

VCTA Conference - May 2015

Community transport in the UK

Bill Freeman

**Chief Executive
Community Transport Association UK**

Topics for discussion

- Government in the UK
- Transport policy and practice in the UK
- Community transport across the UK
- CTA leading and supporting the CT sector

The Community Transport Association (CTA)

- National membership body leading and supporting community transport to be successful and sustainable in all parts of the UK.
- Work with local and national government, transport industry and voluntary sector.
- We want to see community transport thriving in all parts of the UK, enabling people to live independently, participate in their community and to access education, employment, health and other services.
- Offices and 23 staff across all four countries of UK.

CTA's mission

- We lead and support community transport to be successful and sustainable in all parts of England, Scotland, Wales and Northern Ireland through:
 - **Leadership:** Promoting community transport and influencing the development of better strategy, policy, regulations and investment at all levels of government.
 - **Support:** Advocating high standards of practice and providing advice, information, training and hands-on support that assists community transport in working to these standards.

CTA's work

- Representing the CT sector and influencing development of policy and regulations.
- Raising the profile and promoting the contribution and benefits of CT.
- Gathering and sharing data on practice, performance and impact of CT.
- Informing and involving members in the development of new ideas and opportunities.
- Creating opportunities for members to network with each other and building alliances across sectors.
- Raising standards through advice, training and support.
- Leading the development of new approaches to service delivery.

National Government in the UK

- UK Government is formed by the party (or parties) that can 'command the confidence' of the House of Commons.
- Departments and their agencies are responsible for putting government policy into practice.
- Department for Transport has 20 agencies, such as:
 - Driver & Vehicle Standards Agency.
 - Driver & Vehicle Licensing Agency.
 - Traffic Commissioners for Great Britain.
 - Disabled Persons Transport Advisory Committee.

National Government in the UK

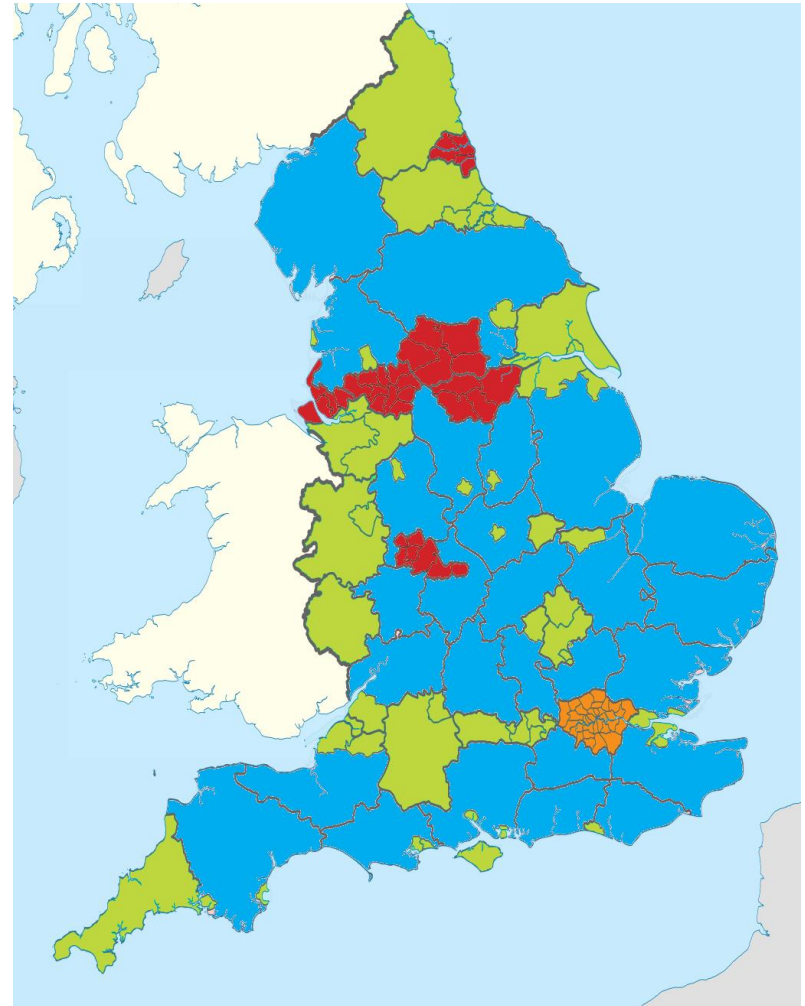
- In Scotland, Wales and Northern Ireland, devolved administrations are responsible for many domestic policy issues, and their Parliaments/Assemblies have law-making powers for those areas, including transport.

