Greater Manchester
Community Transport
Forum

The impact of community transport in Greater Manchester 2008-2009

A summary of findings

transport for communities

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INTRODUCTION

1 About community transport

1.1 Often referred to by its acronym – CT - community transport began over three decades ago.

1.2 The early focus, mainly using volunteers, was on providing transport for local people and groups who found it difficult or impossible to use public transport.

1.3 Community transport was fighting Social Exclusion twenty years before the term entered popular parlance.

1.4 Since then, CT operations have grown and developed with the changing times. CT operators employ paid professional staff, and are subject to the same rigorous licensing standards as public bus service operators.

1.5 The days of well-meaning volunteers running around in an old Transit are long gone. CT today prides itself on its professionalism, delivering a wide range of services, from health and education transport to regular bus services, and from training to recycling.

1.6 However, the core ethos of CT remains at the heart of operations in Greater Manchester; community transport's core aims are still rooted in supporting and developing local communities, promoting regeneration and combating social exclusion

2 The role of the Greater Manchester CT Forum

2.1 The Greater Manchester Community Transport Forum is the trade association for the professional CT sector in Greater Manchester. It works to promote the ethos of professional CT operators.

2.2 Its key function is to:

"…represent, support, and provide a forum for discussion and collaboration and co-operation between, all organisations involved in the provision of community transport within the Greater Manchester conurbation."

2.3 The forum began in 2002 as an informal grouping of CT operators. It is now incorporated as a company limited by guarantee (number 05801241) and is also registered as a charity in England & Wales (number 1120427).

2.4 It is owned by our members, who elect a board of Directors annually to manage the organisation and its delivery of services.

3 Why monitoring & evaluation?

3.1 Data about the effect of the sector's work, in terms of economic, social and environmental impacts, was difficult to obtain, patchy and primarily anecdotal.

3.2 This could cause difficulties in making an effective business case for community transport to potential funders or operational partners.

3.3 In response to this, as part of a continuing drive towards encouraging best practice in service delivery, the Forum obtained funding, in 2007, to undertake an exercise in Monitoring and Evaluation of the sector and its activities.

3.4 The purpose of this work was to research and demonstrate the impact of the sector's work in Greater Manchester.

3.5 This exercise would develop a process and framework for collecting data such data, both in the initial and subsequent years.

4 About this document

4.1 This document summarises the key findings from the collection, from Greater Manchester community transport operators, of monitoring & evaluation data for the period 2008-2009.

5 Summary of key impacts

- **Financial** - Overall turnover rose by £1,154,476 to £4,945,781– an increase of 30.45% over the previous year.
- **Employment** - The sector created or maintained 134 full time (over 30 hours per week) jobs – an increase of over 31% over the previous year.
- **Volunteer input** – The contribution of volunteers is worth in excess of £225,000.
- **Training** - Operators reported increased activity in training provision.
- **Passenger trips** - The total trips delivered by the sector rose to nearly 800,000.
- **Range of services** - Group Transport has remained at the same level – all members apart from one (a car scheme) provide this service. However, activity in contracted services has increased considerably.
- The sector provided nearly **800,000 passenger trips** to Greater Manchester residents in the year 2008-2009 and covered **nearly three million kilometres** in doing so.
- **Group transport** forms a significant element of CT activities in Greater Manchester – providing nearly **250,000 passenger trips**.

Economic impact

- With a turnover that rose by 30% £4.95 million between 2007/8 and 2008/9, and an increase of 31% in full time jobs to 134, the GM CT sector has a considerable economic impact.
- If volunteer hours were to be costed at the same rate as a casually-employed driver - £6.50 per hour – this would represent a contribution by CT volunteers in excess of £225,000.
- During 2008-2009, the Greater Manchester CT sector contributed significantly to workforce skills, within a sector where there are acknowledged skills shortages. CT operators trained over four hundred and fifty drivers (both volunteers and paid employees) to nationally-recognised MiDAS standards, and there are over one thousand drivers registered and available across the metropolitan area.

Social impact

- Community transport in Greater Manchester has a considerable impact on access to the five key areas of activity identified as priorities both in national and local policies – 2008 figures estimated these as Employment (36% of individual trips), Education (32% of individual trips), Healthcare (20% of individual trips), Social & Cultural (54% of group trips) and Education (34% of group trips).
- CT's community-based approach means regular drivers from the local area build up a rapport with passengers. This can build feelings of safety and security and help break down barriers of isolation. It can also act as an informal warning system – a call from a regular driver, "Mrs Jones isn't answering the door today – should I call for help?" can alert family or agencies to problems that may otherwise go unnoticed.

