Community Transport Glasgow

Survey of Community Transport Operators 2006: Results

Research undertaken by **Infobase** in conjunction with CTG

Contents

1. About Community Transport Glasgow

Community transport is the term used to describe a range of organisations with a strong social ethos working in the community and voluntary sector to fill unmet transport needs within their local community.

Although Glasgow has relatively good public transport services, community transport still has a major role in covering a wide range of needs. This ranges from access to hospitals from certain areas of the city, to ensuring that young people can travel to participate in various activities. To meet such needs, community transport provision in Glasgow has grown significantly in recent years, and been successful in meeting transport needs that are not covered by other provision.

To consolidate this growth, and in recognition of best practice in other UK cities, Glasgow Community Transport Operators Group was formed in October 2003. The group's aims were to implement a strategy to develop community transport services serving the Glasgow area.

Membership of the group expanded to include projects from Castlemilk, Pollok, Drumchapel, North Glasgow and the East End of Glasgow. In June 2005 the group changed its name to Community Transport Glasgow.

Community Transport Glasgow is currently funded through the Scottish Executive's Urban Community Transport Initiative and our current stakeholders are Glasgow City Council, Greater Glasgow NHS Board, Strathclyde Passenger Transport and The Community Transport Association.

The 2006 Survey of Operators is vitally important in giving Community Transport Glasgow the information to proceed with the development of community transport in Glasgow.

2. Aim of the Community Transport Survey

The aim of this research is to gather relevant information from community transport operators and other community and voluntary organisations that own or make use of vehicles in Glasgow. This information will enable Community Transport Glasgow to promote and support the delivery of high quality, reliable, accessible transport solutions to the communities of Glasgow, having identified key issues affecting community transport within the city.

In particular it is envisaged that the research will inform the provision of training and information required in relation to Community Transport in Glasgow for community and voluntary organisations.

In this first stage, the aim is to identify and contact organisations currently involved in the provision of community transport. It is anticipated that future research will be built on this. Having identified training needs and requirements, it will then be possible and indeed beneficial to consult the whole of Glasgow's community and voluntary sector to establish what they identify as their community transport needs. Prior to this however, this first stage will enable Community Transport Glasgow to build up community transport operators' knowledge of both practical and legal requirements to prepare them to be key participants in further research.

3. Research Approach

It was decided that in seeking to reach as wide an audience as possible, postal self-complete questionnaires would be used to gather the information. Questionnaires were sent to 5 Glasgow-based organisations that focus specifically on community transport. The questions ranged from what community transport activities organisations were involved in to more detailed questions about vehicle maintenance.

Having received feedback and amending the questionnaire to make it more usable, the questionnaire was sent out to 141 of the organisations that were identified through Infobase either as community transport being their main area of activity or as providers of minibus or transport facilities. The questionnaire was also sent out to an additional 19 organisations identified by CTG. A series of reminder letters were then sent out to maximise the number of responses.

The completed questionnaires were then entered onto an Access database and analysed to provide basic summary counts and cross tabulations.

4. Community Transport Survey Findings

Participation in the survey
A total of 30 organisations returned a fully completed questionnaire. This represents 19% of the 160 organisations who were sent a copy of the questionnaire. As outlined below, the organisations responding provide a representative example of the community transport operators. A full list of participating organisations can be found in the Appendix 2.

Organisation's Area of Activity
Only 4 of the 30 organisations reported that community transport was their main area of activity. The other participating organisations represented a wide variety of areas of work, including:

- Art & Culture
- Children's Services
- Community Development
- Community Facilities
- Disability
- Employment

- Environment & Recycling
- Health
- Learning
- Social Care
- Social Justice
- Sports & Leisure

Community Transport Provision
Organisations reported being involved in a wide range of community transport activities. Those with a focus on community transport reported the following:
- MiDAS
- PAT
- DAT
- Fire evacuation
- MPV & Car scheme training
- Car hire
- Car scheme
- Transporting people

Other participating organisations also reported a wide variety of activities including:
- volunteer driver scheme
- provision of taxi hire
- bicycle recycling and promoting cycling
- moving equipment and goods
- deliveries
- transporting people

Transporting people was reported in relation to a wide variety of reasons and activities, ranging from social activities to medical appointments and included:

- hospital patient appointments, hospital visiting, other medical appointments
- support groups, therapy
- day centres, lunch clubs, day care, respite
- holiday playschemes, childcare
- community organisations / centres / venues
- social and leisure activities, day outings
- school, education / training
- work placements, meetings / work related
- visiting friends / relatives
- shopping, bank

Organisations also specified providing community transport to the following individuals:

- children
- parents and children
- young people
- older people
- local residents within certain geographical areas
- people with physical disabilities
- people with learning disabilities

Figure 1 shows that the majority of organisations reported they would not be able to provide their services without access to community transport. This suggests that community transport is a key part of many organisations service delivery:

