

Greater Manchester Community Transport Forum

Becoming a member



Membership of the Forum

The Greater Manchester Community Transport Forum (GMCTF) is the trade association for the CT sector in Greater Manchester. It aims to promote the ethos of CT and to represent and support Greater Manchester's CT sector.

Full Operator Membership

Full Operator Membership is limited to organisations based within Greater Manchester whose primary purpose is providing not-for-profit passenger transport services designed to help overcome social exclusion. These can involve transport provision by any mode.

Requirements and responsibilities for this class of membership:

- Must be a registered charity (or equivalent)
- Must be incorporated as a not-for-profit organisation (such as a Company Limited by Guarantee)
- Must employ at least one holder of a current Certificate in Professional Competence in Road Passenger Transport
- Must employ at least one MiDAS accredited Driver Assessor/Trainer
- Must sign up to the objectives and values of the Forum (as expressed on the membership form)
- Must pass an initial inspection to ensure compliance with Quality Standards
- Must agree to participate in the annual Monitoring & Evaluation exercise
- Must sign an agreement to meet or exceed Quality Standards set by the forum (see pages four and five)

Membership of the Forum

GMCTF is also a forum for discussion, collaboration and co-operation between all organisations involved in the provision of community and social needs transport within the Greater Manchester city-region.

Full Operator Membership

Full membership is offered to suitable organisations at the discretion of the forum; please read the information on pages 4-7. For further information, please complete & return the membership enquiry form on the back page, or email : membership@gmctof.org.uk

Rights for this class of membership:

- Full Operator Members have the right to participate fully in formal General Meetings of the Company
- This includes voting rights at all meetings of the Forum
- Full Operator Members will be awarded “accredited status” on verification of attaining standards
- Full Operator Members have the right to include accredited membership logo on their own letterhead
- Benefits for this class of membership are fully described in “About the Forum & Membership”



accessible, safe, affordable, professional

Membership of the forum

Associate membership

Associate membership may be extended to any statutory, voluntary, community or private organisation or individual providing that they are supportive of community transport services and organisations.

These may include Councils for Voluntary Services, or community or voluntary organisations for whom transport is a secondary purpose, colleges and universities.

This class of membership is also available to statutory bodies, such as local authorities.

Rights and responsibilities of this class of membership:

- Associate Members must sign up to the objectives and values of the Forum.
- Associate Members have no voting rights at Company or Forum meetings, but are encouraged to attend and contribute
- Benefits for this class of membership are fully described in "About the Forum & Membership"

Associate membership is offered at no cost to suitable organisations at the discretion of the Forum.

Please complete & return the membership enquiry form on the back page, or email: membership@gmctof.org.uk.

Ensuring Quality

Introduction

Greater Manchester Community Transport Operators' Forum exists to serve the interests of and represent community transport (CT) providers in the ten districts of the sub region. It also aims to support the development of a professional and effective CT sector.

Why a quality framework?

As part of this remit, the Forum has, in conjunction with other key stakeholders, developed a Quality Framework containing a set of performance indicators that will demonstrate an operator is following best practice.

The quality standards are an addition to the existing monitoring and evaluation framework. Standards have been chosen which:

- Support the development of a professional and accountable CT sector
- Can be provided at no cost to GMCTOF members
- Encompass the good practice guidance from the Charity Commission publication 'The Hallmarks of an Effective Charity'
- Incur a minimal extra administrative burden and are not dependent on any one particular software package
- Are appropriate to the legal and practical framework of the CT sector

By meeting GMCTF Quality Standards, a community transport operator provides assurance to partners, funders and the public that it is fit for purpose – safe, legal and competent.

The Quality Framework

Accreditation demonstrates to potential statutory and private sector partners or commissioners that the organisation meets agreed standards in the following key areas:

- Governance & legal requirements
- Community Engagement
- Finance & financial management
- Operations
- Equality & diversity
- Reporting & monitoring
- Vehicle Management

Structure of the framework

Activities & processes relating to CT management & operations are divided into seven main quality categories. Each of these is then subdivided to show a set of quality indicators, along with the evidence envisaged for collection to prove attainment of the indicator.

Full Operator Membership & the quality framework

Full Operator Membership of the Greater Manchester Community Transport Operators' Forum will only be offered to those organisations that are able to meet the organisation's Quality Standards.

The membership process

1) Initial enquiry

- Provisional enquiry to the Forum stating type of membership required (*associate members are not required to attain GMCTF Quality Standards*)

2a) Verification of eligibility - prospective associate members

- Application considered & ratified by Board of Directors

2b) Verification of eligibility - prospective full members

- Application reviewed by the Board of Directors
- If credentials satisfactory, arrangements made for assessment visit
- Details of Quality Framework sent to applicant

3) Initial assessment - prospective full members

- GMCTF project staff visit to verify applicant organisation can demonstrate that it meets Quality Standards.

If the applicant organisation meets Quality Standards, proceed to:

4) Award of accreditation

- Application formally approved by the Board of Directors.
- Certification of accredited membership issued to applicant.

If the applicant organisation cannot meet Quality Standards, proceed to:

5) Review & support

- A Board member will discuss with the applicant how and whether the shortfall in evidence can be addressed.
- At the discretion of the Forum, and subject to their being able to meet the requirements for Monitoring & Evaluation returns, Basic Operator Membership may be awarded.
- Basic Operator Membership is an interim arrangement designed for operators working towards quality standards. It lasts for a maximum of two years.
- The applicant will be expected to prepare for a return to [Stage 3](#) within a timetable to be agreed in each individual case.

Membership enquiry

Name of organisation _____

Address _____

Postcode _____ Telephone _____

email address _____

Name of main contact _____

Position in organisation _____

Please contact me to arrange an application by my organisation for full/associate* membership of the Greater Manchester Community Transport Operators' Forum (*please delete as appropriate)

Signed _____ Date _____

If your application will be for full membership, please supply:

Charity or IPS number _____

Company Registration number _____

Now, please return this form to:

Beth Sharratt

Communication Administration Officer

Greater Manchester Centre for Voluntary Organisation (GMCVO)

St Thomas Centre,

Ardwick Green North, Manchester, M12 6FZ

tel: 0161 277 1029; fax: 0161 273 8296; email: beth.sharratt@gmcvo.org.uk

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