primary care network, they're developing a project across health and social care to support as many residents as possible to be able to access medical appointments as well as projects working to enable greater access to the theatre, museums and cultural activities for disadvantaged children and their families. They also support a sheltered housing scheme to provide regular trips and days out to their residents.

Our judges were also impressed with their use of a local solar farm to charge their two fully electric vehicles as well as their work in running a project to provide a three dimensional map of community transport service provision across Sussex to establish where gaps in provision exist.

In their nomination, CT Sussex shared the story of their work supporting a young man who was unable to attend his school's end of term ball due to his physical disability. A volunteer drove him and his carer over 25 miles to the event, making sure he didn't miss out. "CT Sussex were proud to be able to provide this support", they told our judges, "to a student who in his photos smiled more than we have ever seen him smile before."

South Pennine Community Transport

South Pennine Community Transport was formed four years ago with one driver and one minibus. Four years later, their fleet has grown to six vehicles, covering 19 community bus routes across Derbyshire, South Yorkshire, West Yorkshire and Greater Manchester. Living in rural communities, their passenger rely on these buses often as their only way to leave their homes and get out into the surrounding towns and villages.

In their nomination, South Pennine CT shared the story of Sue, a passenger who came to them after being involved in a serious car accident. "South Pennine CT were a big part of my rehabilitation," said Sue. "Without their support, my recovery would have taken much longer. Their services are growing in the community because of the outstanding service they provide. Long may they continue!"



Shortlisted

Shencare Community Transport

Providing over 22,000 passenger journeys and traveling over 290,000 km in the last year, Shencare Community Transport provide accessible transport to their community in Birmingham. Shencare believe that "transport is the oil in the machinery that enables community inclusion and without it, the machinery would seize up and fail." For this reason, they make sure that they're involved as much as possible in the planning stages of any new ventures by local charities that involve a need for transport to ensure that their vehicles are of the most use to the community.

It was Shencare's resilience in the face of adversity that impressed our judges. In January of this year, Shencare suffered a devastating fire at its premises due to an electrical fault. The portacabin that was Shencare's administration block, as well as the mess facilities for the volunteers and staff and its operational headquarters, were rendered unusable overnight with keys to all their vehicles melting in the fire.

Thankfully no one was hurt and, the very next day, everyone from the volunteer drivers to the chair of trustees came together and a full service was operated. "In spite of the fire," said Chris Busst, Company Secretary, "not one mile nor one passenger journey was missed."



Volunteer of the Year

Sponsored by: ATKINSON
HR consulting

Winner

Dennis Clayton

Dennis Clayton, the winner of Volunteer of the Year, was nominated by Rob Kinning at Daventry Area Community Transport and has been a dedicated volunteer for the organisation since 2007. In that time he has taken on the role of driver, MiDAS trainer, cleaner, ambassador, trustee, vice chair and chair of the board. "In short, he is a full-time and overtime volunteer," said Rob.

"Dennis is the ultimate team-member," Rob told our judges. "If he requires dressing up to look smart, he's willing. If he needs to put on his scruffs and clean up a dirty minibus, it is of no consequence."

"He is a man of great dedication: self-motivated, trustworthy and utterly reliable. He is a walking testimony to the value volunteers can bring to their community. His personal pride and satisfaction in doing a good job is an inspiration to others."

Our judges were particularly impressed by Dennis' planning for DACT's 'Days Out' service. Every four months, he produces a brochure which offers between 60 and 70 separate day trips ranging from pub lunches to visiting the coast. Every one of these trips needs costing and arrangements made with the venues for meals, parking, concessionary group rates and more.

"This would be a large amount of work even for a paid employee," said Rob, "so to think that this is all accomplished whilst Dennis continues to fulfil his other volunteering roles is truly amazing."



Our judges also noted Dennis' role in encouraging others to get involved in volunteering by sharing how being a volunteer has positively impacted his own life. After his retirement, Dennis said that his eyes had been opened to the "very different world" that existed outside of his previous roles in the corporate sector.

"His involvement with DACT has been a creative awakening" said Rob. "He's discovered how little acts of kindness can have a profound and positive effect on peoples' lives. He used to go home from work thinking 'what have I achieved today' but now he goes home with a lightness in his step and a feeling of true fulfilment."

To share his story, Dennis often takes a minibus to a local village fete or an open day and spends time talking to people about the immense satisfaction and sense of achievement that can be found in volunteering. He also goes house to house delivering leaflets and encouraging people to get involved.

"He is an inspirational star," concluded Rob, "who doesn't just talk the talk but walks the walk. He is a selfless man with a big heart who has affected the lives of so many in our community."

