Good to Go – CTA’s Performance Standards

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@CTAUK1|#CT19Workshops
Performance Standards for Community Transport
What are the performance standards?

• A **tool** to **sense check** what you’re doing well and what you could work on

• A **conversation starter** with other people in your organisation

• A gateway to **get the support you need** available from CTA
Why should we care?

**CTA cares because:**
- We have a responsibility to support CT to operate to a high standard and deliver excellent services
- We care about your success and sustainability as a CT provider

**CTOs care because:**
- Knowing I’m running safe, legal and caring service
- Getting clear on my next steps to improve my services
- I want the CT sector to be better for the people we serve
What’s different?

• It’s shorter

• Better balance between operational practice and legislative compliance

• Outcomes focussed not “do-it-this-way”

• Context friendly

• Embedded across CTA’s work so it’s clearer what support will help with which standards
The Performance Standards

Mission and Values

Safe Operation

Governance

Volunteer Car Schemes

People
Standard Three

People

This standard focuses on the people involved in the community transport operation, ensuring they are recruited, trained, supported and where appropriate, appraised well.

Employees and volunteers should see themselves as instrumental to achieving the organisation’s mission and feel empowered to do their role well. This results in a positive and productive workplace.

Criteria:

3.1 There is an effective and comprehensive induction process so that staff and volunteers (including trustees) understand their role and feel comfortable and competent in carrying out their responsibilities.

3.2 Employees and volunteers are given training and development opportunities and provided with regular supervision and support.

3.3 Succession planning takes place to ensure smooth handovers in case of employee or volunteer turnover and unexpected absence.

3.4 Employees and volunteers (including trustees) reflect the diversity of the local community and service users.

3.5 The organisation has and practises fair and legally compliant recruitment processes.
How to use the Performance Standards to figure out your next steps

1. Meet your team/board
2. Read the standards
3. Use the self-assessment tool. Build a wheel
4. CTA website for resources/guides
5. Do the work you need to do
6. Build a new wheel
7. Celebrate and plan
Other ways to use the Performance Standards

- Persuade your board to work on needed areas
- Onboard a new starter
- Share your examples of good practice
- Use it in your next strategy
- Chat with other CT friends
- Chat with a CTA staff member
- Show you care about quality to partners
Next steps

• **Connecting** all our case studies, resources, guides, advice leaflets to the standards

• Working with a group of **members** to develop the **self-assessment wheel tool**

• Curating a support offer that is **relevant** and **accessible**
We’re running roundtables to further develop the self-assessment wheel tool

Email mariana@ctauk.org if you’d like to help

We’re actively looking for CTs of various shapes and sizes
Kick-starter

I like…..

In the guidance…..

I worry about…..

Get into a group to discuss a standard

Share key themes
Stay connected

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