



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



**2143**  
accessed transport



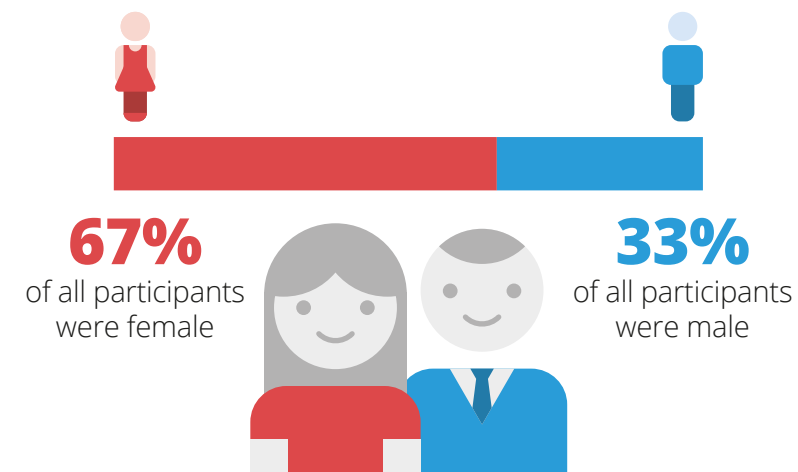
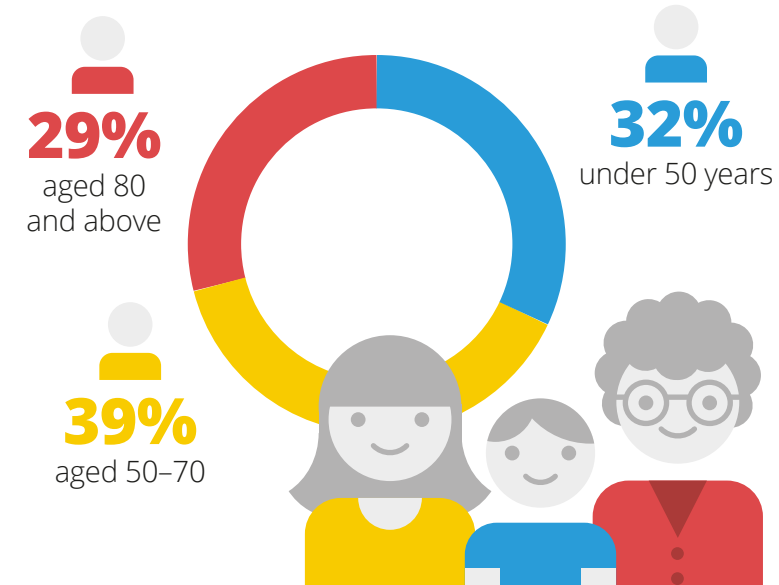
**181**  
volunteered