Volunteering

- Despite the national trend of decreasing volunteering, volunteer input accounts for a considerable proportion of the driver resources available to the Greater Manchester CT sector.
- In addition to the economic contribution that volunteering makes to society, volunteering also makes a valuable social contribution. On an individual basis, it can also help to improve self-esteem and social skills and provide a route into, or a means of return to, employment. Anecdotal evidence suggests this is particularly the case with volunteer driving.

Environmental impact

- The CT sector made over half a million individual passenger journeys during 2007-2008. There are no current indicators available to determine how many of these journeys would have been made by car, had CT not been available. However, assuming a 75% loading factor (eight passengers, which may be conservative) for CT vehicles, compared with a 100% loading factor (four passengers, which may be optimistic) for a car, some rough calculations, in relation to group transport at least, can be made.
- Every journey (comprising eight individual trips) in a CT vehicle could therefore result in a saving of at least one car journey. Using the indicative figures for 2008-2009 (249,020 group trips), it can be seen that community transport could have saved over thirty one thousand car journeys in Greater Manchester.

The impact of the sector, in terms of Key Performance Indicators, has increased since the initial collection of 2008.

The data are described in the following sections.

This report should be read in conjunction with the 2009 data sheet, which is contained in appendix 1.

THE DATA

6 Governance

6.1 Twelve organisations returned data. One formerly separate operator (EMCT) is now a department of its parent company

6.2 Of the twelve described above, three are branches of a larger organisation.

6.3 Checks on Companies House returns (where applicable – some organisations are constituted as an Industrial & Provident Society and are therefore currently regulated by the FSA) were up to date.

6.4 Six operators are independent registered Charities. The Annual Return to the Charity Commissioners was up to date in all cases, apart from one organisation which is in the process of changing its Governance arrangements.

6.5 Minutes were generally held electronically, usually with paper copies signed by company officers. The three organisations that did not keep minutes are branches of a larger, parent charity. This parent organisation met all requirements for Governance.

7 Professional Competencies

7.1 The sector employs sixteen holders of the Certificate of Professional Competence in Road Passenger Transport (CPC). This is one less than in the previous year, but still equates to at least one CPC per operator.

7.2 The Driver CPC is a new qualification. The sector is examining ways to facilitate the introduction of these for CT drivers.

7.3 The sector employs twelve MiDAS DAT trainers. Again, this is one less than in the previous year, but still equates to at least one per operator.

8 Financial

8.1 Reported annual turnover rose by £1,154,476 to **£4,945,781**– an increase of 30.45% over the previous year.

8.2 Reported grant income from the PTE rose by £48,319 to **£348,721** – an increase of 16.08% over the previous year. However, it is understood that much of this amount was to fund delivery of specific projects & services, with delivery requirements set out clearly in Service Level Agreements.

8.3 Reported grant income from other sources fell to £556,812 – a decrease of -7.12% over the previous year. This is to be expected, in line with the greater competition for a decreasing number and amount of grants available.

8.4 Reported self-generated income rose by **£1,048,566** – an increase of 36.26% over the previous year.

9 Employment

9.1 The sector created or maintained 134 full time (over 30 hours per week) jobs – an increase of over 31%.

9.2 This increase was partly offset in the decrease in part time jobs maintained - from 42 to 35 - a fall of just under 17%.

9.3 In real terms, this means that there was a considerable overall gain in employment by the sector.

10 Volunteer & driver activity

Volunteers

10.1 The reported number of volunteer drivers has increased.

10.2 The reported number of other volunteers has increased by 42%. However, this probably reflects a more comprehensive collection; all operators were able to supply figures this year.

10.3 The reported number of volunteer hours has increased by 190% to 35,223. Again, this probably reflects a more complete collection; only one operator was unable to supply figures this year.

10.4 If volunteer hours are costed at the same rate as last year (a casually-employed driver - £6.50 per hour), this represents a contribution worth £228,950.

10.5 The figure extrapolated last year to estimate the contribution by volunteers proves to have been a conservative estimate.