Local government across the UK

- Local government in **England** operates under either a single or two tier system.
- Five types of local authority in **England**: county councils, district councils, unitary authorities, metropolitan districts and London boroughs.
- Integrated transport authorities cover large urban areas.
- Local government in **Scotland** is organised through 32 single-tier or unitary authorities.
- **Wales** is divided into 22 single-tier principal areas.
- **Northern Ireland** is divided into 11 districts for local government purposes, but local councils do not carry out the same range of functions as those in the rest of the UK.

Local government in England

- Two tier 'shire' counties
- Metropolitan boroughs
- Unitary authorities
- London boroughs



Transport policy and practice

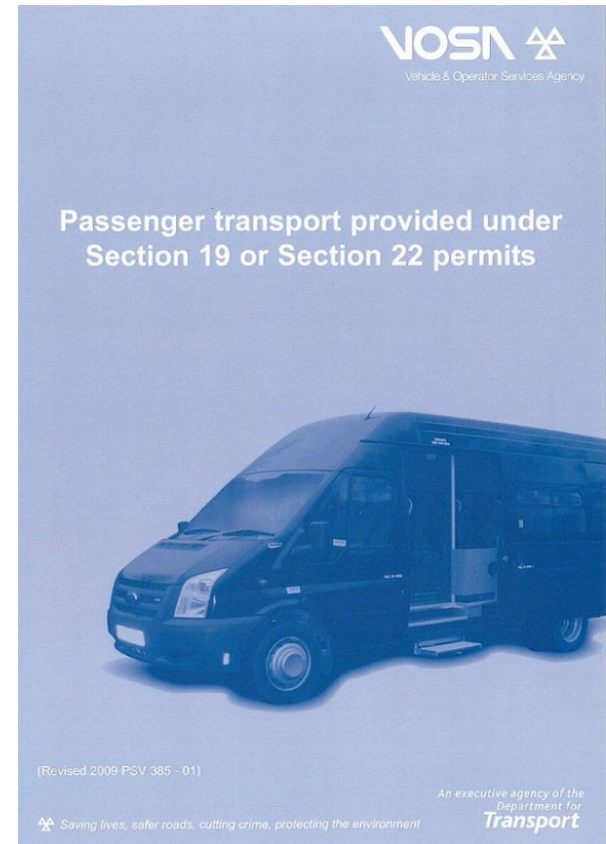
- Bus services outside of London (and NI) are deregulated (Transport Act 1985).
- Companies are free to set fares and timetables and withdraw services when they are not profitable.
- They are largely only regulated on punctuality and safety.
- Local authorities have powers to fund 'socially necessary' services alongside things like school or SEN transport.
- In London services and fares are specified by Transport for London and operators bid to run.
- The 1985 Transport Act also created the regulatory framework for community transport.

Transport policy and practice

- Many regulations come from the European Union and require the member state to make provisions for these in relevant national laws.
- These include:
 - Access to the profession – i.e. occupation of passenger transport operator.
 - Driver qualifications and training (Certificate of Professional Competence).
 - Drivers' hours.
- Regulations are social (i.e. safety) and economic (i.e. rules for market/competition).
- Non-commercial operators exempt from certain regulations, which the UK interprets as not-for-profit. This is a contentious and contested view.