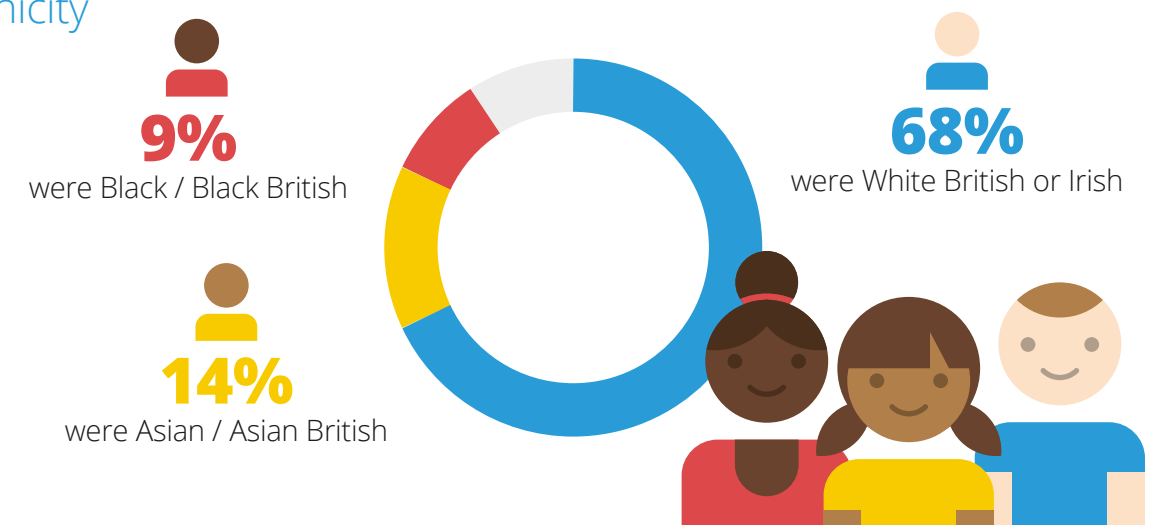
**NEW!**  
**39%**  
new CT passengers

## WHO THE PROJECT SUPPORTED

### Age groups