Figure 1 - Percentage of Organisations Able To Provide Services without Community Transport

10%

27%

63%

- Unable to provide services without community transport

- Able to provide services without community transport

- Unsure
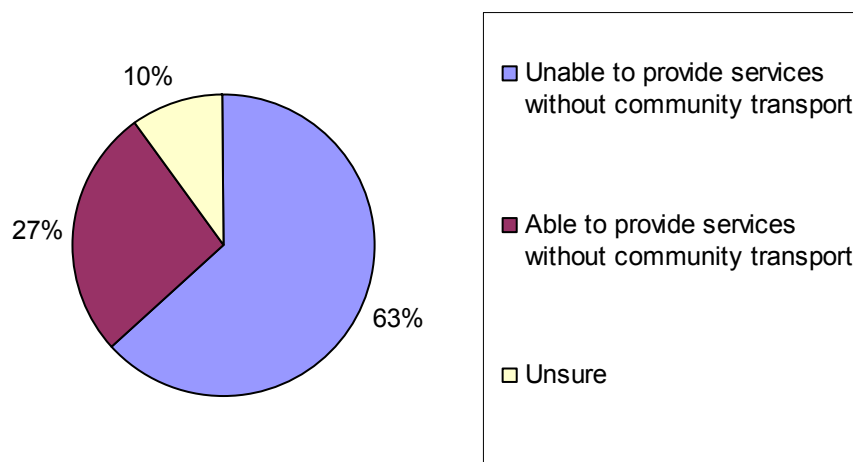
When asked if they could provide additional services if further community transport was available to them, the majority of organisations (60%) reported 'Yes' they could provide additional services. These organisations reported that it would allow them to provide additional activities and to extend their coverage, both geographically and to additional groups.

When Community Transport is Used

We asked organisations on what days and times did they most often make use of community transport. The results in **Figure 2** suggest that usage from Monday to Friday is higher, and that most usage occurs during the day.
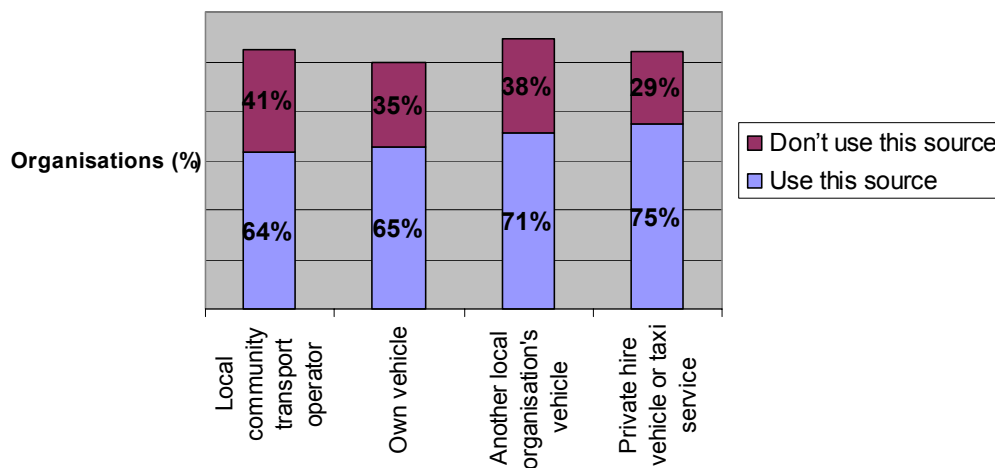
Figure 2 – When Community Transport Is Accessed By Organisations
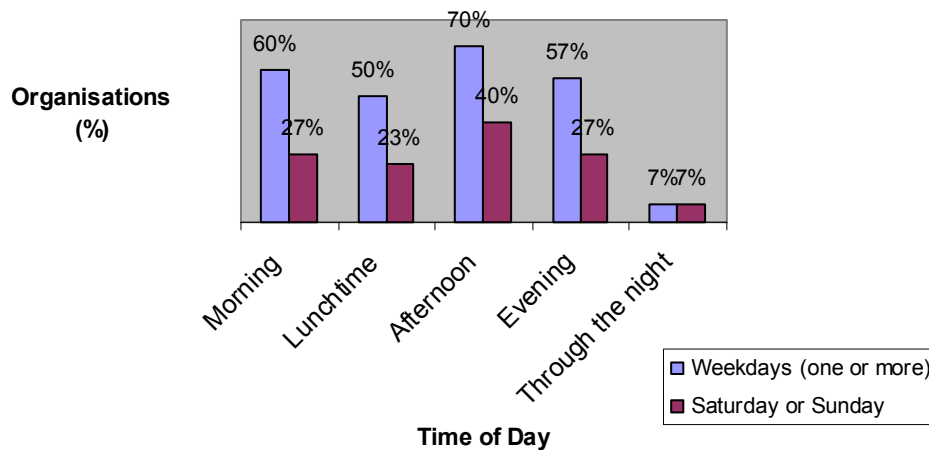
Community Transport Sources

In asking organisations in what form they access community transport, it initially appears that there is no significant difference in whether they use the sources shown in **Figure 3** below:

**Figure 3 - Community Transport Accessed By Organisations (%)**

8

However when we look at each of these sources in more detail in terms of how often the organisations use the different sources, it is clear that organisations making use of their own vehicles occurs most frequently, with local community transport operators being accessed least often.

