



community transport
association

The Community Transport Awards 2021

Entry Requirements and Awards Criteria



Headline Sponsors:



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.

Partnership of the Year

For organisations who have been working in partnership on a project or a service to benefit their community.

Keeping in Touch

For an organisation who has invented new ways to make sure their passengers don't feel alone.

Commitment to Sustainability

For an organisation that puts sustainability at the core of their work.

Volunteer Car Scheme of the Year

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

Community Transport Champion

For an organisation or public figure who has championed and supported the work of community transport.

Lifetime Achievement Award

For an individual who has dedicated themselves to, and has had an enormous impact on, the community transport sector.

Photo Competition

For an image that captures the impact of the sector during lock-down.

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 – we’re excited to be holding the 2021 Community

Transport Awards to do just that. The last year has been a difficult one

for everyone in the community transport sector, but time and again we’ve

seen our members doing incredible work to support the people in their communities who need them the most. We’re excited to come together as a sector on 18 November to recognise and celebrate their dedication.

The last time we held the Community Transport Awards was back in 2019 where we were joined in Manchester by over 200 people to highlight the incredible work of the community transport sector. Whilst the roadmap for easing coronavirus restrictions across the UK suggests that, by November, conferences and gatherings may be allowed, we’ve taken the decision to hold this year’s awards online to make sure that everyone can take part, as well as making them free to virtually attend.

I’d like to say a big thank you for considering putting in a nomination for the Community Transport Awards – these awards only work if our members are willing to tell their story and share the incredible impact they’ve had on their communities. In this pack you can find all the information you need to put in an amazing entry, but if you do have any questions after reading it, don’t hesitate to get in touch with our team via events@ctauk.org – they’ll be more than happy to help.”

Best wishes,

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

Bill Freeman, Chief Executive, CTA

The Community Transport Awards:

Entry Requirements

Entering a nomination is *free* and is an online process. To submit your entry, go to ctauk.org/events/ctawards21 and follow the instructions. The following requirements 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 **Monday 02 August 2021**. 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 the supplied 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 the supplied 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. Unless stated otherwise, you must upload at least two supporting images 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 can be shared as word documents or PDFs 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, you give CTA permission to use them for their marketing and communications activities.

4. Unless otherwise specified in the criteria, 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 we may ask you to record a short video message about your entry which will be played during the online awards ceremony. We will likely ask you to do this in September.
 - ii. If you are a shortlisted organisation, you may be contacted by the organisation who has 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.
6. **Unless otherwise stated in the category criteria, all entries must reflect activities undertaken from January 2020 to August 2021 (the close of nominations). In instances where the criteria refers to 'in the last year', that encompasses this longer time period rather than strictly indicating the last 12 months.**

The January 2020 – August 2021 time period doesn't mean that you can't reference things from before that period – but they should not be the focus of the entry.

7. In submitting your entry, you are agreeing that it meets the entry requirements, including the word limit, and follows the specific award criteria.

If you have any questions about these requirements or would like anything clarifying, please don't hesitate to email events@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 entry requirements 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.

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."

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

In the rest of the document you can 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 gone above and beyond in supporting their community over the last year, and may have overcome significant challenges to do so. This means having a positive impact on the local community throughout lock-down, adapting what they do in new and innovative ways and offering examples of best practice and support to others in the sector.

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) How has the organisation adapted their services to meet the changing needs of their community during the coronavirus pandemic?
- 2) What impact has the organisation had on its local community and the lives and well-being of its passengers?
- 3) How does the organisation plan to build on what they've learned over the last year to deliver even better services for their communities in the future?

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 – both before and during the pandemic.
- 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 including any numbers for COVID specific services or activities that might be mentioned in the main entry.

Supporting Information

You can provide up to three supporting statements from passengers, partners or supporters of up to 300 words each, along with up to five images. These statements are often influential in the decision of the judging panel. You must provide at least two images.

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 during the coronavirus pandemic. 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) How has this volunteer gone above and beyond to support their passengers and/or their organisation during the last year?
- 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 individual nominated (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 can 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 two images of the volunteer.

Partnership of the year

Partnership of the Year is for two or more organisations who have worked in partnership for the benefit of their communities over the last year. Our judges will be looking at how these organisations have worked together to identify and solve a problem, using their different skillsets to reach their communities where they wouldn't have been able to do so individually.

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 organisations involved 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 including any numbers for COVID specific services or activities that might be mentioned in the main entry.

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 two image.

Category Criteria: Keeping in Touch

Keeping in touch is an award that recognises an organisation or an individual who has gone above and beyond to keep in touch with passengers during the coronavirus pandemic. The winner of the award will have put in place new, innovative and effective ways to keep passengers' spirits up and keep them connected to their communities.

