

6. How to run a CT



Outline

Overview of CT delivery models

Permits

Licensing

CT Basics Checklist

Risk Management and Safety Culture – Endsleigh

Q&A



What is Community Transport?

Provides flexible and accessible community-led solutions in response to unmet local transport needs.

Often represents the only means of transport for many vulnerable and isolated people.

Typical services include, school transport, hospital transport, dial a ride and wheels to work

Most are demand responsive, but a growing number are scheduled services.

S19 membership can be flexible and open with no time constraint been registering and accessing transport



Community Car Schemes

Volunteers driving their own cars, paid a mileage allowance



Small Vehicle/MPV – Up to 8 passenger seats

Can operate under a section 19 permit
Can be driven on a category B licence



Minibus – 9-16 passenger seats

Can operate under a section 19 permit or Section 22 permit
Driver must have a category D1 licence, can be a volunteer or paid
Volunteers can drive with a category B licence with restrictions



Group Hire

Local community groups can hire the vehicle either with or without a driver.

Permit Requirements

Community Car Scheme

- Volunteer Drives their own Vehicle
- No permit or D licence is required
- Volunteer can only be paid the mileage – 45p with no passengers – 50p with passengers
- Passengers can only be charged the mileage plus an administrative fee

Section 19 Permit

- Volunteer or paid driver – using a vehicle owned by organisation
- Can be for a small vehicle or minibus
- Must be used by 'members' – not general public
- Can have a 'route' that members book onto - however can't have bus stops where members of the public get on
- Membership can be specific or broad e.g. anyone within an area that has a transport barrier and needs accessible transport
- There is no time limit between being a member and accessing the service
- Small Vehicles (8 passenger seats and less) – must charge separate fares

Section 22 Permit

- Allows an advertised route with bus stops accessible by the general public – same principles as any bus route
- Can only be delivered when there are no commercial routes covering that area – must not compete with commercial routes
- Has a restriction of 15 miles for passenger journeys – you can apply for an extension
- They can only be for vehicles with 9 or more passenger seats.

Driving Licensing Requirements



Cars / MPVs up to 8 passenger seats

- Can drive on a category B licence
- Can be paid or a volunteer

Mini bus 9 – 16 Passenger seats

- If the driver is being paid – they must have a D1 driving licence
- They have this if:
 - They passed their test before 1st Jan 1997 or
 - They have completed the additional test
- If they are a volunteer they can drive on a B licence IF,
 - The vehicle MAM is 3.5t (or 4.25t if accessible)
 - They are 21 or over
 - Have had their driving licence for more than 2 years
 - They can not be paid in any way for driving

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AM		19.01.13	10.03.46	01
A1				
A2				
A		11.03.96	10.03.46	01
B1		11.03.96	10.03.46	01,15,20,25,42
B		11.03.98	10.03.46	01,15,20,25,42
C1				
C				
D1				
D				
BE				
C1E				
CE				
D1E				
DE				
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12. 115

1. Name 2. First name 3. Date and place of birth
4a. Date of issue 4b. Date of expiry 4c. Issued by
5. Licence number 10. Valid from 11. Valid to 12. Codes

ZA00506027

CT Basics Checklist

- ✓ Not for profit
- ✓ Legal structure, governing document
- ✓ Fit for purpose
- ✓ Permits & Licensing
- ✓ Policies

- ✓ Finance Plan
- ✓ Action Plan
- ✓ Funding Pipeline/ Strategy
- ✓ Infrastructure & Equipment Plan
- ✓ Risk Management & Insurance

Community Transport Association

Running a Successful CTA

Introduction to Endsleigh

We understand that running a Community Transport Association of any size can be exceptionally challenging – yet ultimately rewarding

Endsleigh's heritage is intrinsically linked to the not-for-profit sector having been formed by a charity in 1965. Over half a century of experience working in the Student and NFP sector has provided us with the knowledge and expertise to understand, and deliver, innovative solutions to meet our partners' needs.

With over 170,000 charitable organisations' operating in the UK, the services that the third sector provides is vital to millions of people, across multiple aspects of their lives. That's why insuring as well as identifying and controlling the risks of A Community Transport Association is so vital, to safeguard the role you play in the wider community.

As a not-for-profit specialist broker with over 3,000 clients, we are very aware the past two years have seen difficult conditions for many charities. Covid-19 increased demand for access to your services putting severe strain on resources. This was then followed by a financial crisis the scale of which has not been seen for generations, making it harder than ever to raise donations and secure government funding.

Given these conditions it is more important than ever that Community Transport Associations' get the most value and protection from their risk and insurance program. Endsleigh's expertise, backed by the resources of our parent – Howden Group, puts us in a unique position to be able to provide an exceptional boutique service, with the leverage of the UK's largest independent broker.

Our specialist insurance team can provide specialist tailored products backed with expert support and advice for our third sector clients, as Endsleigh is the Insurance partner that truly understands the Community Transport sector.



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// A howden company



Culture driven by leadership team embodying ownership and accountability for risk management & training

- Not just policy, living & breathing risk management
- Senior ownership for all things risk management – responsible and accountable for policies in place
- Continuous improvement of policy and action through review of policy performance and relevant adaptations, adjustments made to mitigate risk
- Outcomes – Safety culture, manage and control costs, protect and support reputation



Claims

Claims are at the heart of what we do to serve our clients. When policies are called upon in the event of a claim it provides the ultimate test of your programme and service



Understanding your claims experience, what does it mean? Loss Ratio, frequency, vehicle years etc.



Dissecting your claims experience, what are the trends?



Hidden costs – are they being reviewed the same way?

Understanding your claims experience supports a positive risk culture

Knowing where challenges lie and being able to put mitigations in place

RISK MANAGEMENT & TRAINING

MIDAS

PATS

TRAINING
*WHAT ARE YOU
DOING WITH
THE ANALYSIS?*

VEHICLE
MAINTENANCE

FLEET
MANAGEMENT