David Langstaff

David, 80, lives in Buckley, North Wales and volunteers for Welsh Border Community Transport five days a week as a community car driver. David moved to Flintshire in 1978, working for Airbus until he retired in 1992. "After a short retirement," writes Ian McDermott, Manager at Welsh Border CT, "David was ordered back to work by his wife Nancy and was successful in gaining a position as a Night Porter at a country house where he worked for 11 years. Shortly after his second retirement, David offered his services to Welsh Border Community Transport where he has been a volunteer for over 10 years."

"David shows no sign of slowing down" says Ian, "which is good because he would be a very difficult person to replace! As an ambassador for the Charity, he's invaluable as he knows all the regular customers, their particular needs and speaks up for us on a daily basis, raising our profile. He should be recognised for his commitment, his unwavering service to our clients and his continued work with us. Community transport wouldn't work without volunteers and individuals like David who make sure the service is available to those who need it, whenever they need it."

Sylvia McRoberts & Dermot Mooney

Sylvia and Dermot were jointly nominated by Diane Irwin at Armagh Rural Transport. Sylvia, their Chair and Dermot Mooney, their Secretary, began volunteering for the organisation in 2000 when ART was officially founded, but were involved even before that as part of the working group which sourced funding and got it off the ground. Almost 20 years later, they are the only two original members who remain and still play vital roles in the organisation.

"Over the last 20 years," said Diane, "they have worked hand in glove to consistently lead the organisation as it has grown from humble beginnings. They have been hands on, striving to better the organisation and offer equality for members during a time of uncertainty." Over the past year and a half, Sylvia and Dermot have also been instrumental in developing a health and well-being strategy for ART's staff and volunteers. They've trained a health and well-being champion for the organisation, organising a range of training courses and bringing in a health plan for all staff and volunteers. "The contributions that Sylvia and Dermot have made to our organisation have been immense" said Diane. "The gift of their time, commitment, dedication and loyalty cannot be underestimated within our organisation or indeed the wider community transport sector."

Shortlisted



Serving Rural Communities

Sponsored by: **Courtside Conversions Ltd**
Specialists in Wheelchair Accessible Vehicles and Minibuses

Winner

Llanwrtyd Wells Community Transport

The winner of the Serving Rural Communities award is Llanwrtyd Wells Community Transport. Operating in Powys, Wales, their services cover approximately 1,700 square kilometres and, with a population density of just 25 people per square km, they are the sixth least densely populated county in the UK, and the least densely populated in either Wales or England.

In the last year, Llanwrtyd Wells Community Transport completed 24,358 passenger journeys, covering 95,365 miles and supporting 18 local groups. In the same period, volunteers gave nearly 4,000 hours to the organisation.

"In the very rural area we serve," said Laura Burns, Operations Manager, "rural isolation is a massive problem. One of our members had become so isolated after her husband passed away, she had forgotten how to leave the house and was displaying symptoms of severe depression. With our support she was able to regain her confidence, and re-integrate with her community."

"Another of our members was a young man with autism and other learning difficulties. He was offered a job at the 'local' supermarket which is 23 miles away from his home but had to be in work by 7:00am. Thanks to some wonderful volunteer drivers who didn't mind setting off from home at 6:00am, sometimes earlier in the winter, he was able to accept the job and to progress in his career."



"Having access to regular, reliable transport gave him the confidence to take on the work and improve his opportunities."

Our judges were particularly impressed by the range of people that Llanwrtyd Wells CT supports and the variety of services they run. In the view of our judges, their work with older people, schools, younger people and going above and beyond the provision of transport, demonstrates just how much of a wide-ranging impact community transport can have.

"When we saw that more than just a transport service was required in the area," explained Laura, "we decided to setup a drop in centre, a community garden, a credit union point, support with access to work and further education, an offenders' rehabilitation programme and many more services to help with the sustainability and regeneration of the communities we serve."

"Living in such a sparsely populated area, we are never going to be in a position of helping thousands of people, but those few that we are helping often refer to our services as being a lifeline. Having access to the basic services that many people take for granted, like a post office, bank, supermarket, even the hairdressers, can make such a big difference in people's lives."

Dorset Community Transport

Dorset is a predominately rural county and one of the few in England without a motorway, meaning residents often have to travel large distances to reach the nearest market town. "Many people rely on public transport to get around," said Tim Christian, General Manager at Dorset Community Transport, "but recent cuts to Dorset County Council's transport budget, resulting in the withdrawal of numerous local services, have left many rural communities completely isolated."

"However, by building partnerships with parish councils, schools and community groups, as well as participating in transport forums, we've been able to identify villages and communities who have become isolated after services have been cut and then have stepped in to keep them up and running."

As Mary, a 73 year old passenger said, "where I live is very isolated and when I found out that the council was cutting my usual route I was mortified. For someone living alone, you need to be able to get out and have something to look forward to. I really rely on the little green bus!"

