

GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY
REPORT FOR RESOLUTION

COMMITTEE: Policy and Resources
DATE: 19th March 2010
SUBJECT: GM Transport Resource Unit: Submission of 2010/11
Work Programme and Grant Application
REPORT OF: The Development Officer, GMTRU

PURPOSE OF REPORT

To provide Members with an overview of the proposed 2010/11 work programme of the Greater Manchester Transport Resource Unit (TRU), developed in collaboration with the Greater Manchester Centre for Voluntary Organisations, and to submit a grant application for Members' approval.

RECOMMENDATIONS

Members are recommended to:

- i. Note and comment on the proposed work streams identified for the TRU to focus on in the forthcoming year; and
- ii. Consider and approve the grant application for £57,849.

BACKGROUND DOCUMENTS

Previous progress reports to this Committee, held on file in the Authority's Policy Unit Office.

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1. Background

- 1.1 The Greater Manchester Transport Resource Unit (TRU) is wholly funded by a grant from the Authority. The grant pays for the staffing and other associated costs of the TRU Development Officer, and for part time administrative support to the project. The grant for 2009/10 totalled £52,316. An underspend of £5,800 carried forward from the previous year gave a budget of £58,116. They are accommodated within the Greater Manchester Centre for Voluntary Organisation (GMCVO).
- 1.2 In 1986 TRU was initially put together to support a consultative committee and provide the then GMPTA with input into policy decisions. In 2005, it shifted its approach of working with formal networks of voluntary and community sector (VCS) groups to one of working with a more varied membership of organisations. These diverse and far reaching links are used in two ways: 1. to provide groups with information about public transport, including the aim of improving accessibility and meeting other social inclusion needs; and 2 acting as an intelligence resource for the Authority and Executive, alerting Members and officers to issues affecting a wide variety of communities. In 2008 TRU underwent a further important change in its development, refocusing its work to cement its role as a gateway linking the Authority and Executive with Greater Manchester's VCS.
- 1.3 A new Development Officer, David Campbell, was appointed in January, and brings detailed and strategic knowledge and understanding of transport and the transport network from GMPTE. He also has practical experience of working directly with communities and the VCS, and of economic development, regeneration, environmental projects and the health sector.
- 1.4 The hiatus between the departure of the previous post holder in July 2009 and their replacement has necessitated a focus on delivery in key work areas in the second half of 2009/10, particularly around the continuing development of the Community Transport Operators Forum (GMCTOF). During that hiatus, the delivery of the work programme and continuation of services to the voluntary sector has been robustly supported by the project's administrative officer, and by experienced management resources from GMCVO.
- 1.5 The former Advisory Group, set up to provide strategic direction for the Development Officer and work programme, has been disbanded. The group agreed the time that often senior officers were being asked to contribute without recompense was disproportionate. The oversight and strategic direction functions are seen as being best served through guidance from GMITA and GMPTE officers and GMCVO managers, and through regular reports to the Committee.

1.6 GMCVO works closely with AGMA to ensure the voluntary and community sector has a voice at the sub-regional level. As well as hosting TRU, GMCVO also hosts a Health Partnership Project with the support of the PCTs, an Equalities and Human Rights Parliament supported by a Consortium of VCS support organisations from across the sub-region. Working alongside and collaboratively with these projects gives TRU, and through it GMITA, unique opportunities to make connections across these areas of work, and to engage with the range of VCS and public sector organisations involved.

2. Grant application 2010/11

2.1 A summary of activity during 2009/10 is attached in Appendix C. This demonstrates how the legacy and progress delivered by the former TRU officer has been maintained, particularly around support to and development of GMCTOF, while a new Development Officer was appointed. The majority of outputs for the unit have been delivered during the previous 11 months, though prioritising key work areas saw a number of tasks deferred, and the continued re-shaping of TRU's role has rendered other tasks obsolete. Strategic guidance from GMITA/PTE officers and GMCVO managers has informed what tasks from the previous year have merit of inclusion in this year's workplan, and which tasks should be reconfigured or dropped.

2.2 TRU proposes that its work continues to be embodied within four themes. To ensure the continued growth, performance and impact of GMCTOF, it is proposed that there will be a focus on the first theme (40% of officer, management & administration resources) with the remainder shaped flexibly around the others dependent on priorities and strategic direction from GMITA/PTE.