Operator licensing used by CTs

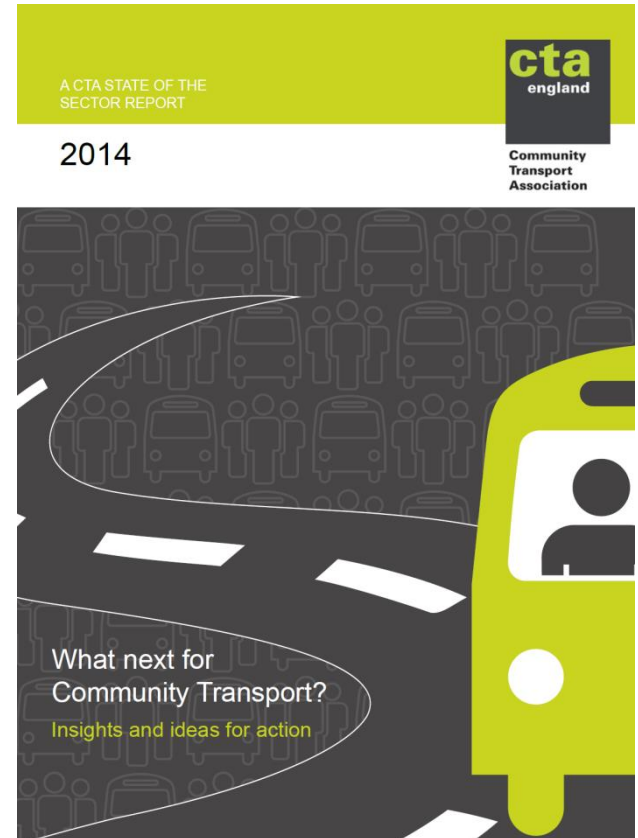
- PSV Operator Licences
- Section 19 Permits
 - Standard
 - Large Bus
- Section 22 (Community Bus) Permit



State of the Sector for England 2014

What did we investigate?

- Types of community transport providers
- The urban/rural distribution of these organisations
- Vehicles, licences and permits used
- The diversity of services provided
- Service users



Community transport providers

Of all respondents...

- 72% operate community transport as their primary purpose.
- 21% operate community transport as a significant part of their activities, but not their primary purpose.
- 7% operate community transport as a minor component of their overall activities.

