

## Restarting your services checklist

The COVID-19 pandemic has posed significant challenges for all community transport providers. While some have been able to adapt their services to the changing landscape, many have had to scale back their services or even shut altogether. **This brief checklist is intended for CT operators that are restarting their services or have recently done so.** It includes useful links to resources or web pages that may help along the way. While this checklist is in no way comprehensive, we hope it covers some of the most important and pressing aspects of restarting your service. As always, if there's something which we haven't covered, don't hesitate to [contact our advice service!](#)

### Health & Safety

- Have you updated and consulted your [risk assessment](#)?
- Have your volunteers/staff read and signed your risk assessment?
- Have you updated and reviewed your [health and safety policies](#)?
- Are you taking safety precautions to [mitigate the Covid-19 risks](#)?
- Do your drivers feel safe and confident?

### Passengers

- Do your passengers feel [safe and confident](#) using your services?
- Have you spoken with vulnerable passengers about their concerns?
- Are all your passengers able to safely access your services?
- Are you adhering to the latest [social distancing guidelines](#)?
- Are you respecting passenger rights?

### Volunteers

- Have you [touched base](#) with your volunteers?
- Are your volunteers aware of the Covid guidelines?
- Are you [recruiting new volunteers](#)?
- Do you have a strategy for [retaining volunteers](#)?
- Are you [supporting your volunteers](#) to volunteer safely?

### Compliance

- Are all your [permits](#) up to date?
- Do you need to book any [driver training](#)?
- Do you need to un-SORN vehicles?
- Is all your [vehicle](#) and [organisational insurance](#) in order?
- Are all your drivers eligible to drive and are their (D1) [licenses up to date](#)?
- Have any of your [drivers turned 70](#)? They will [need a medical](#) (D2 + D4 forms).

## Operations/Strategy

- Do you need to [un-furlough](#) any of your drivers or staff?
- Have you conducted all your vehicle safety checks and [MOTs](#)?
- Have all your [vehicles been serviced](#)?
- Have you conducted the required building/office/depot safety checks?
- Have you outlined your plans and objectives for the following year?
- Are you [recruiting new trustees](#) & [finding the right people](#) for your organisation?

## Communication

- Are you communicating with your passengers, drivers, and volunteers? (i.e. newsletters, calls, surveys, etc.)
- Have you gotten in touch with other organisations you've worked with before?
- Is your marketing strategy in place?
- Are you [GDPR](#) compliant?
- Are you communicating with your drivers and volunteers about the importance of regular workplace testing?
- Are your phone lines operational?

## Services

- Have you conducted a service review to check the demand for your services?
- Have you thought about how you can best service this demand?
- Have you considered changing your services where needed?
- What adjustments do you need to make to adhere to [social distancing guidelines](#)?
- Are you complying with [official guidance](#)?

## Funding/Finances

- Are you aware of your financial situation?
- Have you checked your financial reserves?
- Is your bookkeeping in order?
- Are you aware of all the latest (Covid-19) [funding opportunities](#)?
- Have you re-read our [guide to VAT](#)?
- Are all your funding streams in order?
- Have you read our guide on [accessing funding for community transport](#)?

## Need more advice or guidance?

We understand that restarting your service after a long period of shutdown can be stressful and difficult. **That's why we're here to help.** Why not come along to one of our weekly Advice Drop In sessions (every Friday from 11:00 to 12:00) to chat with our Development Officers and fellow CT operators? Alternatively, feel free to get in touch with our Development Officers directly by emailing [advice@ctauk.org](mailto:advice@ctauk.org). And don't forget to check out the rest of our [advice resources](#) on our website, which includes detailed guidance about [running your services safely](#) during COVID.

