



Un Llais Cymru  
One Voice Wales

# A Guide to Community Transport

## At a glance

Community Transport refers to a variety of transport services provided by non-profits, charities, or local authorities, primarily aimed at supporting the elderly, disabled, or those in remote areas by ensuring access to essential services like healthcare, shopping, and social activities.

## Transport Schemes

- **Community Buses** are local bus services run by community groups, often in rural or underserved areas
- **Community Car Schemes** involves volunteer drivers using their own cars to assist those without access to a car or public transport.
- **Hospital Transport** provides transport for patients attending hospital appointments, especially those without other options.
- **Wheels to Work** can help individuals get to work or training through car shares or access to mopeds, bicycles, or cars.
- **Dial-a-Ride** a pre-booked door-to-door transport service.



**Find out more  
about driver  
training here**

## Challenges

Community transport is vital in Wales, especially for those who can't access conventional public transport, including the elderly, disabled, and rural residents. Challenges include transport-related poverty, social isolation, environmental impact from reliance on individual vehicles, and the high costs of private transportation, all exacerbated by the cost-of-living crisis.

## Solutions

Community transport provides a vital solution by connecting individuals to essential services, reducing social isolation, and offering reliable, eco-friendly transportation options. It serves as a cost-effective, flexible, and community-led alternative to conventional transport, addressing the needs of those who struggle with access and affordability.

## Benefits

Community transport promotes social inclusion by improving access to healthcare, education, and employment opportunities. It also enhances environmental sustainability by reducing carbon emissions and contributes to overall well-being by offering accessible and affordable transport solutions.

## Key Stages

- 1 Understand your Community's Needs**  
Collect and analyse evidence on current transport provision and community needs. Engage with residents, businesses, and neighbouring areas through surveys, questionnaires, community events or meetings.
- 2 Create an Action Plan**  
Develop a comprehensive budget with costings, funding options, and cashflow projections for the transport service. Create a detailed action plan outlining tasks, deadlines, and responsibilities to track progress and keep the project on course.
- 3 Seek out Partnership Opportunities**  
Contact Community Transport Providers for potential partnerships or solutions, if there are no local options, seek support from the Community Transport Association, or collaborate with neighbouring councils.
- 4 Funding**  
Find out about any grants or funding opportunities that may be available to you.

# Useful Information

CTA – 2045 Roadmap for Community Transport in Wales

Llwybr Newydd: Wales Transport Strategy

## Powers to Provide Community Transport

Power to Establish Car Sharing Schemes - Local Government and Rating Act 1997 s26

Power to make arrangements for taxi fare concessions - Local Government and Rating Act 1997 s28

Power to investigate provision of public transport services and to publicise information on such services - Local Government and Rating Act 1997 s29

Power to make grants for bus services - Transport Act 1985 s106A

**Powers & justifications can differ, councils should consider their specific circumstances. For advice & guidance, councils may wish to contact their One Voice Wales Development Officer.**

[admin@onevoicewales.wales](mailto:admin@onevoicewales.wales)

**Volunteers are a key asset and play a crucial role in providing community transport schemes.**

**Recruiting & Supporting Volunteers**

**County Voluntary Councils & WCVA**

**can provide support setting up community initiatives & promote volunteering.**

**CoMoUK is the national charity for shared transport**

**The Community Transport Association is a great source of specialised support**

## Existing Services & Projects

**Welshpool Community Transport** offer 'Taxi Tokens' to vulnerable people within 10 miles of the town to help them access services

**Llanfair Clydogau & Cellan Community Council** secured funding to run a pilot project to provide a minibus service for residents to access the local town of Lampeter.

**Dolen Teifi** provides community transport initiatives in Ceredigion and Carmarthenshire

Flintshire Community Travel incorporates **Ring and Ride**, Welsh Border Community Transport and Flecsi Services

**PACTO** co-ordinate the various community transport schemes in Pembrokeshire

**Llangattock Community Council** secured funding to undertake a study into the potential use of electric buses and car share schemes with a view to setting up a transport stakeholder group and undertake the work to establish a community transport scheme around the hub town of Crickhowell.



Watch our **One Voice Wales Guide to Community Transport Webinar**

## Funding Information & Potential Opportunities

**Community Transport Association Top Tips to Funding**

**Funding Cymru**

**National Lottery – People & Places**

**Motability Foundation**

**One Voice Wales offer a training module on 'Making effective grant applications'**

## Want to Find Out More?

**For more information on the One Voice Wales Cost-of-Living Crisis project contact the team at:**



[CoLC@onevoicewales.wales](mailto:CoLC@onevoicewales.wales)



<https://bit.ly/3KYHftK>