



Community Transport is a life line for people who are socially isolated and experiencing loneliness, by fostering meaningful connections and restoring their sense of belonging.

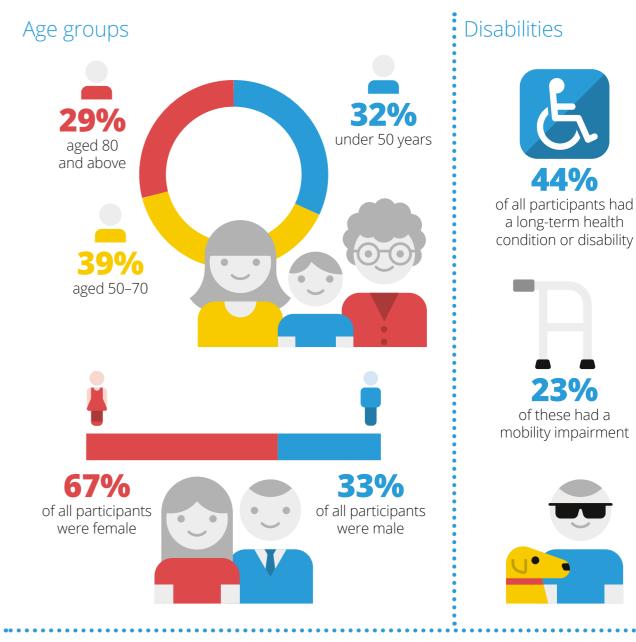
CTA funded 18 pilot projects across England which worked collectively, delivering a range of schemes to build an evidence base demonstrating how CT helps communities that are disproportionately affected by loneliness.

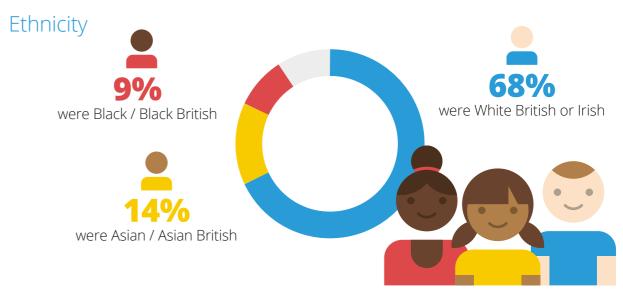
The pilots included supporting people to access transport and recruited volunteers to have a role in delivering CT.

The pilots were actively delivering between August 2022 and April 2023.

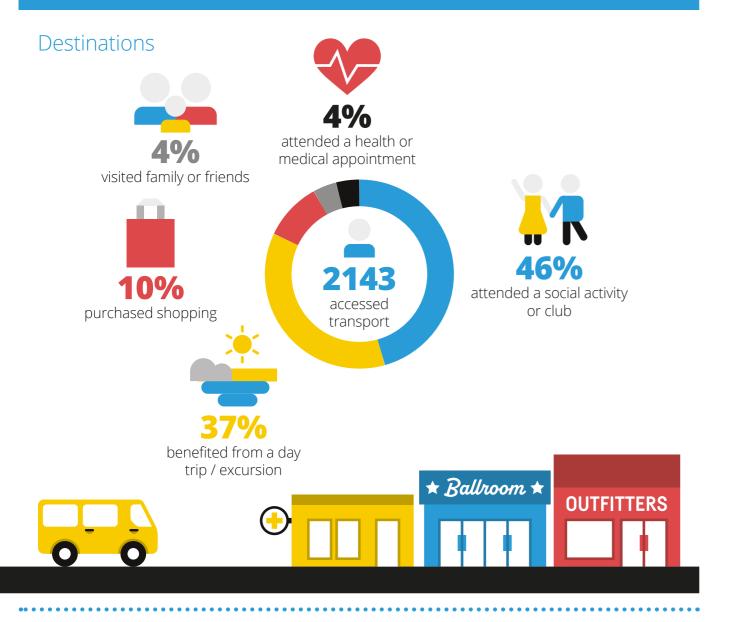
2319 supported accessed transport 181 volunteered 39% new CT passengers

WHO THE PROJECT SUPPORTED





COMMUNITY TRANSPORT RESULTS



Trips taken





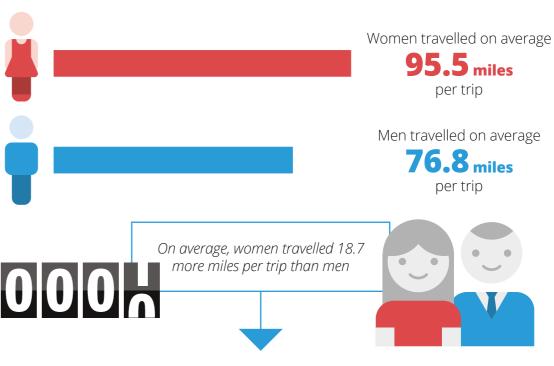
98% of the trips were return journeys



On average, passengers undertook

10 trips (5 return journeys)

Distance



This could be explained through the reason for using CT...