Drivers

10.6 The number of CT drivers trained during the period has decreased by -131 to 453.

10.7 However, the total number of CT drivers registered (paid and unpaid) has increased by +164 to 1,082.

11 Training provided

11.1 Operators reported increased activity in training provision.

11.2 Although researchers were able to collect comprehensive information in this year's collection round, the increase is not simply due to more complete data collection, but also to a noticeable increase in reported activity.

11.3 The figures below show numbers of people trained in each area.

Customer care/disability awareness
Training in customer care/Disability Awareness increased from 1 to 32.

Fire & Evacuation
Training in customer care/Disability Awareness increased from zero to 55.

First Aid
Training in First Aid increased from 15 to 22.

Health & safety
Training in Health & safety increased from 1 to 10.

Manual handling/lifting
Training in Manual handling increased from zero to 60.

Midas
Training in MiDAS increased from 517 to 558. This includes external training for other organisations.

Midas DATS
Training in MiDAS DATS increased from 1 to 4

Midas Pats
As with the previous year, there was no MiDAS PATS training carried out.

PCV driver training
PCV driver training dropped from 6 to 3.

Volunteers' forums
The number of people attending volunteers' forums decreased to 1. This is accounted for by the ending of a time-limited project run by one particular operator.

Other training
The number of people receiving other forms of training decreased from 51 to 18.

12 BSOG

12.1 Collecting data from operators' BSOG returns was envisaged as being able to give another perspective on activities.

12.2 However, collection of data from operators has been inconsistent, and thus cannot be regarded as a reliable indicator.

12.3 Detailed BSOG data will therefore no longer be collected in future rounds. However, operators' registration for BSOG will be recorded.

13 Usage

13.1 The total trips delivered by the sector rose by to , an increase of .

13.2 This large increase presents a much more accurate picture of CT's activities, due in part to accurate reporting of PTE contract trips and inclusion of stage-carriage work data

Total fleet km
Total fleet mileage was up by a small percentage (+3.61%) to 2,943,745 km.

Overall trips - individuals
Trips for individuals fell by a small percentage (-2.43%) to 123,491.

Overall trips - Contracts
Reported contract trips fell by -107,475 to 50,791.

The reason for this is that, in the first year's collection, it was not possible to separate PTE contract figures from overall contracts.

This difficulty was remedied in the second annual round and these figures are now included.

Overall trips - PTE contracts

In the year 2008-2009, the sector delivered 360,553 trips for Local Link DRT and Stage Carriage Services under contract to GMPTE. This figure was massively under-reported last year.

Overall trips – groups

In the year 2008-2009, the sector delivered 249,020 trips for individuals travelling together from Voluntary & Community Sector Groups; a decrease of -1.34% from the first year.

Shopmobility Hires & Equipment (Scooters)

Only one operator currently provides Shopmobility services. In the year 2008-2009, this operator delivered 2,895 Shopmobility hires – an increase of +11.47%, and also increased its scooter/wheelchair fleet to 34, a rise of 4.

Fleet schedule (specifying age/type of vehicles)

The overall reported fleet increased by 65, 132 to a rise of +96.28%+45.90%.

However, in the first year's collection, three operators did not supply a figure.

Taking this into account, the actual increase in the fleet is 13 vehicles, or 19.69%.

14 Trip purpose individuals

14.1 Five operators are still unable to identify a trip purpose for individuals.

14.2 Of those who could, the following breakdown was obtained

Trip purpose	2009	2008	variance
Employment	29,061	31,964	-2,903
Education	29,678	5,635	+24,043
Healthcare	18,277	18,020	+257
Retail	4,944	5,042	-98
Social & cultural	38,450	28,069	+10,381
Uncategorised	3,081	37,843	
total trips	**123,491**	**126,573**	**-3,082**

14.3 The total number of individual trips reported has fallen slightly.

14.4 However, categorisation has improved; it can be seen that Education is now a major activity for individual trips.

14.5 The 2010 collection will see all operators identifying trip purpose for individuals.

15 Trip purpose groups

15.1 Five operators are still unable to identify a trip purpose for groups.

15.2 Of those who could, the following breakdown was obtained

Trip purpose	2009	2008	variance
Employment	2,198	2,934	-736
Education	54,064	55,413	-1,349
Healthcare	1,786	9,448	-7,662
Retail	3,145	7,121	-3,976
Social & cultural	79,199	86,769	-7,570
Uncategorised	108,628	90,713	+17915
total trips	**249,020**	**252,398**	**-3,378**

15.3 The total number of individual trips reported has fallen slightly..

15.4 Categorisation has changed; it can be seen that Healthcare is now a minor activity for group trips.

15.5 The 2010 collection will see all operators identifying trip purpose for groups.

16 Passenger/user profiles

16.1 The overall trend would seem to indicate fewer users undertaking greater activity.

16.2 Further investigation of this will be required for the 2010 collection.

Number of user groups
The number of group users increased by 47.38% to 3,173.