The nominated organisation, or the organisation for which a nominated individual works, must be a CTA member. Organisations *can* self-nominate, but individuals will need to be nominated by a third party – this can be someone within their organisation.

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 has the entrant done during the coronavirus pandemic to lift the spirits of passengers and keep them connected to their community?
- 2) What impact has this had on their passengers?
- 3) How does the entrant plan to build on what they've achieved over the last year to deliver even better services for their communities in the future?

Background Information

Your submission should include a summary profile of the nominated organisation, or if the nominee is an individual, a profile of that individual, as well as the organisation for which they volunteer (up to 300 words in total) including:

- A description of the organisation nominated, or the organisation the individual works for, including the work it does, who it supports and where it operates – both before and during the pandemic.
- 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 including any numbers for COVID specific services or activities that might be mentioned in the main entry.

Supporting Information

You can 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 two images.

Category Criteria: Commitment to Sustainability

Commitment to sustainability is an award that recognises the community transport sector's commitment to sustainability and will be awarded to an organisation who can show this commitment across their work. The winner of the award will be able to demonstrate how they have taken innovative approaches to improving sustainability even if the results are still a work in progress. This can, but doesn't have to, include the use of electric vehicles, but our judges will also be looking for how the organisation includes the values of sustainability and climate awareness in their work.

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 nominated organisation must be a CTA member. The work described in this category doesn't have to strictly fit within the January 2020 – August 2021 timescale, but nominees must be able to demonstrate an ongoing commitment to sustainability and climate awareness.

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 has the entrant done to put a commitment to sustainability at the heart of their work?
- 2) What impact is this having currently, and what are the entrant's plans for the future?
- 3) What lessons has the entrant learned in their efforts to be a more sustainable organisation that can be of benefit to other organisations?

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 – both before and during the pandemic.
- 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 including any numbers for COVID specific services or activities that might be mentioned in the main entry.

Supporting Information: You can 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 two images.

Volunteer Car Scheme of the Year

Volunteer Car Scheme of the Year recognises a volunteer car scheme that has had an exceptional impact on their community during the coronavirus pandemic. The winner will be an organisation who has adapted their work and services to make sure they are still able to meet the needs of passengers in their community, even if they have had to stop some or all of their usual activities. They will also be an organisation who has put in place measures to support their volunteers during a difficult year – making sure they feel valued and connected to their organisation.

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) How has this organisation adapted during the coronavirus pandemic to continue serving the needs of their communities?
- 2) What impact has their work had on their communities during the coronavirus pandemic?
- 3) How has the organisation continued to support their volunteers during the pandemic, making sure they feel valued and connected to their 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 including any numbers for COVID specific services or activities that might be mentioned in the main entry.

Supporting Information

You can 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 two images

Category Criteria: Community Transport Champion

Community Transport Champion recognises a public figure, an organisation or another body who has championed and supported the work of the community transport sector over the last year. This could be a politician, local community leader, funder or business person; our judges will be looking for someone who has supported and/or raised the profile of community transport either locally or nationally.

Entries are invited from organisations or individuals wishing to nominate a Community Transport Champion. Individuals or organisations cannot self-nominate. For this category the judges, at their discretion, may not shortlist three entries but may select one winner from the nominations who may be informed ahead of the event.

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 nominee championed and/or 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 can 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 nominee.

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. Our judges will be looking for someone who has been a passionate advocate of the sector, supporting it both as part of their organisation and also as a leader more widely.

Nominations must be made by a third party and cannot be made by the nominee themselves. The third party can, however, work for the organisation that the nominee works or has worked for. This award will not have a shortlist and the winner will be selected by our judges from the nominations and informed ahead of the event.

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 can 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.

Photo Competition

The Photo Competition is for a photograph that captures the essence of community transport's response to the coronavirus pandemic – showing the hard work, dedication, passion and innovation of our sector in responding to this crisis.

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.

Please make sure the photo is of high quality, able to be shared in print and online and has been taken between January 2020 and August 2021. If the image quality isn't high enough, the entry may not be entered for judging. Don't worry though - images taken on most modern cameras and smart phones will be of high enough quality!

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 the spirit of community transport during the coronavirus pandemic.
- 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 during the pandemic.

More Information

We understand that there's a lot to take in here – so if you have any questions or need any support in entering a nomination you can always contact the team via events@ctauk.org and someone will be in touch.

If you haven't already – we'd also encourage you to book your place for the awards! Places are free for CTA members and you can head over to ctauk.org/events/ctawards21 for more information.

