

The role of the third sector in passenger transport



Introduction

- Suffolk Community Transport (SCT)
- Community Transport Operators (CTOs)
- Vision - a strong and cohesive Suffolk-wide team of community transport operators, providing high quality and cost effective transport solutions to unmet local transport needs
- Mission - develop SCT into a commercial training company from which all profits will be reinvested back to support our members.



SuffolkCommunityTransport

Driving change, improving lives

Presentation brief

- What can the sector offer?
- BARRIERS - what prevents the sector from offering more ?



- ASPIRATIONS - what could be done to allow the sector to offer more?



What can community transport offer?



Passenger

- Independence for isolated, vulnerable people
- Social interaction in the community
- A consistent, familiar and personalised service
- Access to additional activities – social outings

Family

- Safeguarding and monitoring of wellbeing
- Safe, regulated and trusted services

Business Community

- Access to a growing consumer market – retailers
- Access to a wider pool of employees - employers

Statutory authorities

- Less reliance on social care and health – prevention
- Support for patient transport services – reduce the burden

Volunteers

- Improved confidence, self-esteem and contribution to the local community
- Work experience

Transport operators

- Feeder services – Links



Barriers

Perceptions and misconceptions

- ‘Unregulated’ and ‘unprofessional’
- ‘Something to do with the council’
- ‘Only for old people’
- ‘Not part of the transport network’
- ‘Unfair competitive advantage’

Barriers

- Unworkable regulations
- Shortage of volunteer drivers and D1 restrictions
- Rising costs
- Burden of compliance
- Restrictions of county fleet
- Concessionary travel
- Lack of market awareness
- Burden of health transport
- Non-integrated booking systems



Aspirations

- Workable regulations – Government
- Profit donation and support - SCT
- Integration – NHS and others
- Definitions of ‘social value’ savings – Local Authority
- Recognition of CT’s contribution - NHS/CCGs
- CSR support from the business community - LEPs
- Recognition of role in training and employment - LEPs
- Improved access to transport careers - SCT
- Increased patronage - Operators
- More prominence in transport and social policy - Government

Aspirations for the Forum

Creation of an efficient (integrated) transport delivery model which benefits the public, delivered in a way which best suits the passengers who use it



Thank you

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