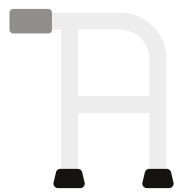
### Ethnicity



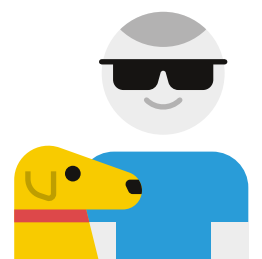
### Disabilities



**44%**  
of all participants had a long-term health condition or disability

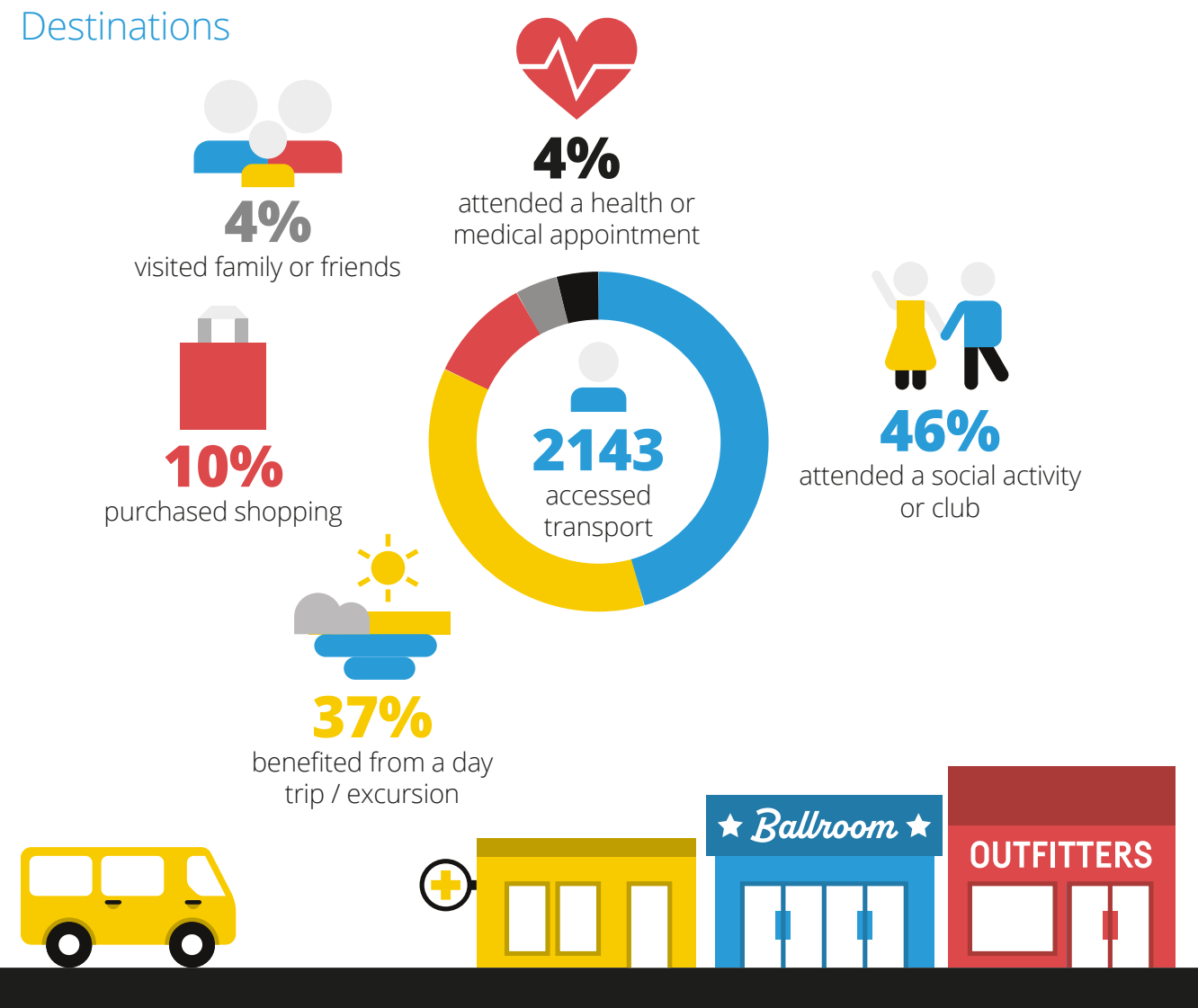


**23%**  
of these had a mobility impairment

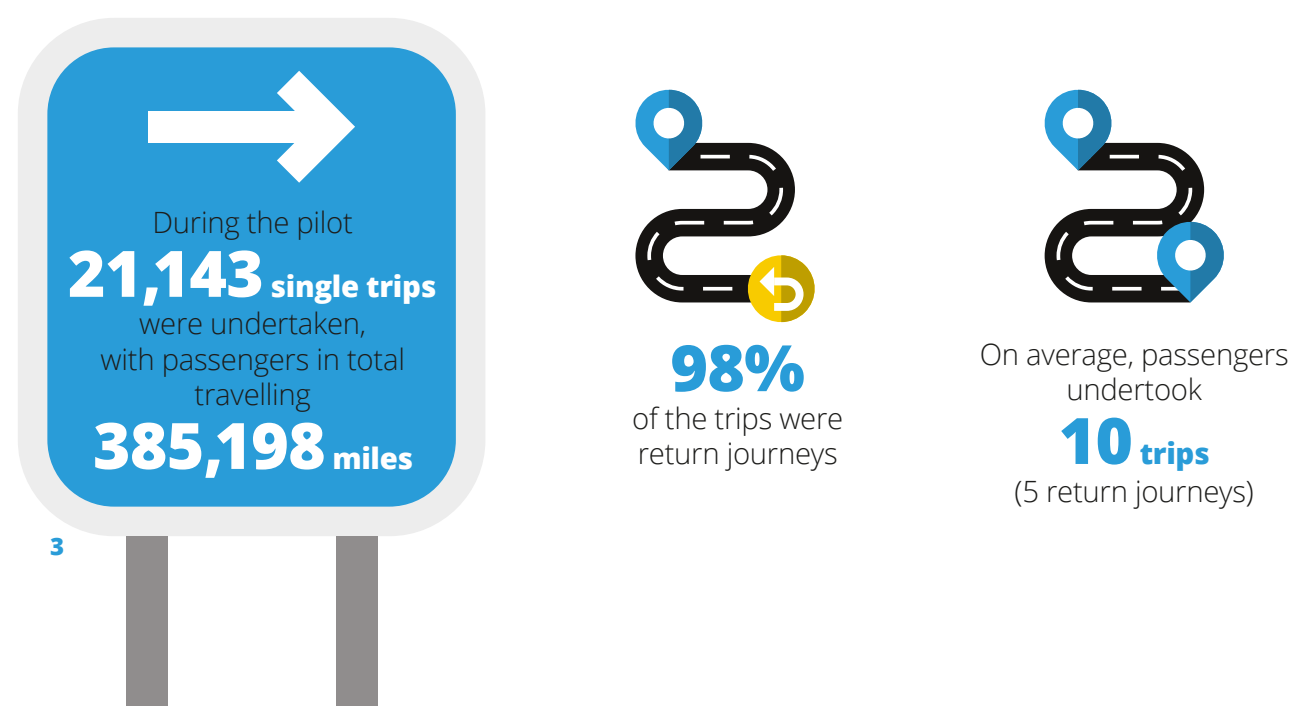


