



KEY ISSUES

Undertaking operational and management reviews of Community Transport groups

Advising and assisting with the development of sustainable and efficient CT solutions

Development of tools to undertake appraisal of CT groups

ABOUT DHC

Derek Halden Consultancy staff and associates have leading expertise in transport planning, community development, psychology, transport and accessibility modelling, social inclusion, marketing, environmental assessment, and economic development.

Common to all projects is a commitment to draw from state of the art knowledge to ensure that solutions are soundly based and tailored to the needs of clients.

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GLASGOW COMMUNITY TRANSPORT MANAGEMENT APPRAISAL

In January 2004 DHC were commissioned to undertake community transport group 'management healthchecks' for Glasgow Community Transport Operators Group (GCTOG). In recognition of best practice in other UK cities GCTOG was formed in late 2003 to consolidate the growth in CT across the city. The group aims to implement a strategy to develop community transport services serving the Glasgow area.

Sustainable development of community transport provision depends on strong management to ensure efficiency, effectiveness and accountability, and in line with this, the need was recognised for management health checks of the six CT operators involved in GCTOG's Scottish Executive Urban Community Transport Initiative funded pilot projects

The work was conducted through site visits to meet staff and volunteers. DHC developed a tool to assist in the evaluation of operational and management characteristics of the CT schemes and this facilitated a full and consistent review of the financial, personnel, and operational aspects of the CT groups.

DHC provided recommendations to improve efficiency and sustainability to individual groups and presented options to develop centralised resources for use across Glasgow. These included advice on staffing, training needs and other resources needed to develop the capacity of community transport services. The operation of the Scottish Executive pilot projects to meet the needs of individuals requiring to access health facilities were also evaluated.