Figure 4 below highlights the lack of use of local community transport operators and possibly indicates that more effort is required in promoting the existence of their services and the benefits of accessing them for community transport.

Figure 4 – Organisations' Use of Local Community Transport Operators
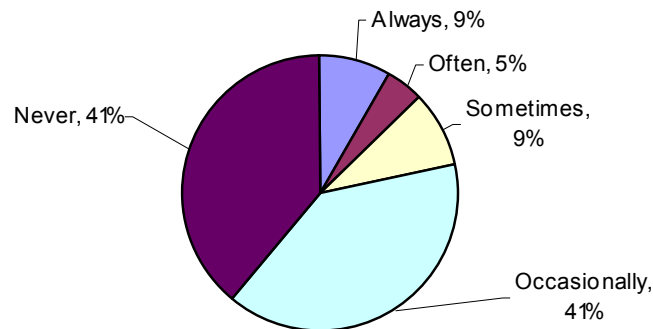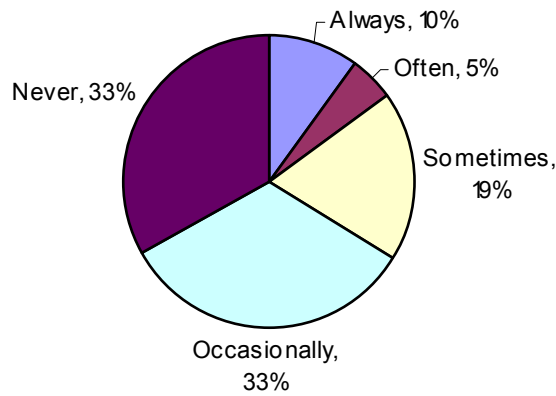

Figure 5 illustrates that over half of the respondents always use their own vehicles in the provision of community transport, indicating that organisations are keen to own their own vehicles.

**Figure 5 – Organisations' Use of Own Vehicle**
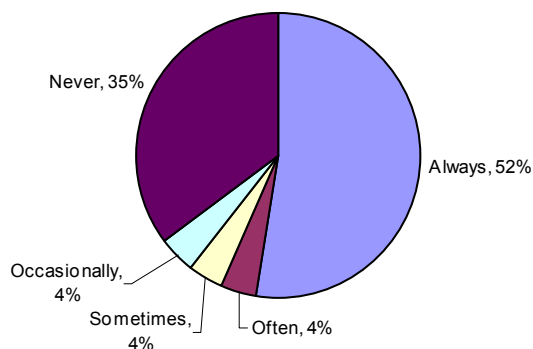
Figure 6 – Organisation's Use of another Local Organisation's Vehicle

Always, 10%
Often, 5%
Sometimes, 19%
Occasionally, 33%
Never, 33%

With 85% of organisations making use of private hire vehicles or taxi services to varying degrees (as shown in **Figure 7**), there is a clear demand for transporting people in this way. This may be due to the accessibility and availability of this form of transport. However, only 5% use this as their main source of transport.

Figure 7 - Organisations Use of Private Hire Vehicle of Taxi Service

Always, 5%
Often, 25%
Sometimes, 20%
Occasionally, 35%
Never, 15%
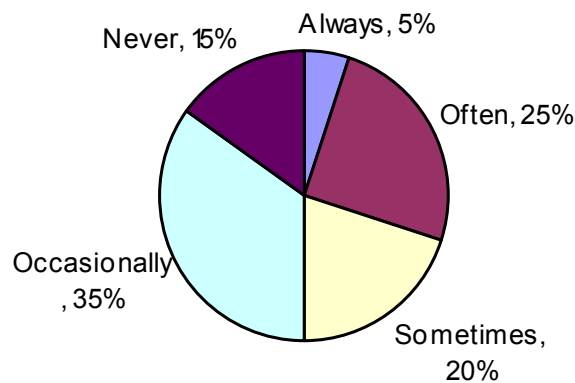
Service Provided through Community Transport

In an average week, the 30 responding organisations report a total of 1,582 individuals making use of transport provided by their organisations. This averages out at 30 individuals per organisation, ranging from 2 to 373 people per organisation.

Eleven organisations (4%) report other organisations making use of the transport they provide, with this totalling to 106 additional organisations accessing the community transport provided.

The total weekly mileage reported by the participating organisations was 23849 miles, an average of 795 miles per week per organisation.