# COMMUNITY TRANSPORT RESULTS

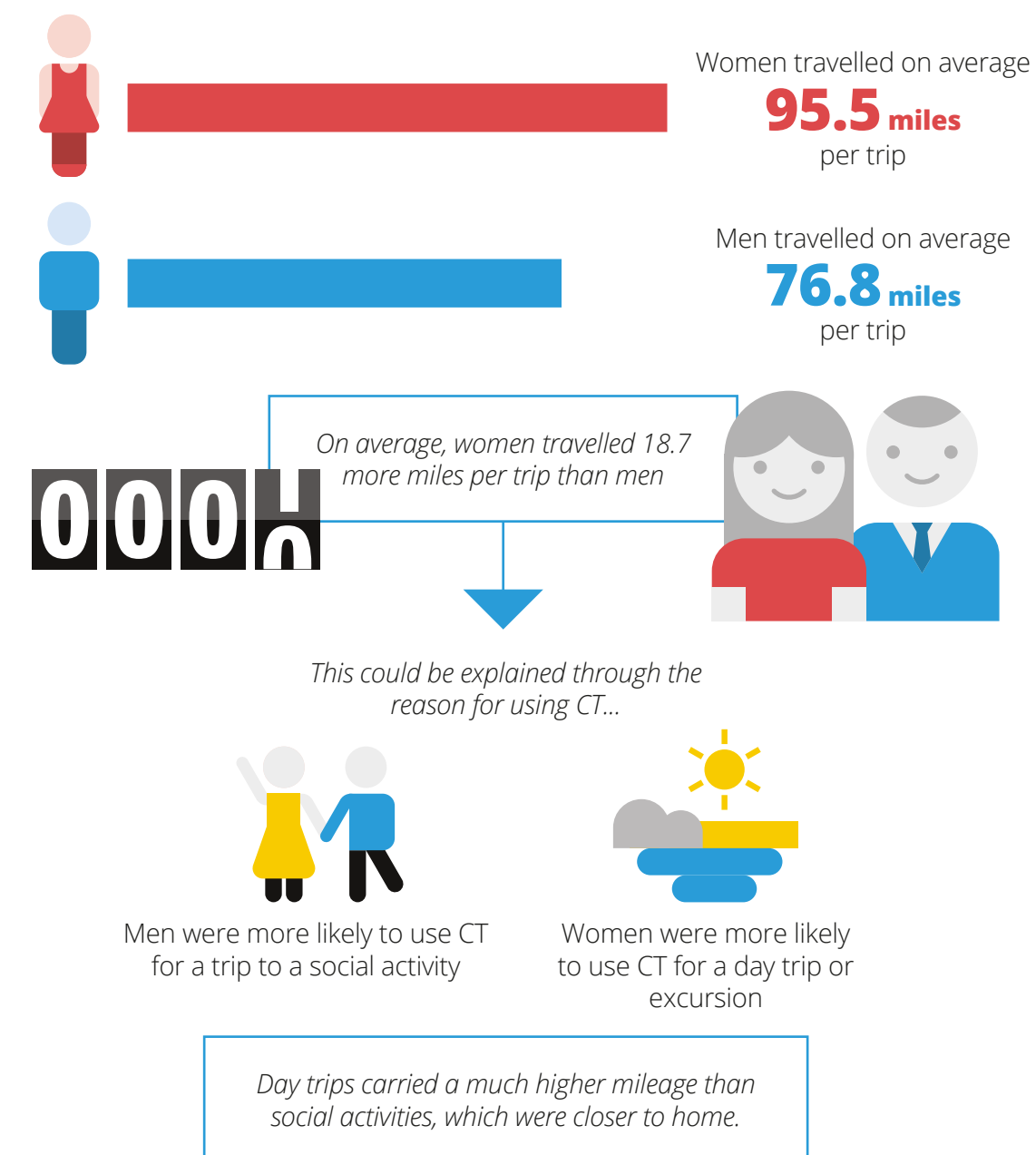
## Destinations



## Trips taken



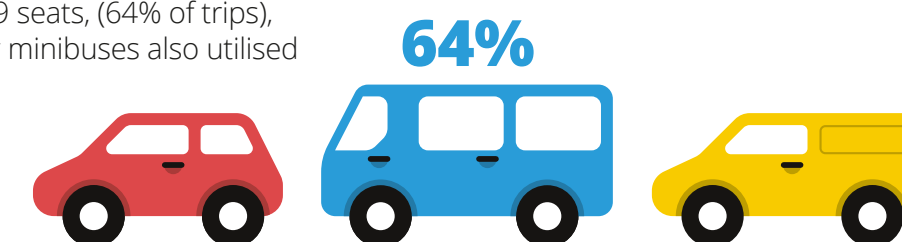