Fellrunner Village Bus

Fellrunner Village Bus operates a community bus service five days a week, all year round: ten routes and 68,000 km every year. Run entirely by a team of 35 volunteers, the organisation has never had any paid staff. "40 years after it started," said Kevin McGilloway, "58 local villages now have a Fellrunner service. There is no other public transport available and our customers tell us that without Fellrunner Village Bus they would be stuck!"

"One of the things the passengers comment on most is how helpful our volunteer drivers are. Although the routes are fixed and timetabled, the drivers will go out of their way to help. They are always happy to drop passengers as close to their homes as possible. If they need help with their shopping up the path - no problem! Our services aren't just a means of getting from A to B, they are a social happening and they run on the goodwill of our volunteers."

"Last year," said Kevin, "we recorded over 10,000 passenger journeys on our buses. We have about 250 passengers who travel every week, sometimes several times a week, who tell us that Fellrunner is the best thing since sliced bread!"

Shortlisted



Volunteer Car Scheme of the Year

Winner

African Community Centre

The winners of the Volunteer Car Scheme of the Year Award, the African Community Centre, are a community car scheme based in Swansea who work to provide affordable and accessible transport to local asylum seekers.

"The cost of public transport can be a burden for many groups in a community," said Project Manager Emily Dougherty. "For an asylum seeker it is significant. Having to survive on less than £38 a week without access to employment, and with a day ticket in Swansea costing £4.50 for approximately any journey over 2.5 miles, a return bus journey could erode 60-80% of an asylum seeker's daily budget."

Yet asylum seekers are a hidden demographic and as such the transport poverty that they suffer from can be harder to spot and support. "They have fled from conflict at home," said Emily, "and are now struggling to find solace in an environment where they are marginalised, not by the community but by the lack of accessible transport solutions."

The African Community Centre was formed in 2004 and in 2017 they submitted an application to the National Lottery Community Fund to establish a community car scheme tailored to the individual needs of asylum seekers. Since the car scheme was launched in June 2018, they have achieved significant success. The goal for the end of the four year project was to have 300 asylum seekers and 25 drivers registered, operating 520 journeys by the end of the first year.



In the first six months they had already registered 250 asylum seekers, seven volunteer drivers and had already surpassed 600 journeys. Typical trips involve taking passengers to English language classes, the immigration reporting centre, medical appointments and solicitors' appointments, as well as to enjoy social activities.

"Volunteer drivers support our clients with transport in the community" said Emily, "but we also have a large number of volunteers in house helping with administration, coordination and IT. We provide regular support, guidance and supervision to our volunteers and encourage them to look for any training they think would improve their skills and benefit them in their role with us. We are often humbled by them telling us that they feel part of our family. It would be impossible to run the scheme without our dedicated group of volunteers and we are so grateful for their efforts."

As well as the main nomination for the award, our judges were also pleased to receive a nomination from a volunteer and client at the African Community Centre, Awder Ahmed. "As a volunteer and client with the scheme," said Awder "I experience and feel the daily support and cooperation that this project provides to its participants from all ethnicities and backgrounds. Therefore I am very proud to be volunteering with the African Community Centre's Asylum Seekers Community Transport scheme."

Community Connexions

Based in Gloucestershire, Community Connexions operate both a community bus service and a popular volunteer car scheme. "We have in excess of 70 volunteer car drivers operating a door to door car service," says Elaine Pearson-Scott, Volunteer Manager. "We see our work as an integral part of the social care services provided to those who are lonely and isolated whether due to geography, illness or disability. Community Connexions has made volunteer driving its number one strategic priority" said Elaine, "and more than 30 new volunteers have been recruited in the last year with an increase in female and younger drivers coming on board."

The organisation has also launched a 'Volunteer Champions' project where experienced local volunteers help to recruit, induct and support new drivers. "Our volunteers have a real stake in the development and sustainability of their local service" said Elaine, something which was evident in testimony from volunteer driver Ben. "My first month as a Connexions driver provided me with so many opportunities to meet, help and enjoy spending time with people" said Ben. "Being a volunteer driver has given real meaning to my free time and in ways that I wasn't even expecting!"

Green Community Travel

Green Community Travel have been operating since 1989 supporting those who can't access public transport in South Gloucestershire. "From our passengers' perspectives," said Jenny Bright, the organisation's Manager, "they can book as far in advance as they would like to and we've found that this gives peace of mind and relieves some stress, particularly when they're facing serious illness and need transport to the hospital or other medical appointments."

