

Performance Standards for Community Transport

cta
community transport
association



What are the Performance Standards?

At CTA, we are serious about our responsibility in supporting members to promote high standards of practice in community transport and to deliver excellent services. We care about your success and sustainability as a CT provider.

These performance standards have been developed to help you provide transport services in a safe, legal and caring way. Your feedback to us has been that you agree with the idea of clear, sector-wide standards, and wish to be supported to work to those.

These standards are available to any community transport operator. Going through the standards using our self-assessment tool will help you identify which areas you should work on first.



Our aims with these revised standards have been to:

- create an easy-to-read guide to the basics of quality community transport operation;
- have a good balance between operational practice and legislative compliance for members;
- ensure they work in different contexts, for both larger and smaller operations.

Finally, the standards will be embedded across CTA's work so it's clearer to you which services and what support will help with different areas of the standards.

We hope that a wide take-up of the standards will mean that in running community transport, you know that you're running safe, legal and caring services, it's clear what your next steps in improving your services are, and your colleagues across the sector are doing the same thing, so community transport is always getting better for the people we serve.

For more information and to keep up to date with the Performance Standards head to **ctauk.org/performance-standards**.



Standard One

Mission and Values

This standard focuses on how an organisation aligns its mission with its values and ensures this underpins all of its activities.

Our mission and values signal why we do things and how we should do things. They must run through everything from how we plan and involve to how we report and measure success. Where there are shared missions and values, a community transport organisation may also wish to explore partnership working with other organisations.



Criteria:

- 1.1 There is a strategy and plan in place for how the organisation will achieve its aims. Staff and volunteers can describe how this relates to fulfilling the mission and living the values.
- 1.2 The organisation involves its service users in decision-making processes and takes their feedback into account for improving services.
- 1.3 The organisation measures and demonstrates the difference it makes for its beneficiaries.
- 1.4 The organisation has good partnership working practices to advance its purpose and values and can evidence how this has benefitted service users.

Standard Two

Safe Operation

In Community Transport, we care about passenger journeys being safe, accessible and inclusive. This standard focuses on ensuring that an organisation delivers its services in a safe and legal way.

This involves ensuring the organisation has the correct permits, insurance and designated competent person. It's also about making sure drivers have the right training, the organisation is practising good record keeping, safety checks and defect reporting.



Criteria:

Safe Operation

- 2.1 The organisation holds the correct permits and licenses in order to operate its services.
- 2.2 The organisation ensures drivers have the appropriate training, qualifications and disclosure checks to operate services.
- 2.3 A planned vehicle maintenance and defect reporting system (for daily checks and safety inspections) is in use.
- 2.4 The organisation ensures its records are retained in a compliant way.
- 2.5 Risk assessments are conducted by an appropriately trained and competent person.
- 2.6 The organisation has appointed one or more staff or committee members as a 'competent person' and they have received appropriate training.
- 2.7 Appropriate insurance (employer's liability, public liability, vehicle etc.) is in place.
- 2.8 Organisational and operation policies are in use. They are reviewed at least every three years or more frequently in the event of a change in operational requirements.

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.



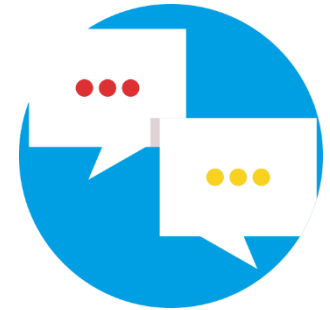
- 3.1 There is an effective and comprehensive induction process so new staff and volunteers (including trustees) understand their role and feel comfortable and confident in carrying out their responsibilities.
- 3.2 Employees and volunteers are given training and development opportunities and provided 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.

Standard Four

Governance

This standard is based on the Charity Governance Code and is in line with Guidance and Good Practice for Charity Trustees from OSCR (Office of The Scottish Charity Regulator).

It focuses on ensuring that trustees, boards and management committees are aware of their responsibilities, and deliver the organisation's purpose in line with its values. The board also ensure that the organisation is accountable and transparent in delivering activities for their beneficiaries, and fully compliant with all legal and regulatory requirements that apply.



- 4.1 The organisation is appropriately constituted and registered with the relevant regulator(s).
- 4.2 The board provides strategic leadership over the organisation's aims and ensures these are being delivered effectively, sustainably and in line with the organisation's values.
- 4.3 The board works as an effective team which makes informed decisions. It also understands its role in providing strategic direction and oversight and management's role in day-to-day operations.
- 4.4 The organisation is open and transparent to its stakeholders (service users, partners, funders, employees and volunteers) and builds a positive reputation for community transport with local stakeholders.
- 4.5 The board has suitable financial and related controls and reporting arrangements to make sure it oversees work that may be delegated to others in the organisation.
- 4.6 Trustees must also identify and assess risks and opportunities for the organisation and decide how best to deal with them.
- 4.7 The board ensures the organisation is financially sustainable and that there are financial controls in place and appropriately delegated to staff and/or volunteers.

Standard Five

Volunteer Car Schemes

This part of the performance standards is applicable only to those organisations who run volunteer car schemes.

This standard ensures that organisations who run services where volunteers use their own cars to transport passengers are operating safely by prioritising passengers' safety and comfort, and adhering to current legislative requirements.



Criteria:

Volunteer Car Schemes

- 5.1 The organisation ensures that the vehicle the volunteer is using is roadworthy and safe by keeping records of the vehicle's tax, insurance and MOT on file.
- 5.2 Fares for journeys are agreed before the journey begins, and do not exceed the amount of the running costs of the vehicle for the journey.
- 5.3 The organisation can demonstrate that volunteer drivers are reimbursed to HMRC Approved Mileage Allowance Payment rates.
- 5.4 Drivers complete a registration form before their first journey for the organisation.

Notes:



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