## Distance



## Vehicles

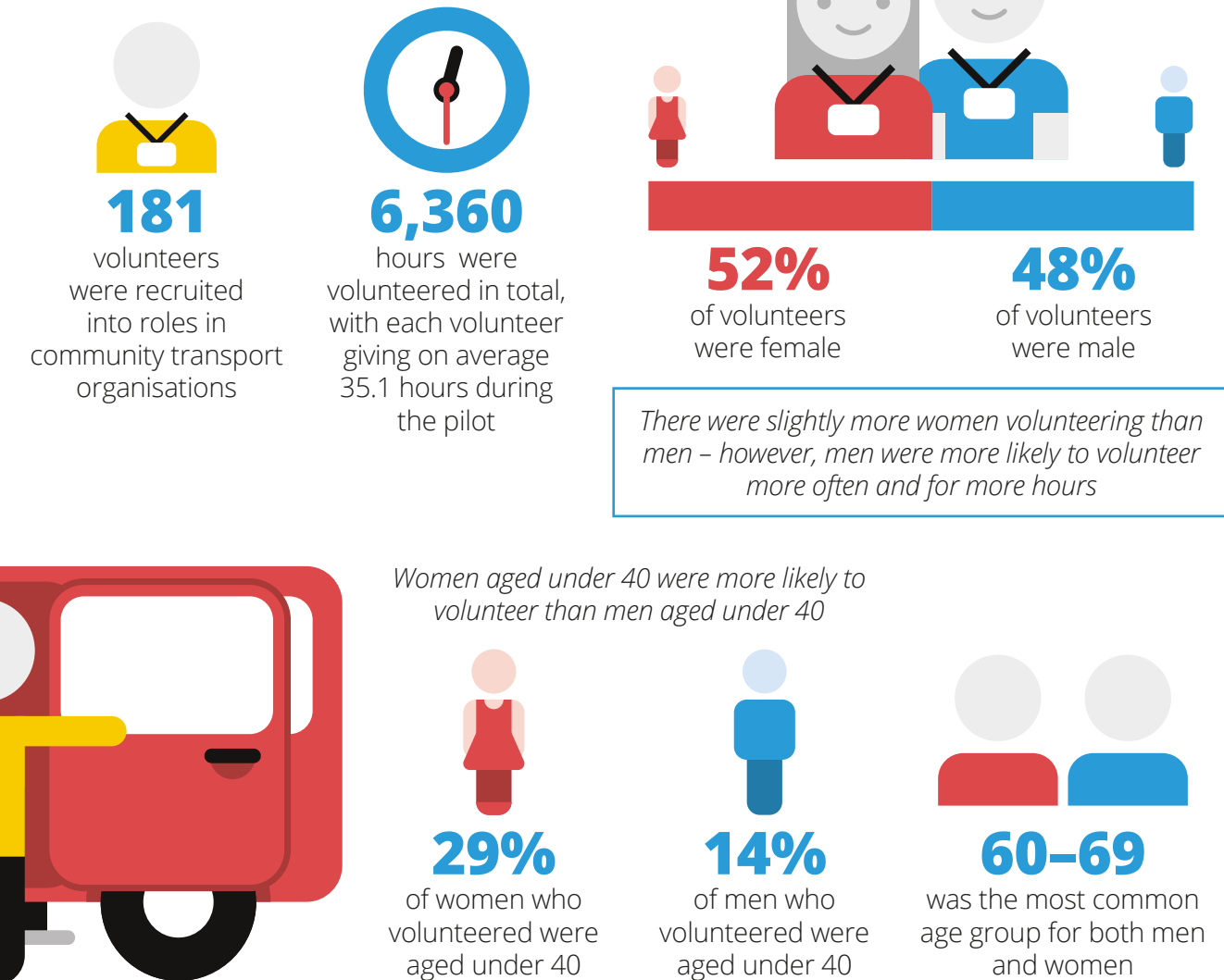
The pilots used a range of vehicles to transport people