Number of active groups
The number of active group users increased by 31.82% to 1,834.

Number of Shopmobility users
The number of Shopmobility users decreased by 38.69% to 271.

Number of individual users
The number of individual users decreased by 18.75% to 8760.

17 Services Provided

17.1 Group Transport has remained at the same level – all members apart from one (a car scheme) provide this service.

17.2 The number of operators operating individual door-to-door services has decreased by one.

17.3 However, activity in contracted services has increased considerably.

Services provided	Number providing 2008-2009	Number providing 2008-2009	variance
Minibus services			
Group transport	**11**	**11**	
Individual door-to-door services	**9**	**10**	**-1**
Community Buses			
Contracted Services			
Demand Responsive Transport	**9**	**8**	**+1**
Home to school transport	**9**	**5**	**+4**
Social Services day centre transport	**4**	**3**	**+1**
Non-emergency Patient Transport	**2**		**+2**
PSV services	**3**	**1**	**+2**
Community Car Services	**2**	**1**	**+1**
Goods vehicle hire			
Recycling			
Furniture recycling	**2**	**2**	
Community recycling projects	**1**	**2**	**-1**
Vehicle brokerage & management	**4**		**+4**
Wheelchair loan & Shopmobility	**2**	**1**	**+1**
Wheels to work & scooter commuter			

18 Appendix 1 – data sheet

Governance

Governance	Yes	No	not applicable	not collectable
Part of larger organisation?	3	9		
Companies house Webcheck				
Company accounts up to date	9		3	
Annual return up to date	9		3	
Charity Commission - register of charities				
Annual return up to date	5	1	6	
Other				
Minutes book present	9		3	
register of members present	10		2	
register of directors present	9		3	
Registers etc format			3	
date of next General Meeting			2	

Operations

Standard/benchmark/service	2008-2009			2007/2008		Variance	
Professional competencies etc (number held)	Totals				Totals	**Numeric**	**Percentage**
CPC operations manager	16				17	-1	
CPC drivers						-	
MiDAS DAT in post	12				13	-1	
Financial	Totals	% of turnover			Totals		
Annual turnover	**£4,945,781**	**100%**			**£3,791,305**	**+1,154,476**	**+30.45%**
Grant income (PTE)	**£348,721**	**7%**			**£300,402**	**+48,319**	**+16.08%**
Grant income other	**£556,812**	**11%**			**£599,483**	**-42,671**	**-7.12%**
Self-generated (incl. contracts, fundraising & donations)	**£3,939,986**	**80%**			**£2,891,420**	**+1,048,566**	**+36.26%**
Employment	Totals	not applicable	not collectable	Organisations included	Totals		
Jobs created or maintained (ft more than 30 hrs)	134			12	102	**+32**	**+31.37%**
Jobs created or maintained (pt less than 30 hrs)	35			12	42	**-7**	**-16.67%**

Standard/benchmark/service	2008-2009		2007/2008			Variance	
Volunteers	Totals	not applicable	not collectable	Organisations included	Totals		
Number of volunteer drivers	155			12	727	**-572**	**-78.68%**
Number of other volunteers	54			12	38	**+16**	**+42.11%**
Volunteer hours	35,223		1	11	12,128	**+23,095**	**+190.43%**
Number of drivers trained during period	453			12	584	**-131**	**-22.43%**
Number of drivers registered (paid & unpaid)	1,082			12	918	**+164**	**+17.86%**
Training provided in year (numbers trained)	Totals	not applicable	not collectable	Organisations included	Totals		
Customer care/disability awareness	**32**			12	**1**	**+31**	
Fire & Evacuation	**55**			12		**+55**	
First Aid	**22**			12	**15**	**+7**	
health & safety	**10**			12	**1**	**+9**	
Manual handling/lifting	**60**			12		**+60**	
Midas	**558**			12	**517**	**+41**	
Midas DATS	**4**			12	**1**	**+3**	
Midas Pats				12			
PCV driver training	**3**			12	**6**	**-3**	
Volunteers forums	**1**			12	**96**	**-95**	
Other training	**18**			12	**51**	**-33**	
	763				**688**	**75**	**+10.90%**
BSOG							
Passenger numbers/types	Totals	not applicable	not collectable	Organisations included	Totals		
a) persons who have attained the age of 60 years;	**31,482**	1	8	3	**47,698**	**-16,216**	**-34.00%**
b) disabled persons*;	**15,966**	1	8	3	**23,325**	**-7,359**	**-31.55%**
c) persons in receipt of income support		1	8	3			
d) persons in receipt of jobseeker's allowance		1	8	3			
e) persons suffering a degree of social exclusion		1	8	3	**60**	**-60**	**-100.00%**
f) persons who believe that it would be unsafe for them to use any public passenger transport services		1	8	3			
g) carers or persons under 16 years of age accompanying any of the foregoing.	**1,060**	1	8	3	**837**	**+223**	