Community transport services

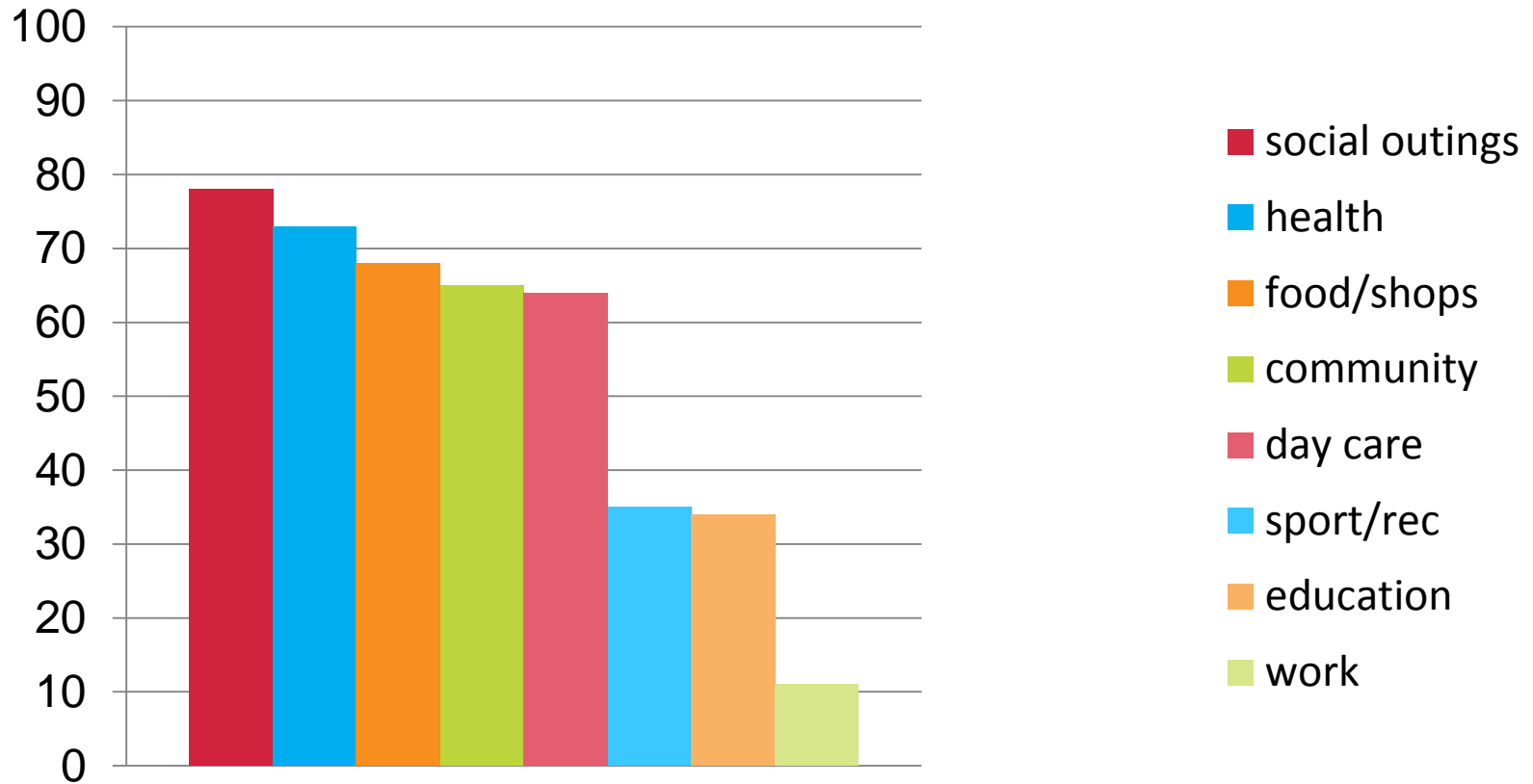
Some of the most common services provided:

- 61% of organisations provide door-to-door accessible minibus services.
- 59% run group hire services where the organisation itself provides the driver.
- 38% provide community car schemes.
- 36% run group hire services without providing a driver.