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



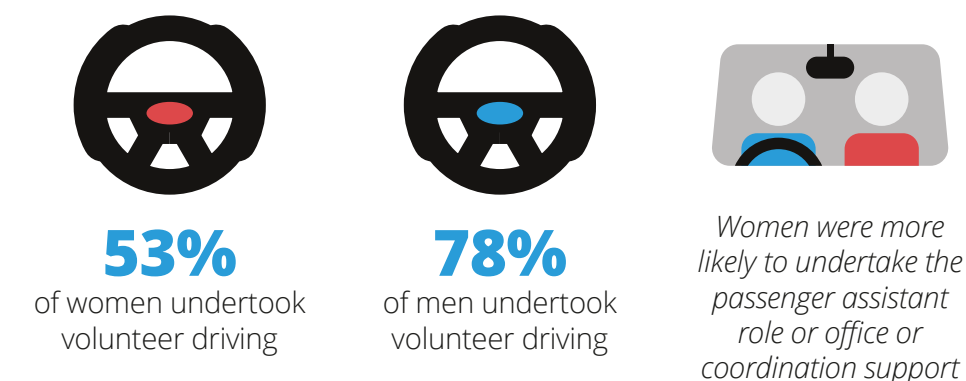
# VOLUNTEERS

## Demographics

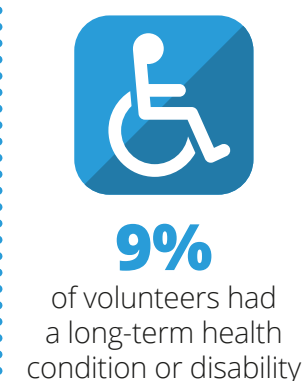


## Roles

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



## Disabilities

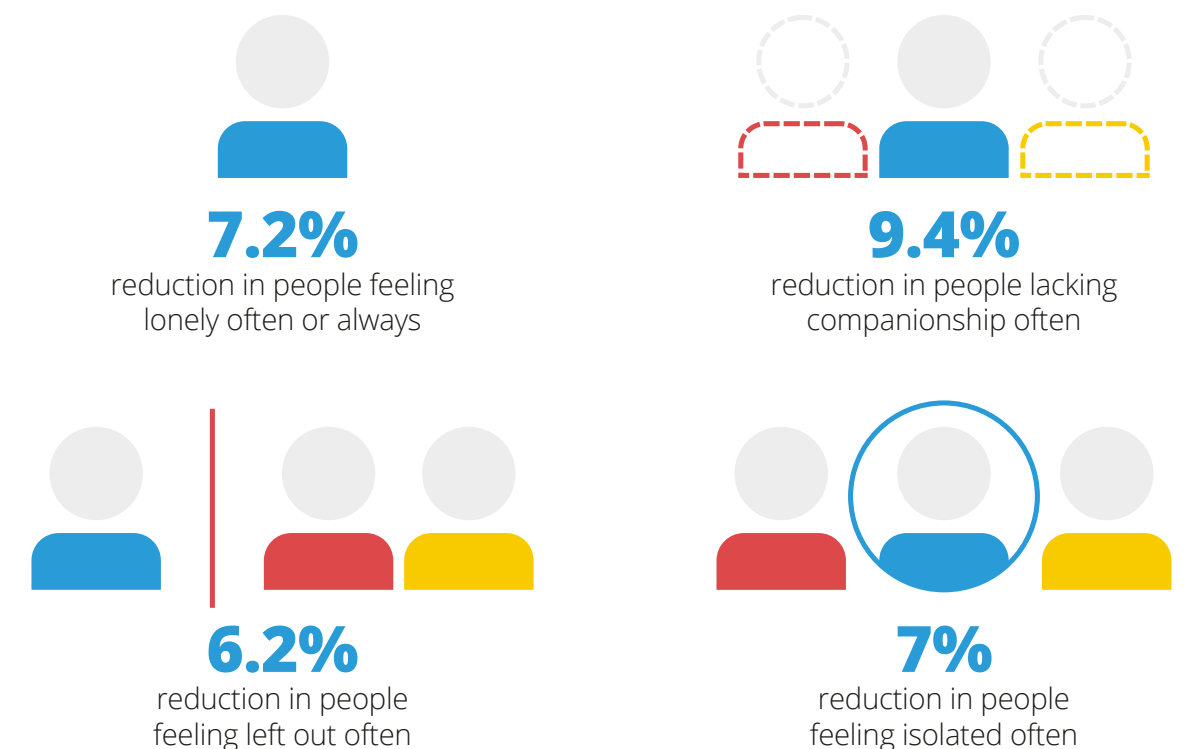


# THE IMPACT OF COMMUNITY TRANSPORT

## 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.



*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.*

## 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

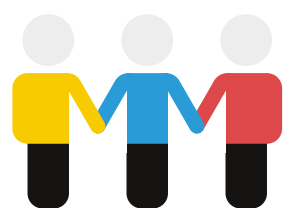
This group did see a reduction in levels of loneliness following accessing community transport, however, while they were the most likely to feel lonely, they didn't have the largest reduction from the project.

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

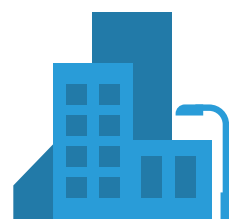


## Wider benefits

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



Creating new friendships



Feeling part of the community



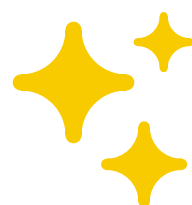
Having the support to leave the house



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



**74p**

return for each  
£1 spent

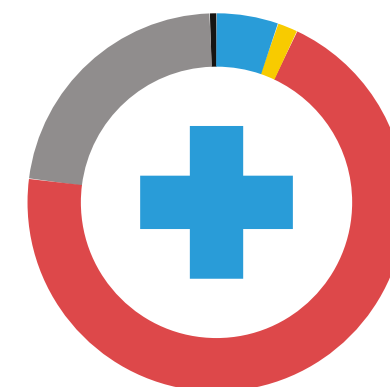
Reduced indirect  
healthcare costs

**£1,704**

Increased  
independent living

**£15,514**

Increased  
volunteering  
**£66,996**



Reduced direct  
healthcare costs

**£3,452**

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/](http://www.ctauk.org/tackling-loneliness-through-ct/)