- Community Transport – Supporting Greater Manchester's community transport sector by supporting the operators, improving their quality, building their capacity, ensuring they can evidence their effectiveness, and growing the sector's reach and impact.
- Equality and Inclusion - Supporting the most vulnerable and excluded members of society to be more engaged in consultation and the development of services
- Access for all – Supporting communities to access the services they need, particularly those provided by or for the VCS
- Community engagement – Supporting local groups to raise transport issues and brokering relationships to enable these to be taken up by the appropriate bodies.

2.3 **'Community Transport'** covers a range of support provided to the Forum (GMCTOF), which has helped bring about the adoption of a Quality Framework to support the development of a professional and accountable community transport sector, better evidencing of the sector's economic, social environmental impact, and other ongoing

support around profile raising and secretarial support to the Forum. A key area for the Forum this year is the roll out, sign up and operation of the Quality Framework, supported by TRU and Transport for Communities. TRU will take forward research into the extent of volunteer car / driver schemes and 'car clubs' operating in Greater Manchester, as relatively little is known about the full extent of these operations.

Key Outcomes:

- A stronger more cohesive Forum with increased membership, at a time when the VCS is under great and increasing pressure from reductions in public spending, while at the same time experiencing substantial increases in demand for its services.
- Quality Framework, ongoing development of Forum and investment in innovation creates growth in trust in the sector by its passengers and statutory agencies, proof of its impact and confidence that the sector can deliver.

2.4 **'Equality and Inclusion'** will build on the valuable work delivered in previous years. A programme of research has been developed in collaboration with GMPTE officers with the aim of addressing gaps in our knowledge of the barriers to transport for some of Greater Manchester's more hidden communities. Last year's research addressed issues from LGBT (lesbian, gay, bisexual or transgendered) communities. This year's work will consider the difficulties faced by new and recent entrants to the UK, and people with mental health problems and learning difficulties. This task will complement the work of the GMPTE Research and Intelligence team and will draw heavily on GMCVO's links with the wider VCS, including through GMCVO's Greater Manchester Voluntary Sector Support (GMVSS) partnership and Equalities and Human Rights Partnership (EHR P). TRU will continue to support the VCS in making contributions to relevant consultations, including that around the development of LTP3. Meeting and Research Costs have been given additional weighting in the budget to allow for the significant workload expected to arise around this in the summer of 2010. TRU also intends to undertake a major outreach venture with VCS infrastructure organisations in Spring 2010, to establish the best mechanisms to secure those contributions.

Key Outcomes:

- Continue to grow TRU network.
- VCS is effectively engaged with and makes relevant contributions to transport policy and proposals.
- The voice of vulnerable users, marginal, hidden and 'hard to reach' groups is heard in the development of transport policy and proposals.
- TRU, GMITA and GMPTE's knowledge base around the barriers to transport facing those users and groups continues to grow.

- 2.5 **‘Access for All’** will also build on the significant achievements of the last year, including a key contribution to the Flexible Transport Review, particularly around the review and reform of the governance arrangements and operations of GMATL/ Ring and Ride. TRU is in discussions with GMITA officers about its best role in taking that forward. Access for All will reflect the need to ensure that transport arrangements are taken into account when services are commissioned from, or developed by, the VCS. GMCVO’s researcher supported by the new TRU Development Officer is currently completing a report on the links and tensions between transport and volunteering. TRU and GMITA / GMPTE officers will then consider the best constructive actions on the conclusions.
- 2.6 Opportunities for closer working between TRU and the other projects within GMCVO on transport issues continue to arise, particularly with the Health Partnership Project. The Health Partnership is supported by the Greater Manchester Health Leadership Group, which is the key partnership for health across Greater Manchester, existing to support the improvement of health and reductions in health inequalities across the city region. A project around examining the links between Transport and Health in Rochdale is proposed.

Key Outcomes:

- Build on momentum already gained through Health Partnership to tackle transport based exclusion and assist the VCS
- Make appropriate contributions to the reform of governance of GMATL, and help realise a step-change in the governance, effective targeting, efficiency and quality of services delivered by Ring and Ride
- Take positive actions on the conclusions of the research into transport and volunteering.