"We are so appreciative of our volunteers," said Jenny, "and it's so important that volunteering fits in with their lives rather than overtaking them. We provide full training for all our drivers and hold regular social evenings so that they can socialise with other volunteers. There are so many that don't see each other day to day, so it's really nice when they can all have a chat about funny stories, their experiences volunteering and to also speak to us about something other than bookings and journeys! We also have an open door policy so that any driver with an issue or concern can text the manager and come in for a chat the same day or the next day. At Green Community Travel we very much have a family feel to the organisation and we are so appreciative of our volunteers for everything they do."

Shortlisted



Partnership of the Year

Sponsored by:



Winner

PIVOT (Pembrokeshire Integrated Voluntary Organisations Team)

The winner of the Partnership of the Year Award is the Pembrokeshire Integrated Voluntary Organisations Team, more commonly known as PIVOT.

Formed in 2014 with funding from the Welsh Government's Integrated Care Fund, PIVOT is a coalition of organisations providing coordinated third sector support in order to prevent unnecessary hospital admissions and to support people at home after a hospital stay, building their confidence and enabling them to live independently within their own home.

The partnership is a coordinated effort by five different organisations:

- **Pembrokeshire Association of Voluntary Services** (PAVS), the local County Voluntary Council who coordinate the partnership;
- **The British Red Cross** who provide a case worker support service for up to six weeks;
- **West Wales Care and Repair** who provide a rapid response service for small adaptations to a home such as key safes and grab rails;
- **Pembrokeshire Association of Community Transport Organisations (PACTO)** who oversee the transport element of the project; and
- **The Royal Voluntary Service** who provide a rota of drivers on call from 10:00 to 20:00, 7 days a week, 365 days a year.

"PIVOT provides a seamless package of support to prevent people being unnecessarily admitted to, or kept in hospital, if there is no medical need for them to



be there," said Debbie Johnson, Manager at PACTO. "Even a short stay in hospital can lead to elderly and vulnerable people becoming less independent and more housebound and isolated as a result."

"We have a single point of contact, available seven days a week, which makes it easy and simple for health and social care professionals to refer people to us. We know that 60% of our referrals prevent a hospital admission, with 45% of that being early prevention in the community and 15% preventing admission at the point where the patient is already at the hospital, in A&E for example. The remaining 40% of our referrals help to facilitate early discharge from hospital."

Our judges were particularly impressed by the number of partners involved in PIVOT and the incredible results achieved despite the complexity of managing such a network. "In 2018/19," said Debbie, "we supported nearly 800 service users, 80% of whom were aged 80 or older."

"Based on a clinician's own assessments, this resulted in a saving of over 4,000 bed days in hospital which is valued by health economists at £1 million. But the biggest impact of PIVOT is on our service users, the people we help and their families. Our partnership helps to keep people independent, ensuring that they have the support they need to live at home comfortably and safely."

Coalfield Community Transport and East Ayrshire Council

In 2013, East Ayrshire Council approached Coalfield Community Transport as a strategic partner in order to combat the lack of community transport provision in local towns, as well as to support the wider community transport agenda. After a full review of local needs, it was agreed that Coalfield CT, in partnership with East Ayrshire Council, would manage 70% of Day Centre Transport for service users with additional support needs as well as elderly care transport.

The agreement was implemented in 2014 for a five year period and was recently awarded a further five years, providing stability to the partnership until 2024. "The benefits to Coalfield Community Transport is that it has allowed us to scale up on a level that we could never have dreamed of as a small voluntary organisation," said Susan Dever, Project Coordinator. "In return for over half of our annual turnover, the investment helps us to provide and support the vital services which our community and isolated members rely on."



Shortlisted

Village and Valleys Community Transport, Welsh Government and the Department for Work and Pensions

The South Wales Valleys Transport Pilot, between Village and Valleys Community Transport, the Welsh Government and the Department for Work and Pensions, is a two year transport pilot in South Wales testing new approaches to employment support where restricted transport is the main barrier.

The partnership is working with employers and communities in the Valleys to test whether shift-focus, flexible, small scale transport routes would encourage a greater uptake of jobs in the area were the pilot runs, and whether that in turn makes a difference in supporting people into employment.

"I am so glad to be back in work after eight years as a stay at home dad and carer," said Paul, a passenger taking part in the pilot. "The singular thing which enabled me to get this job was the availability of transport provided by the project."



Doing Things Differently

Sponsored by:  endsleigh

Winner

Hackney Brocals

The winners of the Doing Things Differently award are the Hackney Brocals, an organisation aiming to 'conquer the course of bronliness' in their community.

"At the Brocals, our aim is to support the needs of older men, our bros," said Anne-Marie Payne, the Brocals' Project Manager. "We do this through a regular series of minibus and coach trips within Hackney and outside London as well as through home-based peer support for older bros who may not be able to get out of the house as much as they'd like."