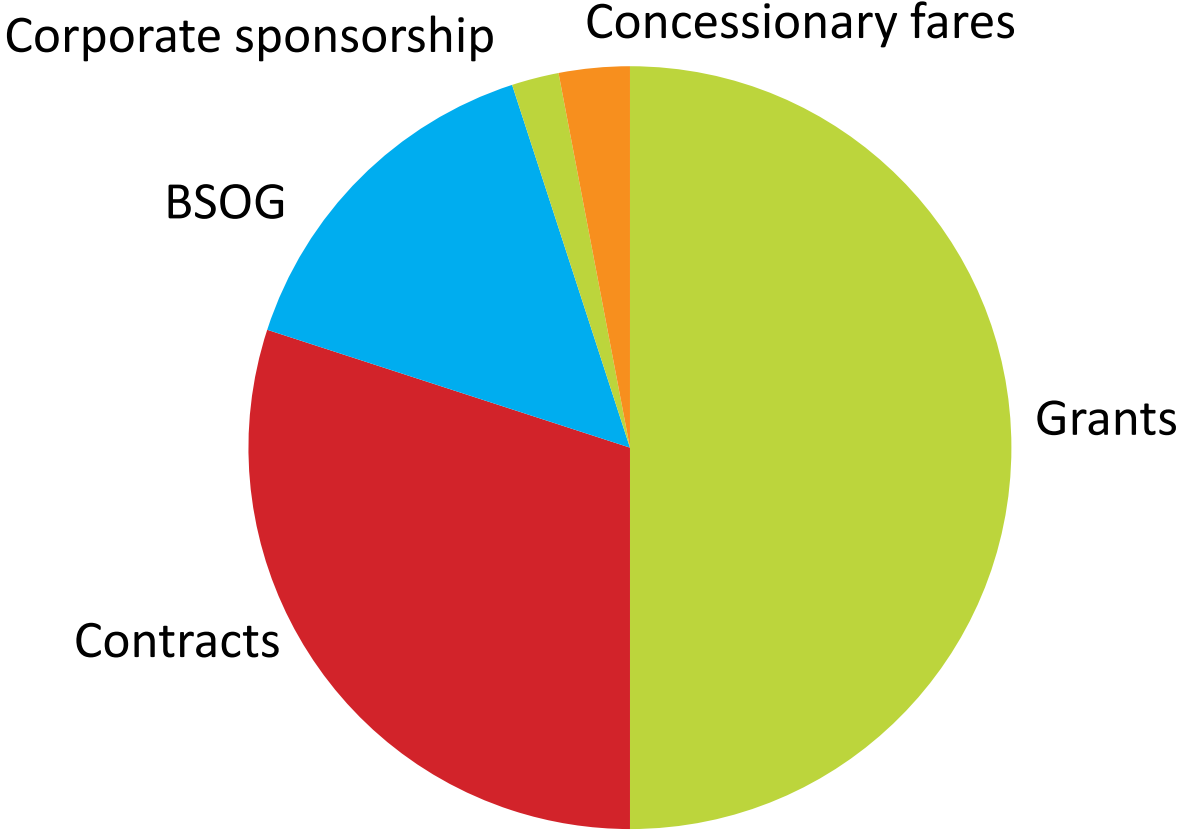
Service users

- 98% of community transport organisations assist elderly people.
- 85% help people with disabilities or restricted mobility.
- 55% benefit socially or geographically isolated people or communities.
- 31% provide services to children.
- 24% benefit teenagers.
- 17% help people from ethnic minorities.

Trip purpose

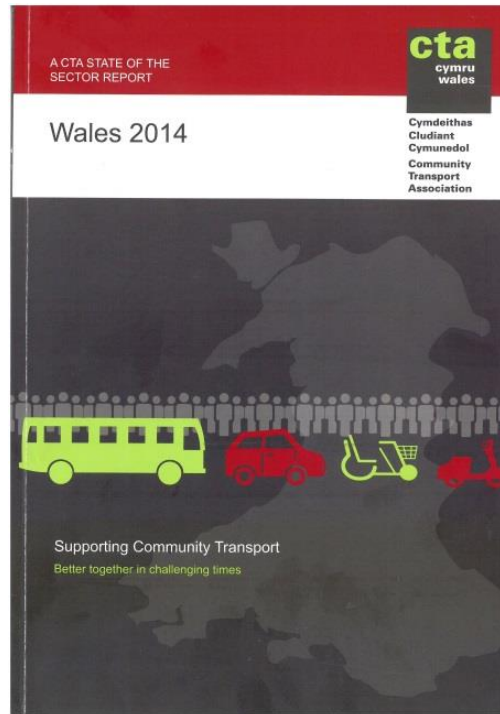


Funding



Wales experienced an increase in all community transport services 2010

Most significant area of growth since 2010 is in non-emergency patient transport



Two million passenger journeys made in 2013 covering over six million miles

1,861 people were volunteering with community transport

43% said services had increased in the last year

52% have annual income between £100K and £500K. Almost one in four has an income of <£21,000.