- 2.7 **‘Community Engagement’** – TRU has previously attempted to map the mechanisms through which local groups and individuals can raise transport issues. Discussion with officers indicates that against the background of the effects on communities of the recession and public spending cuts what would be most useful is TRU making use of its connections to the wider VCS directly and through GMCVO to establish an ‘early warning system’ - for concerns and problems affecting the widest range of communities and individuals. The contraction of funding and the capacity for the VCS to ‘come together’ is being reduced, so TRU will commence a major outreach venture in Spring 2010 to start to identify the range of ‘feeds’ that might go into an early warning system.

Key Outcomes:

- Establish the structure of an ‘early warning system’ for transport issues as they arise from the VCS.
- Continue to raise awareness and promote transport issues through the VCS.

- 2.8 While the hiatus in 2009/10 in appointing a Development Officer created a need to focus on maintaining progress on key work areas, it also led to a reduction in employment and some office and operating costs. These funds have been vired to support the work of consultants Transport for Communities who have been supporting GMCTOF with monitoring & evaluation, the Quality Framework and the Forum's ongoing development, and supporting GMCVO's researcher to do a piece of work on transport and volunteering, reporting by the end of March.
- 2.9 A full breakdown of the proposed tasks, outputs and timeframes for the work proposed in 2010/11 can be found in Appendix A. These have been developed to complement and bring additionality to the ongoing work of GMITA and GMPTE. Their delivery will receive strategic support and guidance from GMITA/PTE officers supported, with effective monitoring and evaluation provided by quarterly review.
- 2.10 To fund activity in 2010/11, TRU proposes a budget of £57,849. This will wholly fund the employment and administrative costs, including all overheads. As shown in the table below, it has been possible to maintain these costs at a similar level over several years.

	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
TRU Budget	£59,600	£56,415	£57,660	£54,362	£58,116	57,849

- 2.11 This has been achieved against a background of efficiency savings in several areas. TRU has progressively moved from having a dedicated administrative post to a more efficient arrangement of drawing on administrative support shared with complementary & collaborating projects around health and VCS policy. The host organisation has achieved efficiency savings associated with the use of its premises, and consistent savings have been made in the specific areas of meeting costs, travel and office supplies over the last three years.
- 2.12 Meeting and Research Costs have been given additional weighting to allow for the significant workload expected to arise around engaging the sector in the consultation on LTP3.

3. Conclusions

- 3.1. The TRU grant application for 2010/11 is 57,849 which compares favourably with the grant of £58,116 for 2008/09 and supports the need to find efficiency savings in public spending. The proposed projects for 2010/11 complement the work of the Authority and the Executive.

- 3.2. We would ask members to note that with the recruitment of a new Development Officer, salary costs have been kept to a minimum this year, but will increase over time as points in the scale are reached.

4. Recommendation

See front sheet of report for recommendations.

David Campbell
GMTRU Development Officer

Appendix A
TRU Work Programme 2010/11

<p>TRU Aims</p> <ul style="list-style-type: none"> • Community Transport – Supporting Greater Manchester’s community transport sector by supporting the operators, improving their quality, building their capacity, ensuring they can evidence their effectiveness, and growing the sector’s reach and impact. • Equality and Inclusion - Supporting the most vulnerable and excluded members of society to be more engaged in consultation and the development of services • Access for all – Supporting communities to access the services they need, particularly those provided by or for the VCS • Community engagement – Supporting local groups to raise transport issues and brokering relationships to enable these to be taken up by the appropriate bodies

<p>Community Transport. Support Greater Manchester’s community transport operators, raise the profile of the community transport sector and ensure that operators are better enabled to evidence their effectiveness.</p>	
Tasks	Outputs/timeframes
Operators Forum: Arrange, service and provide administrative support to GMCTOF meetings, and provide general administrative support for the GMCTOF. Provide facilitation and contract/project management support where required, financial management, and act as initial point of contact for the Forum.	3 full meetings and 6 Board meetings held during 10/11
Support Board around Governance, including implementation of membership policy and procedure	Fully implement new two level (full / associate) membership policy including assessment and compliance Recruit 5 new associate members Aim to recruit 1 new full member
Support GMCTOF to implement a quality framework for members, bringing in wider experience from the VCS, and support operators contracting with GMPTE to adopt Vehicle Management System (VMS)	Complete roll out and sign up of Forum members. Formal (joint) Launch in September Test and evaluate operators compliance and how they ‘live the framework’.
Support GMCTOF to build links with operators from outside of Greater Manchester in order to identify best practice	Links made with Greater Merseyside, Lancashire and London Operators.
Assist GMCTOF in providing evidence of the impact of community transport through the annual data collection – Trust in the sector by its passengers and statutory agencies, proof of its impact and confidence that the sector can deliver.	Data collection completed by Sep 2010. Link to work around Quality Framework and VMS. Produce ‘making an impact 2011’ report.