Research from Independent Age has shown that a growing generation of older men are facing a future of increased loneliness and isolation. Older men are more likely to be socially isolated than older women and less likely to accept support or engage with projects that seek to tackle that loneliness. "To counter this," said Anne-Marie, "it's recommended that projects which target men specifically feature some element of learning or activity which is what we've set out to do with the Brocals."

"We don't just use the language of isolation or loneliness, but instead we suggest that they can learn to drive a minibus and meet new people via the project. Hackney Community Transport offer them MiDAS training and the men feel that they're helping other people via their news skills. With Brocals, they're not just approached as beneficiaries of our service, but rather as individuals who have something to offer."



The project is intergenerational, with 'younger bros' (50+) driving the minibuses and 'older bros' (70+) being visited at home by 'volunteer bros' (men aged 18-50).

As the project enters its second year, the number of people taking up the mantle of 'Bros' is increasing. The Brocals have had 40 participants in their first year with the aim of reaching 70 in the second, with a particular focus on recruiting men who identify as LGBTQ into their buddying scheme.

"Demographic changes mean that increasing numbers of older men are living alone," says Anne-Marie. "By 2030, it's projected that there will be 1.5 million in the UK, a huge increase of 65% so we hope that the effect of this project will continue to ripple into the future, with men arranging their own local Brocals groups and working together to strip away the outdated stereotypes of masculinity that can so often keep them isolated and lonely."

"Being part of the Brocals has had such a positive impact on my mental and physical well-being," said Bulend, a volunteer who acts as a befriender, a driver and provides admin support to the project. "It's given me a reason to wake up in the morning and make myself presentable and it gives me the opportunity to go out and share my lived experience with men tackling loneliness and isolation."

Llanwrtyd Wells Community Transport

Shortlisted

Llanwrtyd Wells Community Transport was created to provide transport services for the people of Llanwrtyd Wells and the surrounding communities. "Our vision and mission is to overcome the rural isolation faced by people of all age groups" said Laura Burns, Operations Manager, "and we do this in a variety of ways." The organisation has taken over and renovated a derelict station building in Llanwrtyd, for example, and now use it as a community centre, hosting coffee clubs, craft sessions and advice days. To raise funds and make their services sustainable, they also provide a recycling service as well as buying a glass imploder, feeding in glass bottles and creating garden furniture and ornaments which then goes onto provide essential revenue to cover their other services. "By doing things differently," said Laura, "we're helping our community to regenerate and to become sustainable."

The African Community Centre

The African Community Centre, based in Swansea, operate a community car scheme aimed at supporting asylum seekers who may otherwise be unable to access other forms of transport. "The scheme is believed to be unique in Wales," said Emily Dougherty, Project Manager. "Many asylum seekers live out of town or miles away from public services and this leads to isolation at a time when support is so desperately needed. A return bus ticket can often take up 60-80% of an asylum seeker's daily budget, so our car scheme is a lifeline to so many. The scheme also improves well-being and encourages members of the local community to find out more about asylum seekers, fostering friendships and breaking down stigmas."

The Bristol Bike Project

The Bristol Bike Project is a member led co-operative which has been helping people get out and about on two wheels for over ten years. The organisation started out as a small operation collecting, refurbishing and then donating bikes to asylum seekers and political refugees. It has grown in size and scope since then, utilising over 7,000 volunteer hours from over 100 volunteers in the last year. As well as refurbishing and donating bikes, it now teaches disadvantaged groups about maintaining their bicycles through 'Fix a Bike' and 'After School Bikes' sessions. "As well as donating bicycles to those most in need," said Krysia Williams, Community Coordinator, "we're teaching our users about how to safely maintain their new vehicle, fostering lifelong skills to keep them and their families moving."



Photo Competition

Voted on by the public, the following organisations received the most votes for their photographs that captured the spirit of community transport.

Winner

Daventry Area Community Transport

"We particularly love this picture as it epitomises celebration, inclusion and having fun: three key ingredients that make community transport so important to its users.



The community group in the photo made long preparations for this momentous occasion and eagerly anticipated the wonderful event it became. It still lives on in the memories of the participants which, from our experience, is another important benefit of community transport.

The group is the Daventry Women's Institute (WI) who were one of the first groups to join Daventry Area Community Transport after it was formed in 1993 and are still regular service users. It's fitting that in the year of our 25th Anniversary celebrations, we feature the Daventry Women's Institute also celebrating on the occasion of The Diamond Jubilee of Elizabeth II.

A baton was passed from WI to WI group across Northamptonshire using motorbikes, wheelbarrows a Roman soldier, a red Classic 1964 Series 1 3.8ltr

E-type Jaguar car and even donkeys as a way of celebrating the jubilee. The baton was an Indian silver scroll holder (containing all the names of the participating WI's) and Daventry WI passed on the baton to the WI Group in the village of Long Buckby using a DACT bus!