Organisations reported making a total of 553 individual journeys per week (with a return trip counting as 2 individual journeys).

These figures relate only to the organisations participating in the survey, so when the additional organisations involved in community transport across the city are taken into account, these figures are certain to rise substantially.

Operation of vehicles

The type of vehicle reported as most often used by organisations is the minibus, with 67% of organisations making use of one or more minibuses. Vans and cars are used to a lesser extent by 20% of organisations. MPV cars and cycles were the least used of the vehicles, although one organisation reported also making use of load carrying tricycles and disabled cycles.

On asking organisations about the storage of vehicles, less than half (47%) of organisations reported that they considered their vehicles to be stored securely. Only 10% of organisations reported being able to park their vehicles undercover during day or night.

Minibus Ownership

Of the organisations that use a minibus, 80% own the minibus vehicles that they make use of.

The average age of the minibuses owned is 4 years (median), with this ranging from 1 to 14 years.

Most of the minibuses that organisations have secured funding for aren't subject to restriction of use associated with original grant funding, with only

20% of organisations that own minibuses reporting that use is restricted. The few restrictions reported include:

- o Provision of transport for children affected by a disability who use the organisation's services
- o Use of buses must link strongly to the ethos of the organisation
- o Buses must be used to carry only older people
- o Buses only to be used of carrying individuals under 19 years of age

Over half (58%) of the owned minibuses have some wheelchair capacity, with a larger proportion (62%) of the minibuses having passenger lifts.

53% of the minibuses have a blue badge. The Blue Badge Scheme provides a national arrangement of parking concessions for people with severe walking difficulties who travel either as drivers or passengers; registered blind people; and people with very severe upper limb. It allows badge holders to park close to their destination.

56% of the minibuses have a Section 19 (S19) permit. A Section 19 Small Bus Permit is a type of operator's licence that allows voluntary, statutory and other not-for-profit groups to make a charge or receive payment for providing transport on a minibus without having to comply with the full Public Service Vehicle operation and driver licensing requirements.

Vehicle Safety & Regulations
Various training needs were identified in asking organisations about vehicle safety and regulations. A minority of organisations (27%) reported applying the recommended time periods for receiving a Vehicle Safety Inspection (VSI) for their owned minibuses. This suggests a clear training need for organisations operating and owning minibuses. This is reinforced with several organisations not being aware that VSIs should always be carried out independently.

When asked if they felt they had *"a good awareness and full understanding"* of issues surrounding minibuses, organisations responded as follows. First of all, over two thirds of respondents felt they had a good familiarity with current regulations, as **Figure 8** shows:

**Figure 8 - Organisations Familiar with Current
Regulations Surrounding Minibus Operations (%)**

Unsure
17%

No
11%

Yes
72%
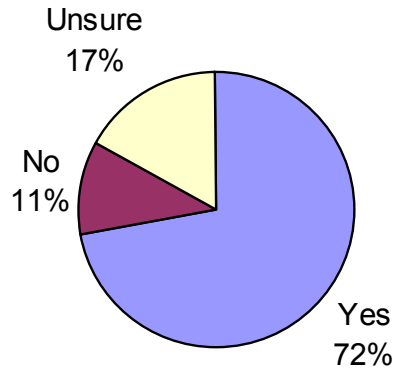
Figure 9 shows that a smaller proportion of respondents (61%) were familiar with Section 19 and 22 Permit arrangements, and 39% were unsure or had no familiarity.

**Figure 9 - Organisations Familiar with Section 19 and 22
Permit Arrangements (%)**

Unsure
17%

No
22%

Yes
61%
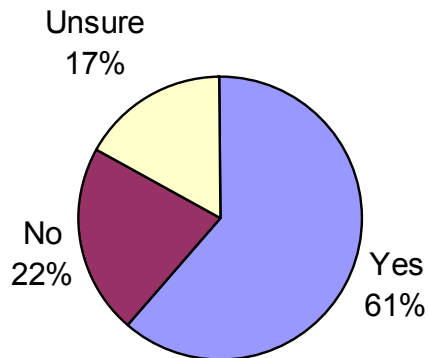
Participating organisations reported a more confident grasp of the regulations around passenger lifts, with none reporting that they had no familiarity with lifts, although 28% were still unsure:

Figure 10 - Organisations Familiar with Regulations Surrounding the Use of Passenger Lifts (%)

Unsure
28%

No
0%

Yes
72%
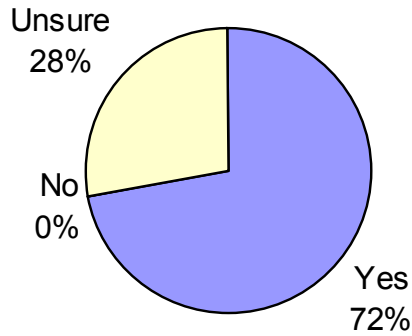
Organisations were less sure about the distinction between D and D1 Licence classifications. **Figure 11** demonstrates that 39% of all respondents were unsure or totally unfamiliar with the distinction:

Figure 11 - Organisations Familiar with Distinction between D and D1 Licence Classifications (%)

Unsure
17%

No
22%

Yes
61%
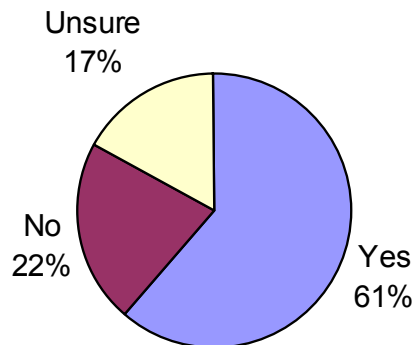
A quarter of the responding organisations reported they are keen to receive further information about these regulations and related issues. Community Transport Glasgow will follow up on this in the coming months.
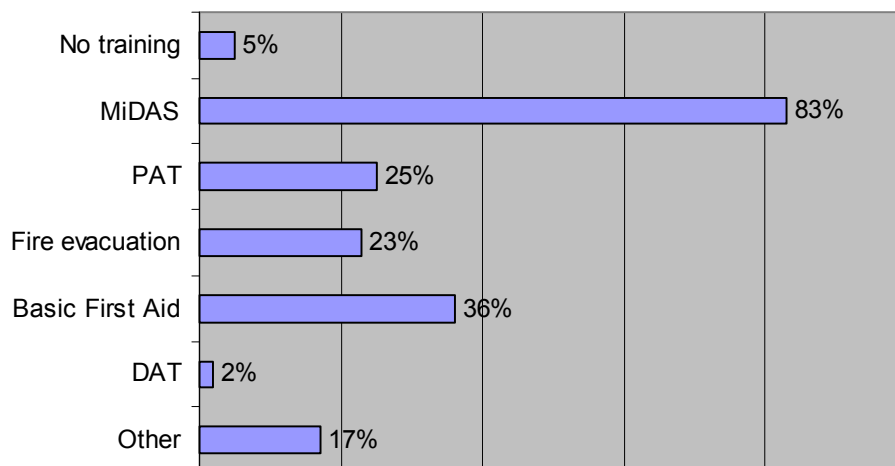
Minibus Drivers & Training

Half of the organisations owning a minibus reported, having volunteer minibus drivers.   Of these, a quarter of them have volunteer drivers who also have additional responsibilities.
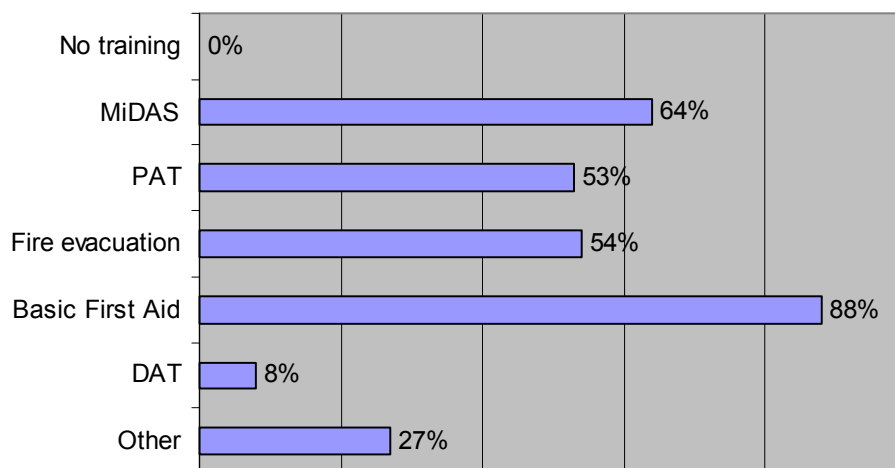
Similarly, 50% of organisations owning a minibus have paid employee minibus drivers. However, there are a higher number of volunteer drivers (64 reported) than paid employee drivers (59 reported).

Figures 12 and 13 (below) illustrate the extent of training undertaken by both volunteers and paid employee minibus drivers. Both figures show that MiDAS training was undertaken by a high proportion of both volunteers and paid staff, but training seems to be concentrated in different areas for each grouping. For example more than double the percentage of paid staff undertake basic first aid training as opposed to volunteers:

Figure 12 – Volunteers Involved in Each Area of Training (%)

Area	%
No training	5%
MiDAS	83%
PAT	25%
Fire evacuation	23%
Basic First Aid	36%
DAT	2%
Other	17%

Figure 13 – Paid Employees Involved in Each Area of Training (%)

Area	%
No training	0%
MiDAS	64%
PAT	53%
Fire evacuation	54%
Basic First Aid	88%
DAT	8%
Other	27%

Training generally appears to be viewed as an important element in the provision of community transport, with 70% of organisations reporting that they would like to see a common standard for training minibus drivers in Glasgow.