Support GMCTOF to provide a package of 'hands on' support and training for members as required	Support provided to minimum of 4 operators by end March 2010
Assist GMCTOF in fundraising activities	Funding for 11/12 secured by end March 2011.
Administrate GMCTOF finances and ensure that all legal obligations are complied with	Returns submitted to Companies House and Charity Commission. Legal notices at AGM
Support development of Tameside Transport Group	Forum engages with VCS, statutory agencies and other partners to build momentum around community transport in an area currently under provided for. Support stakeholders in establishing vision, objectives and strategy for CT in Tameside. 3 meetings held in 2010/11
Undertake a piece of research into the scale of volunteer car / driver scheme operation within Greater Manchester in order to identify 'hidden' operations and to recommend support or other interventions as required	Research completed by end December 2010. Report submitted to GMITA, GMPTE and DfT
Support CT Forum in developing innovative projects that extend the range and quality of CT services, and seek appropriate funding from GMPTE and others to take forward	Develop 3 proposals in collaboration with GMCTOF by March 2011
Support GMCTOF in making an active contribution to LTP3 process	GMCTOF actively participate in consultation and make appropriate submissions. Link GMCTOF participation into that of the wider VCS.

Equality and Inclusion. Support the most vulnerable and excluded members of society to be more engaged in consultation and the development of services	
Tasks	Outputs/timeframes
Gain new members for the TRU network from organisations working on equality and diversity issues	Expand TRU network by 20% by March 2011 (40 new members)
Ensure information aimed at the sector also reaches communities less likely to receive information from mainstream sources, including providing a signposting service for GMITA / GMPTE staff	Signposting service provided to GMITA / GMPTE on at least two occasions during 10/11
Work with a range of organisations representing vulnerable or excluded communities to develop a series of reports on the barriers that such communities may face when accessing transport	2 reports produced by March 2011 covering transport issues for new and recent entrants to the UK & people with mental health problems and learning difficulties.

Carry out major outreach venture with VCS infrastructure organisations across Greater Manchester	Establish best mechanisms to secure contributions to transport policy and proposals. Spring / Summer 2010
As transport proposals are developed by the GMPTA ensure that the voices of vulnerable users are heard either by consulting with them via specialist voluntary organisations or by consulting experts within those organisations	Response made to relevant consultations within the prescribed timeframe Facilitate and Co-ordinate VCS response to consultation around: LTP3. Metrolink 2 nd City Crossing.

Access for All. Support communities to access the services they need, particularly those provided by or for the VCS.	
Tasks	Outputs/timeframes
Deliver joint projects with partners which could reduce transport based exclusion and assist the VCS	Transport and Health in Rochdale project completed by March 2011
Support the outcomes of the GMPTE flexible transport review with regard to GMATL / Ring and Ride	Establish best role for TRU with GMITA officers in reform of governance and operation of GMATL / Ring and Ride by July 2010. Support delivery of other recommendations arising from flexible transport review as guided by GMITA by March 2011.
Disseminate and act on conclusions of report on the link between transport and volunteering	Deliver action by June 2010 on conclusions of research into transport and volunteering. Possibly 'information and support guide' for breadth of organisations involved with volunteers to help volunteers negotiate transport system

Community Engagement. Support local groups to raise transport issues and brokering relationships to enable these to be taken up by the appropriate bodies	
Tasks	Outputs/timeframes
Carry out major outreach venture with VCS infrastructure organisations across Greater Manchester	Identify range of feeds of information about transport issues arising from a breadth of communities by August 2010 Establish possible structures for an 'early warning system' for problems as they arise by January 2010. Use information to also inform best mechanisms for securing contributions to consultations about transport policy and proposals.
Map the various ways groups and individuals can raise issues about public transport in the districts, and how these views can be fed to the GMITA and GMPTE	Produce interim report October 2010 Produce final report January 2011
Continue to promote existing consultation processes	Support and disseminate information about GMITA / GMPTE consultations as and when they arise.
Continue to support the North West Transport Roundtable on common tasks such as policy consultations and events	Provide support where necessary and appropriate.