Men were more likely to use CT for a trip to a social activity

Women were more likely to use CT for a day trip or excursion

Day trips carried a much higher mileage than social activities, which were closer to home.

Vehicles

The pilots used a range of vehicles to transport people

The most commonly used vehicles were minibuses with over 9 seats, (64% of trips), with cars and smaller minibuses also utilised





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VOLUNTEERS

Demographics



volunteers
were recruited
into roles in

community transport

organisations

1

6,360
hours were
volunteered in total,
with each volunteer
giving on average
35.1 hours during

the pilot



52% of volunteers were female



48% of volunteers were male

There were slightly more women volunteering than men – however, men were more likely to volunteer more often and for more hours



Women aged under 40 were more likely to volunteer than men aged under 40



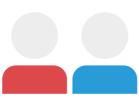
29%

of women who volunteered were aged under 40



14% of men who

of men who volunteered were aged under 40



60-69

was the most common age group for both men and women

Roles

The roles undertaken were slightly different as well....



53% of women undertook volunteer driving



78% of men undertook volunteer driving



Women were more likely to undertake the passenger assistant role or office or coordination support

Disabilities



9%
of volunteers had
a long-term health
condition or disability

THE IMPACT OF COMMUNITY TRANSPORT

Measuring the impact

To measure the impact on loneliness the project utilised the Office for National Statistics (ONS) recommended loneliness questions for adults and young people. The pilots were provided with a baseline and follow-up survey to complete with clients

The pilot data shows that overall having access to trusted and safe community transport has a positive impact on people's feelings of isolation, loneliness and companionship.





of people reported that accessing CT had a positive impact on feelings of isolation, loneliness and companionship



7.2% uction in people f

reduction in people feeling lonely often or always



9.4%

reduction in people lacking companionship often



6.2%

reduction in people feeling left out often



7%

reduction in people feeling isolated often



The largest movement on the scale were people moving from "often" to "some of the time". There were also minor moves between the "some of the time," "occasionally," and "hardly ever" categories.

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Young people and loneliness

Data from the ONS (2021) revealed that younger people aged between 16-29 years were most likely to say they were lonely often or always.

Within our project 11% of the beneficiaries were aged 18–29. They were the 2nd most likely age group to state they felt lonely often or always in our baseline survey

This group did see a reduction in levels of loneliness following accessing community transport, however, while they were the most likely to feel lonely, they didn't have the largest reduction from the project.

This shows that there is further work to do to impact the levels of loneliness felt by young people.



Wider benefits

In addition to impacting loneliness and isolation the people also benefited through:



Creating new friendships



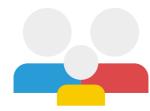
Feeling part of the community



Having the support to leave the house



Creating independence and confidence travelling



Providing support and reassurance to carers and family members



Giving volunteers a sense of purpose and fulfilment



Social value

During the project we became interested in assessing the wider health and social care benefits of the pilots to do this we utilised the Community Transport Social Value Toolkit.

While as a pilot we had information on elements to record social value there were some gaps around staff training.

Overall the pilots combined produced a social value of £298,528 this is a return of 74p for each £1 spent on the pilots.

Although the aim is to achieve a greater than £1 return, it is important to recognise that as this was a pilot project there was a higher initial investment in some services to test innovative ideas. Considering this, it shows a positive initial return for the project.

£298,528 social value



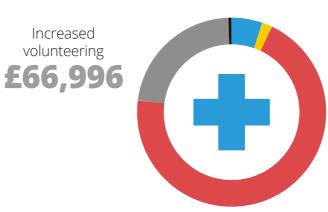
return for each £1 spent

Reduced indirect healthcare costs

£1,704

independent living £15,514

Increased



Increased level of social interaction

£210,863





To view more information and resources produced by the pilot visit our website:

www.ctauk.org/tackling-loneliness-through-ct/