MiDAS and / or related training is provided in-house by 30% of the participating organisations, with 37% reporting that they access MiDAS and / or related training outwith the organisation. A further 17% of organisations reported that they would be interested in providing access to MiDAS and related training.

The provision of or access to first aid courses is also often available through organisations, with 43% making this available for volunteer drivers and 73% making this available for paid employee drivers.

The Role of Community Transport Glasgow
Organisations were also asked some additional questions to find out what issues and activities they would like Community Transport Glasgow to focus on. **Figure 14** illustrates the percentage of organisations interested in each option:

Figure 14 – Views of Organisations on What CTG Should be Focusing On
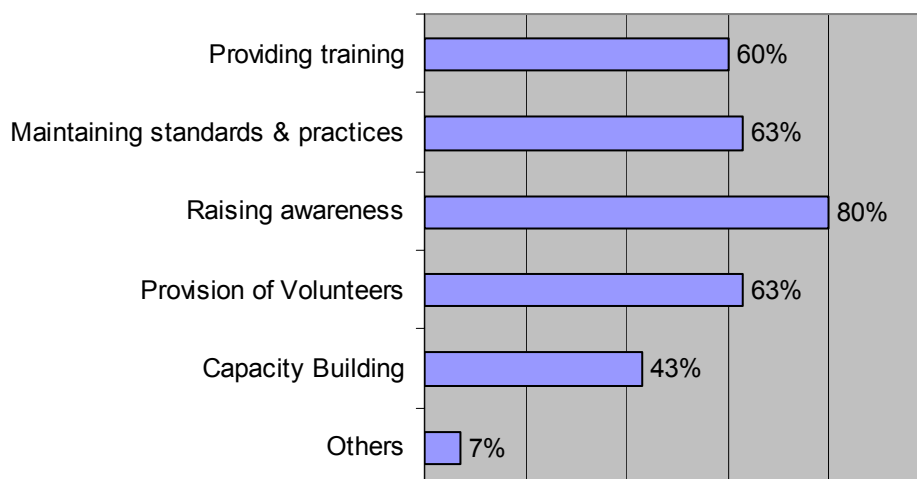
The other activities suggested by organisations included sourcing funding and the provision of vans for use.

On asking organisations what other ways Community Transport Glasgow could assist their organisation, respondents provided useful comment and raised a variety of issues, as the quotes provided below illustrate:

"Provide coach hire at a reasonable price, as it can be expensive for voluntary organisations to hire coaches providing access for wheelchairs."

"Provide an alternative means of transport that would allow disabled people to visit our premises."

"Would be useful to provide information on community transport that could be passed on to other organisations… "

"At present accessing community transport can be erratic due to geographical area. Costs can be extremely high from one provider and reasonable from another. Equity across the service would be better. Registration costs can be prohibitive."

"Providing local communities with access to centres / organisations."

"Provision of a community transport link in the evening to areas within Greater Easterhouse as there is no bus service after 6pm to get into Easterhouse via other estates such as Cranhill."

"Provide transport when required with a driver."

"To help get more voluntary drivers and in training them."

"Provide further training to minibus drivers and create awareness of the need of standard performance."

"DI training, as newer staff don't possess this qualification."

"Negotiating contracts."

"Help to set up a citywide cycle hire, advocating safe cycle paths and a rickshaw taxi service. Help on access issues, especially opening barriers on the canal, which excludes the disabled, families, tricycles and trailers."

"Community Transport Glasgow could assist with funding, legal responsibilities of the operators, information service to Glasgow CT operators with regard to new legislation keeping operators up to date. The CTG development team would keep track of organisations and liase with Scottish Executive/Glasgow City Council/Bus Companies/NHS for the good of all operators within Glasgow."

5. Key Findings / Summary

The participating organisations provided a good representation of the city's community and voluntary organisations involved in community transport, both by geographical area and area of activity, providing the following key points:

- 63% of organisations report not being able to provide their services without access to community transport access

- In an average week a total of 1,582 individuals were reported as making use of transport provided by participating organisations

- In an average week, an additional 106 organisations make use of transport provided by the participating organsiation

- The total weekly mileage reported by the participating organisations was 23,849 miles

- Organisations report making a total of 553 individual journeys per week

- The type of vehicle most often used by organisations is minibuses, with 67% of organisations making use of them

- Less than half (47%) of organisations reported that they considered their vehicles to be stored securely

- Only 10% of organisations reported being able to park their vehicles undercover during day or night

- Of the organisations that use a minibus, 80% own the minibus vehicles that they make use of

- 58% of the owned minibuses have some wheelchair capacity

- 62% of the minibuses having passenger lifts

- 70% of organisations reported that they would like to see a common standard for training minibus drivers in Glasgow

- MiDAS and / or related training is provided in-house by 30% of the participating organisations, with 37% reporting that they access to MiDAS and / or related training outwith the organisation

The survey of operators 2006 has produced a great deal of valuable information about Glasgow's community transport sector. It is clear from the findings that community transport already plays a crucial role in the city, and this role will continue to develop if the needs of users and operators are met.