Development and Accountability	
Tasks	Output / Timeframes
Provide an Annual Report to members	Report provided to members during Jan 2011
Provide bi-monthly updates of news and activity to members	Bi-monthly updates provided
Oversight and strategic direction functions provided through guidance from GMITA and GMPTE officers and GMCVO managers, and through regular reports to the Committee.	Update reports submitted for each Policy and Resources Committee Quarterly review meetings held with GMITA / GMPTE officers.
Produce case studies with evidence of impact, alongside statistical information	Brief case studies included in each bimonthly update to members

Appendix B

TRU Grant application 2010 / 11

	Annual Budget 2009/10	Annual Budget 2010/11
<u>Income</u>		
Funded Income	52,316	57,849
Balanced by reserves/underspend	5,800	
Total Income	58,116	57,849
<u>Expenditure</u>		
Communication	3,060	3,446
Meeting & Research Costs	3,400	3,150
Training	1,012	1,012
Professional Fees	1,188	1,106
Financial Admin GMCTOF	556	556
Accommodation	1,805	1,890
Project Hosting	3,483	3,209
IT Support Costs	910	1,078
Management Support Costs	3,720	3,818
Total Admin & Hosting Expenditure	19,134	19,265
Employment Costs ¹	38,982	35,584
Total Expenditure	58,116	57,849

¹ Salary and on costs for one full time office and two days of administrative support

2009/10 Summary of progress against TRU workplan

Community Transport - *Supporting Greater Manchester's community transport sector by supporting the operators, improving their quality, building their capacity, ensuring they can evidence their effectiveness, and growing the sector's reach and impact*

Achieved: Majority of outcomes achieved including administration of CMCTOF & regular meetings, building links with operators in other areas, data collection, development of Quality Framework, the provision of training, fundraising, compliance with all legal obligations, and raising the profile of the sector. Monitoring and Evaluation data presented in end of year report evidencing improving performance and growing impact of sector. The operator's forum has made a major step-change around ensuring trust, proof and confidence in the professional community transport sector.

Ongoing: Development work on the sector in Tameside culminating in workshop in March, with the outcomes to be presented to the Local Strategic Partnership

Equality and Inclusion – *Supporting the most vulnerable and excluded members of society to be more engaged in consultation and the development of services.*

Achieved: Majority of outcomes achieved, including TRU membership, signposting, voice of vulnerable users and groups.

Ongoing: Receiving final comments on draft report on transport issues for LGB&T people. Report on transport issues for new and recent entrants to the UK to be delivered in 2010/11

Access for All – *Supporting communities to access the services they need, particularly those provided by or for the VCS.*

Achieved: Majority of outputs achieved, including identifying joint project on transport based exclusion, research on links between transport and well being services ('Going the Extra Mile' report), and Flexible Transport Review

Ongoing: GMCVO's researcher supported by the TRU Development Officer are currently completing a report on the links and tensions between transport and volunteering. TRU and GMITA / GMPTE officers will then consider the best constructive actions on the conclusions.

Community Engagement – *Supporting local groups to raise transport issues and brokering relationships to enable these to be taken up by the appropriate bodies.*

Achieved: Outputs on promotion of existing consultation processes and support for the North West Transport Roundtable delivered. TRU has continued to promote and raise awareness of transport issues through the extensive TRU and GMCVO networks.

Reconfigured: Concluded that 'event' for officers and VCS reps on mechanisms for community engagement on transport issues, and creation of 'panel' to advise GMITA on review of structures for consultation, not the most effective solution, particularly against the background of the effect on communities of the recession. For 2010/11, TRU will carry out major outreach venture to VCS infrastructure organisations to establish 'feeds' into an 'early warning system' for transport issues as they arise.

Development and Accountability

Hiatus in Development Officer post led to need to focus on key work areas, leading to reporting to members being provided at a reduced level. Annual report provided. Updating of TRU website and monthly e-mail bulletins to network members maintained by TRU administrative support.

Reporting and regular provision of updates to members stressed as priority for new Development Officer.

The former Advisory Group, set up to provide strategic direction for the Development Officer and work programme, has been disbanded. The group agreed the time that often senior officers were being asked to contribute without recompense was disproportionate. The oversight and strategic direction functions are seen as being best served through guidance from GMITA and GMPTE officers and GMCVO managers, and through regular reports to the Committee.