The baton finally came to rest at a special ceremony held during a jazz concert and picnic at Holdenby House, a historic country house in Northamptonshire, to celebrate the jubilee."

Rob Kinning, Chief Executive, Daventry Area Community Transport

Ealing Community Transport

"Friendship, independence and improved wellbeing – three fundamental outcomes of community transport that radiate from this photo! Mary, Maureen and Joyce became friends while using our community transport services to attend their local Age UK Day Centre where they can relax with friends, eat freshly cooked meals and participate in activities like bingo or gentle exercise.

It isn't just about getting them from A to B though, the journey itself is an opportunity for having fun and making social connections. As one of our passengers put it: "Getting on the bus itself is a social occasion! The bus drivers are wonderful and I relish getting to meet the other passengers for a chat."

Anna Whitty MBE, CEO, Ealing Community Transport



Shortlisted

Community Connexions

"Sue and Rose are sisters in their 70s, born and bred in Gloucestershire. They live in different rural villages and neither have ever learnt to drive. Their twice weekly get-togethers are only possible due to the Community Connexions bus that picks up passengers from various villages in South Gloucestershire. On the bus they catch up with each other face to face, share their news and enjoy chatting with other regular passengers they've got to know during their time with us.

Without Community Connexions and the community bus transporting people in and around their rural locality, Sue and Rose wouldn't be able to meet as often and do the really simple things like shopping and having lunch together. Martin, their driver, is pictured with Sue and Rose at their drop off point before they headed off to their weekly bingo session. Unfortunately, our photographer wasn't there for the return journey to capture whether it was a successful afternoon for the sisters or not!"

Sue Dudley, Marketing Manager, Community Connexions



Community Transport Champion

Winner

Lilian Greenwood MP

Nominated by Nottingham Community Transport

Lilian Greenwood MP is a British Labour Party politician who has represented Nottingham South since the 2010 general election. From 2015–2016 she held the position of Shadow Secretary of State for Transport and has served as Chair of the Transport Select Committee since 2017.

Lilian has always sought to champion and raise the profile of community transport on a local and national level. In May 2016, she visited her local community transport operator, Nottingham Community Transport, where she took the time to travel on their door-to-door accessible Easylink service to experience a passenger pick-up, meet with regular passengers and tour the depot and bookings centre.

Following her visit, she wrote a blog post on her experience, raising the importance of community transport to her constituents and those who follow her work. "There is no doubt in my mind," she said, "that community transport can deliver huge benefits in local communities and play a vital role in delivering high quality public services here in Nottingham and all over the UK."

As Chair of the Transport Select Committee, Lilian launched an inquiry into the Department for Transport's consultation on the use of section 19 and section 22 permits at the end of 2017. The Committee's final report



showed significant support for community transport, recommending that the Department deal fairly with the sector. The report argued that it was "imperative to protect the provision of high quality, safe and secure local community services for people who might otherwise be left isolated," highlighting on a national scale how vital the sector is in enabling accessible and inclusive transport for those left behind by the conventional transport network.

In May 2018, Lilian again wrote about the significance of community transport, this time in an article for parliamentary magazine Politics Home. In it, she provided a brief background to community transport and the licensing regime for colleagues potentially less familiar with the sector, and further reiterated her support, asking them to lend their voices in an upcoming Westminster Hall debate that she'd called later that month, which she described as potentially "the last opportunity to impress upon the Department the urgent need to engage with these concerns."

During a time of uncertainty in the sector, Lilian's work, both in written blogs and articles, and in national transport inquiries in Parliament, has truly highlighted the often overlooked work of community transport and encouraged other MPs, Peers and members of the public to join her in supporting the sector.

MiDAS Driver of the Year

Sponsored by: **UKGRS**
UK GLOBAL ROAD SAFETY

David Gelson

Nominated by Dial-A-Ride Denbighshire

David Gelson is a driver for Dial-A-Ride Denbighshire, a community transport provider in Denbighshire, North Wales.

"Having recently retired after 30 years' service with the Lancashire Police and, after relocating to North Wales, Dave saw one of our minibuses collecting a neighbour on a regular basis. 'I'd like to do that,' he thought, and it just so happened that we were recruiting for a driving position which he was subsequently offered!

Since attending his MiDAS training in August 2017, Dave has enhanced his overall skill set and knowledge which has enabled him to utilise his existing skills and excel within his new role at Dial-A-Ride. He has adapted his driving techniques to ensure passenger comfort and safety are at the forefront of his mind, whilst utilising his existing driver knowledge and skills. Dave has developed an excellent understanding and knowledge of dealing with accessible passengers and always treats them with the respect and independence they deserve.

Since completing MiDAS, Dave has expressed an interest to become a Driver Assessor Trainer, and with his existing skills, we are now seeking the required training to enable him to succeed.