As the following percentages show, there is a broad consensus about the areas that Community Transport Glasgow needs to address:

- 80% of participating organisations said that Community Transport Glasgow should focus on raising awareness of community transport

- 63% of participating organisations said that Community Transport Glasgow should focus on maintaining standards and practices

- 63% of participating organisations said that Community Transport Glasgow should focus on provision of volunteers

- 60% of participating organisations said that Community Transport Glasgow should focus on providing training

Appendix 1: Community Transport Glasgow Survey Questionnaire

Community Transport Glasgow

Survey of Community Transport Operators

Community Transport Glasgow is a new organisation seeking to co-ordinate the development and delivery of community transport across the city.

We are currently gathering information from Glasgow-based community transport operators and other community and voluntary organisations that make use of vehicles. This information will assist us in promoting and supporting the delivery of high quality, reliable and accessible transport solutions to communities across the city.

To build up a 'big picture' across Glasgow, we are asking organisations to complete this short questionnaire. It should take no longer than 30 minutes, and will be invaluable to us in seeking to improve the scope and quality of transport that could be available to your organisation and to meet your community transport needs in the future.

If there are any questions you are unsure of or feel they are not relevant to your organisation, simply leave them blank or call us for further information.

Once you have completed the questionnaire please return it to:

Graham Dunn, Project Development Officer
Community Transport Glasgow
PO Box 8906
Coatbridge
ML5 5WU

In the meantime I would like to thank you in advance for your participation. If you have any queries about **Community Transport Glasgow** or this survey, please contact Graham Dunn (Project Development Officer) by email at **gd.dunn@btinternet.com** or by telephone on **07985 418 137**.

Section 1: organisation details

1.1	Name of your organisation:	
1.2	Contact person name:	
1.3	Position of contact person:	
1.4	Telephone:	
1.5	Email:	

Section 2: your involvement in community transport

2.1 Is community transport your organisation's main activity?

Yes ☐   No ☐

2.2 Please provide a short description of any community transport activities that your organisation is involved in or provides: *(You may use your own vehicles or make use of someone else's. e.g. transporting older people to lunch clubs, a community car scheme, etc)*

_____

_____

_____

_____

2.3 Would you be able to deliver all of your services / activities without the current community transport that is available to you?   *(again, this might be your own or someone else's)*

Yes ☐   No ☐

2.4 Please indicate at what times you normally make use of community transport to carry out your activities or services. *(tick all that apply)*

	Weekdays (one or more)	Saturday or Sunday
Morning	☐	☐
Lunchtime	☐	☐
Afternoon	☐	☐
Evening	☐	☐
Through the night	☐	☐

Section 3: access to community transport

3.1 Organisations can make use of various community transport sources. Please consider each of the following and indicate how often you use each one:

	Always	Often	Sometimes	Occasionally	Never
A local community transport operator (e.g. Castlemilk Community Transport)	☐	☐	☐	☐	☐
Your own vehicle(s)	☐	☐	☐	☐	☐
Another local organisation's vehicle(s)	☐	☐	☐	☐	☐
A private hire vehicle or taxi service	☐	☐	☐	☐	☐

3.2 We are keen to find out the extent of your organisation's use and provision of community transport. Could you please answer each of the following **in relation to an average week** for your organisation:

a) How many people make use of transport provided by organisation?	…………………people
b) How many groups/organisations make use of transport provided by your organisation?	…………....…… people
c) What is your organisation's total mileage?	………………….. miles
d) How many individual journeys do you undertake? *(a return trip to and from one place counts as 2 individual journeys)*	……………… journeys

3.3 Please tell us which of the following you undertake journeys for?

Leisure activities !

Hospital patient appointments !

Hospital visiting !

Deliveries !

Community Centres !

Others *(please specify)* !

3.4 If you had additional transport, would you be able to provide more services, activities or support?

Yes ! No !

If you've ticked **Yes**, please tell us which additional services you would be able to provide:

_____

_____

Section 4: operation of vehicles

In this section we would like to find out about vehicles that are both owned and/or operated by your organisation. If you **do not** operate or own any vehicles please go on to **Section 7**.

4.1 Who, within your organisation, is responsible for managing your vehicles?

Position: Name: *(optional)*

4.2 Please tell us which of the following vehicles you currently make use of, also telling us how many you use and how many your organisation owns:

	Currently Use	How many used?	How many owned?
Minibus	!		
Van	!		
MPV Car (people carriers)	!		
Car	!		
Moped	!		
Cycles	!		
Others *(please state)*	!		