Most popular use is social outings (71%) then care/day centres (56%) and health-related trips (47%)

56% have 1-15 volunteers; 24% have 15-50 and 9% have 50+ volunteers

Future priorities from England 2014 Roadshow events

Leadership

- Funding
- Volunteers
- Image/perception of CT
- Driver licensing (PSV D1)
- Collaboration
- Health

Support

- Marketing/ promotions
- Growth
- Volunteers
- Funding
- Collaboration
- Training

Big policy issues 2010-2015

- Coalition Government
- Austerity – ‘the cuts’
- Big Society
 - Social action
 - Public service reform
 - Community empowerment
- Localism Act
- Social Value Act
- HS2

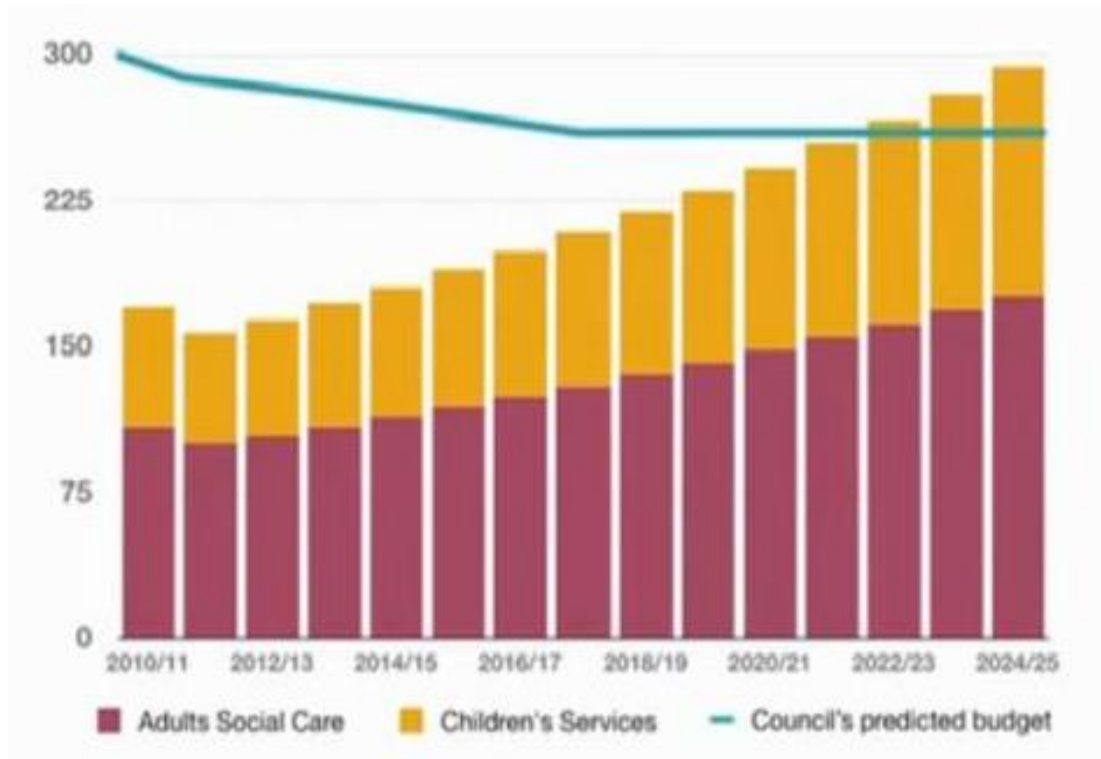
Government investment

- 2011 - *Supporting Community Transport Fund* - £20m to 76 local authorities.
- 2014 Scottish minibus fund - £1m.
- 2014/15 Minibus Fund (England) - £25m.
- Local Sustainable Transport Fund (2011 to 2015) £600m to 96 projects run by local authorities.
- Total transport - £7.6 m to 37 schemes.

Developments post-2015 election

- Majority Conservative Government.
- £12bn unspecified cuts to come.
- Further local devolution – ‘Northern Powerhouse’.
- European Union ‘Infraction’ proceedings against UK Government.
- More HS2!

Pressures on local funding: Barnet graph of doom



Issues and ideas for development for CT

- Greater devolution and integration of transport.
- Community-led responses to withdrawal of commercial and subsidised buses.
- An enhanced role in supporting the health service.
- Reaching a settlement on regulation.