Winner



Dave has a brilliant rapport with his passengers, his friendly manner and caring personality always shine through. Dave's employment history as a police officer has been a fundamental part of his ability to connect with his passengers. As an organisation, when passengers ask who the driver will be and we say Dave, we always receive positive feedback.

If any passenger is in need of assistance, he is always on hand to help them out. Dave can adapt to any situation with professionalism, compassion and warmth. He is fully deserving of the title 'MiDAS Driver of the Year'!"

Duncan Stewart, Chair, Dial-a-Ride Denbighshire

Lifetime Achievement Award

Sponsored by:  **BraunAbility**

Winner

Andrew Kelly

Nominated by Kathleen Lyons, CEO, Westway CT

Andrew Kelly has been working in the Community Transport sector for 28 years in a variety of different roles, first in Oxfordshire and then in London, going on to becoming the Director of Westway Community Transport, a role from which he retired in 2019. Andrew is married to James Plaskitt, former MP for Warwick and Leamington.

“Andrew’s community transport career began in 1991, setting up several section 22 services in the outlying area of Oxford with responsibility for training and leading their volunteer drivers. At that time, Andrew was also a member of a consultation group with the Oxfordshire Council of Disabled People and the Disabled Drivers Association which led to the formation of the Disabled Persons Transport Advisory Committee.

In 2002 he was headhunted by the 11 year old Kensington and Chelsea Community Transport scheme which later changed its name to Westway Community Transport to reflect a growing geographical reach into the boroughs of Hammersmith & Fulham and Westminster. Under his leadership, Westway CT has



thrived, with Andrew being instrumental in growing the organisation from a team of 7 employees and a turnover of £400,000 to a successful and sustainable social enterprise with a team of 60 and a turnover of £2.3 million.

Last year it delivered 324,450 minibus passenger journeys, 8,660 car passenger journeys, and 7,468 shopper journeys. It also has a JAUPD approved training section that delivers First Aid, Manual Handling, Health & Safety, MiDAS, PATs, Driver CPC and PCV D1 courses for members and external bodies, as well as its own staff.

During his time at Westway CT, Andrew did a great deal to help individuals develop and shine, he has a talent for spotting and encouraging potential. It is a tribute to him that he had such high retention rates amongst his

staff and trustees. It is noteworthy that there have only been 4 Chairs during Andrew’s Directorship of 17 years!

Andrew is passionate about the value of community transport as a tool for addressing social disadvantage and promoting community development. He is ever conscious of the zeitgeist and importance of staying relevant in ever changing times, ensuring that Westway CT stayed fresh and contemporary, so as to appeal to all age groups and challenge stereotyping of users and services.

He took a very real stance in supporting the local economy by ensuring that, wherever possible, Westway CT invest by upskilling employing and buying in services from the local area which is noted for its levels of deprivation and disadvantage, emphasized by surrounding wealth.

In the immediate aftermath of the tragedy at Grenfell Tower, his staff and volunteers responded swiftly and sensitively to assist with the transportation of donations and relocation of survivors. Andrew ensured that counselling and financial support was made immediately available to those of his team that had been directly affected by the fire.

Andrew has always been a strong voice for the sector, increasing awareness of community transport locally, London wide and nationally as well as inspiring those that work in it and encouraging new approaches.



In 2017, Andrew became one of the founding members of Mobility Matters, which has successfully raised awareness of community transport during the Department for Transport’s consultation and surrounding discussions on the future of section 19 and 22 permits. Since 2006, he was Chair of the CTA London Sub-Committee, and then Vice-Chair of the London Strategic CT Forum.

In 2015, he helped to design a Social Value CT Measurement Toolkit and was a significant contributor to the accompanying report, ‘Why Community Transport Matters’, which proves the case for community transport and its positive impact on health, well-being and communities.

From under the Westway Flyover, Andrew led by example, inspiring all those that worked with him to ‘go the extra mile, proving that community transport does indeed matter a great deal, especially when underpinned by quality, care and creativity.”

Kathleen Lyons, CEO, Westway CT

Messages from our sponsors

Thank you to all the organisations who have supported CT '19 as event sponsors!

Atkinson HR Consulting

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HR consulting

At Atkinson HR Consulting, we're delighted to be supporting CT '19 and, in particular, the Volunteer of the Year Award. We believe that community transport plays a hugely important role in wellbeing, tackling isolation and providing access to health services. CT organisations achieve great things thanks to their dedicated people. We'd love to talk to you about how we can support your organisation to deliver even more impact by helping you improve the way you manage and develop your staff and volunteers. We'd like to offer our congratulations to all the finalists and award winners. It's a privilege to get to celebrate the fantastic achievements from all of your work across the sector.