4.3 What vehicles do you currently not use, but would like to use in providing your services and activities?

Minibus	!	Moped	!
Vans	!	Cycles	!
MPV Car	!	Others *(please state)*	!
Cars	!		

4.4   Is it possible for all of your vehicles to be parked undercover?

Daytime   Yes !   No !
Overnight   Yes !   No !

4.5   Are all of your vehicles parked or stored securely?

Yes !   No !

The following questions are about minibuses that your organisation currently **owns**.
If you **don't** own any minibuses, please go on to **Section 6**.

4.6   Please provide the following information for each minibus that your organisation currently owns:

Make & model of minibus	Age of bus (yrs)	Does it have a passenger lift?	Wheelchair capacity	Max seat capacity	Does it have a Section 19 permit?	Does it have a blue badge?
		!			!	!
		!			!	!
		!			!	!
		!			!	!
		!			!	!
		!			!	!

4.7 Please tell us who the original funders are for each minibus and the expected replacement for each of these minibuses.

	Original funder of minibus	When is the expected replacement? (month /year)
1		
2		
3		
4		
5		
6		

4.8 Are any of your minibuses subject to restriction of use associated with original grant funding?

Yes !   No !

If you ticked **Yes**, please tell us about these restrictions:

Section 5: vehicle safety and regulations

5.1 How often do your minibuses receive a Vehicle Safety Inspection (VSI)?

5.2 Are the Vehicle Safety Inspections carried out by an independent garage?

Yes !   No !

5.3 Do you feel you have a good awareness and full understanding of the following:

Current regulations surrounding minibus operation	Yes !	No !	Not sure !
Section 19 and 22 permit arrangements	Yes !	No !	Not sure !
Regulations surrounding the use of passenger lifts	Yes !	No !	Not sure !
Distinction between D and D1 licence classifications	Yes !	No !	Not sure !

If you would like further information on any of the above, please tick this box: !

Section 6: minibus drivers & training

6.1 How many volunteer minibus drivers do you currently have? *(if none, go to Question 6.3)*

6.2 How many of the volunteer minibus drivers have additional responsibilities (e.g. carer) within the organisation?

…………… or None !

6.3 How many paid employee minibus drivers do you currently have?

…………… or None ! *(if none, go to Question 6.5)*

6.4 How many of your volunteer drivers and paid employees have undertaken the following training?

	No Training	MiDAS	PAT	Fire Evacuation	Basic First Aid	DAT	Other
No. of Volunteers							
No. of paid Employees							

*(**DAT** – Driver Assessor Trainer; **PAT** – Passenger Assisted Training; **MiDAS** – Minibus Driver Awareness Scheme)*

6.5 Would you like to see a common standard for training minibus drivers in Glasgow?

Yes ! No !

6.6 Do you provide MiDAS and / or related training in-house at present?

Yes ! No !

Do you provide access to MiDAS and / or related training out with your organisations at present?

Yes ! No !

If you ticked **No** to either of the above, would you like to provide access to MiDAS and related training

Yes ! No !

6.7 Do you provide or access first aid courses for either of the following:

Volunteers? Yes ! No !

Paid staff? Yes ! No !

Section 7: general

7.1 What work do you think **Community Transport Glasgow** should be focusing on?

Providing training !

Maintaining standards and practices !

Raising awareness of community transport sector !

Provision of volunteers !

Capacity Building !

Others ! *(please specify)*

7.2 Please use this space to tell us how you think **Community Transport Glasgow** could assist your organisation:

_____

_____

_____

_____

_____

_____

END OF QUESTIONNAIRE

Community Transport Glasgow would like to thank you for taking the time to fill in this questionnaire; your participation is greatly appreciated. We look forward to working with you in the future to improve Glasgow's community transport provision.

If you have any questions or comments about the questionnaire, please don't hesitate to get in touch with Graham Dunn at the address listed on the front cover.

All your responses will be treated with confidence and will not be used for any purpose other than the current survey, with all details being safeguarded under the Data Protection Act.

Appendix 2: List of participating organisations

- Arden Community Hall
- Balmanno House
- Buddies Club And Playscheme
- Capability Scotland
- Carmyle Community Centre
- CASC Childcare Project
- Castlemilk Community Forum
- Castlemilk Community Transport Ltd
- Castlemilk Stress Centre
- Chest, Heart & Stroke Scotland
- Coach House Trust, The
- COJAC
- Common Wheel
- Cranhill Community Action
- Depot Arts Co.
- Dixon Community
- Drum Adventure
- East End Healthy Living Centre
- Glasgow Centre for Inclusive Living
- Glasgow Old People's Welfare Association
- Gorbalites 50+ Project
- Greater Easterhouse Arts Company
- Greater Pollok Community Forum Transport Initiative
- Jeely Piece Club
- Jewish Blind Society Scotland
- Multi Cultural Elderly Care Centre
- Myatt Project
- North Area Transport Association
- Possil & Milton Forum on Disability
- Rainbow Care Centre