Standard/benchmark/service	2008-2009				2007/2008	Variance	
Non-BSOG passengers	27,825	1	8	3	37,589	-9,764	
Total eligible km	1,221,684	1	4	7	752,156	+469,528	+62.42%
Total ineligible km	214,582	1	4	6	453,463	-238,881	
Usage	Totals	not applicable	not collectable	Organisations included	Totals		
Total fleet km	2,943,745			12	2,841,054	+102,691	+3.61%
Overall trips - individuals	123,491			12	126,573	-3,082	-2.43%
Overall trips - Contracts	50,791			11	158,266	-107,475	-67.91%
Overall trips - PTE contracts	360,553	1		11		+360,553	
Overall trips – groups	249,020			11	252,398	-3,378	-1.34%
Shopmobility Hires	2,895	11		1	2,597	+298	+11.47%
Equipment (Scooters)	34	11		1	30	+4	+13.33%
Fleet schedule (specifying age/type of vehicles)	132	1			67	+65	+96.28%
total trips	783,855				537,237	+246,618	+45.90%
Trip purpose individuals	Totals	not applicable	not collectable	Organisations included	Totals		
Employment	29,061		5	7	31,964	-2,903	
Education	29,678		5	7	5,635	+24,043	
Healthcare	18,277		5	7	18,020	+257	
Retail	4,944		5	7	5,042	-98	
Social & cultural	38,450		5	7	28,069	+10,381	
Uncategorised	3,081				37,843		
total trips	123,491				126,573	-3,082	-2.43%
Trip purpose groups	Totals	not applicable	not collectable	Organisations included	Totals		
Employment	2,198	1	5	6	2,934	-736	
Education	54,064	1	5	6	55,413	-1,349	
Healthcare	1,786	1	5	6	9,448	-7,662	
Retail	3,145	1	5	6	7,121	-3,976	
Social & cultural	79,199	1	5	6	86,769	-7,570	
Uncategorised	108,628				90,713		
total trips	249,020				252,398	-3,378	-1.34%
Passenger/user profiles		not applicable	not collectable	Organisations included	Totals		

Standard/benchmark/service	2008-2009				2007/2008	Variance	
Number of group users	**3,173**	1		11	**2,153**	**+1,020**	**+47.38%**
Number of active groups	**1,834**	1		11	**1,391**	**+443**	**+31.82%**
Number of Shopmobility users	**271**	9		3	**442**	**-171**	**-38.69%**
Number of individual users	**8,760**		1	11	**10,782**	**-2,022**	**-18.75%**

Commentary

Services provided	Count	Totals	
Minibus services			
Group transport	**11**	**11**	
Individual door-to-door services	**9**	**10**	**-1**
Community Buses			
Contracted Services			
Demand Responsive Transport	**9**	**8**	**+1**
Home to school transport	**9**	**5**	**+4**
Social Services day centre transport	**4**	**3**	**+1**
Non-emergency Patient Transport	**2**		**+2**
PSV services	**3**	**1**	**+2**
Community Car Services	**2**	**1**	**+1**
Goods vehicle hire			
Recycling			
Furniture recycling	**2**	**2**	
Community recycling projects	**1**	**2**	**-1**
Vehicle brokerage & management	**4**		**+4**
Wheelchair loan & Shopmobility	**2**	**1**	**+1**
Wheels to work & scooter commuter			