CATTS / Thames Valley Operators

CATSS
FLEXIBLE TRANSPORT
SCHEDULING SOFTWARE

Thames Valley Operators is a Community Interest Company set up by three Community Transport charities in the Thames Valley area. Back in 2003 we were looking for software to support our own CT operations and, being unable to find a suitable commercial solution, decided to write our own. The result was CATSS which we found so useful that we formed TVO to make it available to other CT organisations. Having hands-on experience of our own software every day as we run our urban and rural services, we think it's the little things, based on our inside knowledge and empathy, that make the difference. Today our expertise is shared successfully with numerous community transport operators throughout the UK.

BraunAbility

BraunAbility

As a proud sponsor and supporter of the CTA and its members, Unwin Safety Systems, now BraunAbility UK, are delighted to be a part of this event. There have been many challenges faced by the sector in recent years and it is testament to the commitment of all of the CT operators that there is a bright future for the Community Transport sector. BraunAbility UK plays a small part in supporting the sector by providing industry leading products for wheelchair accessible vehicles, including wheelchair tie-downs and occupant restraints, passenger tail lifts, ramps, seat fixtures and flooring solutions. We look forward to supporting this amazing sector in its future success.

Courtside Conversions

Courtside Conversions Ltd
Specialists in Wheelchair Accessible Vehicles and Minibuses

Courtside Conversions have worked with Community Transport groups from all over the UK for over 20 years and are so honoured to be able to supply and work alongside so many wonderful organisations doing such a fantastic job in so many communities. We are very glad to be supporting the Serving Rural Communities Award as well as being an Exhibition Sponsor. We see the social value that providing a vehicle to communities can bring, from battling isolation and loneliness, to providing access to health and social care services. We chose to sponsor the Serving Rural Communities award as being based in the South West in Devon, rural seclusion and isolation is very common and we see first-hand how community transport offers a lifeline to those that cannot access public transport.

Endsleigh Insurance Brokers

endsleigh

Endsleigh Insurance Brokers are

the new partner for CTA Insurance, a popular member benefit. Having an insurance partner who understands your needs is essential in finding the right cover, which is why the Community Transport Association has chosen Endsleigh to provide specialist advice and support to its members. We can advise upon and arrange a number of products including minibus & transport insurance, public liability and employers' liability to name a few. Find out more about CTA insurance, provided by Endsleigh, at ctauk.org/cta-insurance/.

GM Coachwork

gm
COACHWORK GROUP
DRIVEN BY CHANGE

GM Coachwork has been providing minibus conversions for over 30 years.

Established in 1988, our years of experience ensure we always recommend the best minibus conversions to suit the needs of our clients. We specialise in offering community transport providers cost effective transport solutions including minibuses which can seat up to 17 passengers and those that carry wheelchair occupants. We understand that no two clients' needs are the same so therefore no two minibuses we build are the same. With our knowledge and expertise, we will help guide clients through the numerous options available to make sure you get the most out of your minibus.

Q'Straint | CT '19 Headline Sponsors

Q'STRAIT
THINKING BEYOND SAFETY

Q'STRAIT is a world-leading specialist in wheelchair passenger safety solutions. For more than 30 years it has consistently pioneered the most universal, easy-to-use Wheelchair and Occupant Restraint systems for applications in all types of transport whilst delivering the highest levels of safety, durability and reliability. Working together with community transport providers and facilitators is extremely important to us. Knowing that our products are supporting the safe transfer of passengers in and around their communities is the reason why we continue to design, develop and test new safety products and it is why we are proud to be headline sponsor and on the judging panel of CT '19.

EVM Minibus Conversions

EVM

Established in 2009, EVM's success is built on core values

of creativity, commitment and enthusiasm, keeping customers' desires at the heart of everything. EVM manufactures bespoke Mercedes-Benz Sprinter minibus and minicoach from 8 to 22 seats in low and high floor variants and accessible options. We are constantly investing in the latest technology and business techniques to make us stand out from the competition. Combined with an excellent workforce, emphasis on quality and short lead times ensures we remain at the leading edge of our industry.

UK Global Road Safety

UKGRS
UK GLOBAL ROAD SAFETY

UK Global Road Safety have developed a deserved reputation for the quality of their Driver Training and Fleet Risk Management Programmes along with outstanding after care and support provided to our customers and their drivers. When operating a minibus, a driver is responsible for the most precious cargo possible, therefore their training should be of the highest standard, which is why UKGRS support the MiDAS Scheme and the CTA. UKGRS are proud to be sponsoring the MiDAS Driver of the Year award, the winner of which has demonstrated that they take the safety of their passengers seriously and have achieved a very high level in all of these areas.



community transport
association



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find our offices across the UK
at ctauk.org/contact-us

CTA would like to thank all the sponsors of CT '19 whose support has been instrumental in running the event.

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