Devolution and integration

- Strengthening powers of local leaders so they can shape their local transport market for the benefit of passengers – ‘London-style’ powers.
- A typical aspiration for these powers is to bring about greater integration.
- Government looking at franchising, quality contracts, bus partnerships.
- Labour had committed to involving not-for-profit transport operators to help communities that are poorly served by the unregulated bus markets outside London.

Better integration

- Poor integration leads to...
 - Poor connectivity between different types of services and providers.
 - Empty vehicles and unmet needs – poor use of capacity.
 - Commissioners doing their own thing when investing in the same types of services.
 - Threats to smaller organisations that make a difference but can't scale up or compete alone.

Better integration

- Possible solutions:
 - Better brokerage between CT operators.
 - Integration between sectors.
 - Joint commissioning.
 - Promising pilot being conducted in Northern Ireland.
 - Exploring the Dutch 'Buurtbus' model.
 - Strong leadership role for local authorities.

CT responding to cuts in bus services

- Growing focus on poor availability as much as accessibility.
- In 2014 IPPR estimated that bus journeys had fallen by 33 per cent outside London since deregulation but had gone up 99 per cent in London.
- Poorest fifth of all households could not afford a car but ended up using taxis than any other income group because of unreliability of services and high fares.
- 64 per cent of job seekers have no access to a vehicle or cannot drive (Campaign for Better Transport).
- Young people are amongst the biggest users of bus services.

CT running bus services

- CT as alternative to conventional bus services where commercial/subsidised routes no longer viable.
- Around 250 organisations are running services to a schedule along fixed routes using Section 22 permits. Others are doing so using O licenses.
 - Ilfracombe – running services in response to request from job centre to help people get to and from jobs in the hospitality industry.
 - Glasgow – response to service withdrawal to help housing scheme tenants stay connected to local amenities.
- CT as feeder to conventional bus services to help them remain viable.

CT and health – types of services

- Setting specific – helping people to access a particular clinic or hospital.
- Condition/treatment specific – e.g. dialysis or chemotherapy.
- Priority specific:
 - Supplementing formal patient transport service.
 - Reducing delayed transfer of care and exit blocking.
 - Reducing need for home visits.
 - Reducing no-shows.
 - Reducing level of activity at secondary care acute providers.

CT and health – CTA data

- **74 per cent** of trips using community transport in England are health-related (second only to social outings).
- Average number of trips in one year was **29,000**.
- Demand is rising, owing to:
 - Referrals from NEPT
 - Centralisation/specialisation of services
 - Poor public transport links
 - Increasing demand on health services
- Only **24 per cent** have any direct funding/contracts from a health service body.

CT and health – examples

- **Community Transport Calderdale** – Home from Hospital service in partnership with local Age UK.
- **Scarborough Dial A Ride** – Supported by ‘Winter Resilience Fund’ to provider service from 5pm to 9pm when patient transport finishes.
- **Manchester Community Transport** – Callaghan House therapy services that support patients in reducing the length of stay in hospital and a seamless transfer back into the community.

CT and health – examples

- **Hertfordshire County Council** – good example of integration - jointly funds services with CCGs.
- **Third Sector Services** cross-sector partnership, i.e. public sector commissioner – private sector contractor – community sub-contractor.
- **Ealing Community Transport** – working with CCG to pilot new approaches as part of Out of Hospital Delivery Strategy.

Future development in health

- Making the case for greater CT involvement:
 - Quality of experience
 - More resilient model
 - Cost-effective (investment can lead to savings elsewhere)
 - Building on existing community assets and resources
 - Matching unused capacity with unmet needs
 - Exploring better joint commissioning

Future development of CTA work

- Maintaining confidence in, and credibility of, the CT sector.
- Strengthening and modernising CTA's support.
- Exploring new agendas:
 - Social value.
 - Employability and economic growth.
- Stronger evidence – louder voice.

Stay in touch...

bill@ctauk.org

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