

**vcsTogether**  
**Community Transport Forum**  
**Hempton Memorial Hall**  
**Thursday 15 March, 2007 2.00pm**

**Notes**

**Present:**

Alison Taylor, BMACCS Burnham Market Area Community Car Scheme;  
Jane Murchie, Great Massingham Community Car Scheme;  
Norman Cooker, Holt Caring Society;  
John Wratten, Kickstart Norfolk;  
Margrete Thorensen-Moore, Norfolk Rural Community Council;  
Paul Gray, North Walsham Area Community Transport Association;  
Andrew Campbell NVS Norwich & Norfolk Voluntary Services;  
Polly Hind, NVS Norwich & Norfolk Voluntary Services;  
Mary Moore, NVS CarLink;  
Barry Langley, West Norfolk Community Transport;  
Brad Stein, West Norfolk Community Transport;  
Peter Morris, West Norfolk Voluntary and Community Action

**Apologies:**

Sandra Ormerod, Age Concern – Fakenham; Eamon McGrath, Age Concern - North Norfolk,  
Andy Turner, Fakenham Forum; Brenda Coldrick, First Focus ; Daphne Potter, BMACCS.

Peter Bowen-Thomas, Age Concern - North East Norfolk has indicated that he would like to be kept informed of Forum activities, but will not be attending future meetings.

**Notes meeting 22 February**

Notes were agreed as an accurate record.

**Terms of reference**

The previously circulated draft terms of reference were agreed subject to one amendment. These are now on the website [www.nvs.org.uk/vcs\\_together\\_nn](http://www.nvs.org.uk/vcs_together_nn)

**Chair**

Barry Langley was proposed by John Wratten, seconded by Peter Morris, and duly elected to chair the Forum.

It was decided that there was no need for the forum to have a vice-chair

**Volunteer support**

Polly Hind, NVS Rural Volunteering Development Co-ordinator explained her (Defra funded, part-time) role to work with organisations to support the recruitment, retention and development of their volunteers through advice on best practice and legal issues.

Members' current recruitment strategies are based largely on word of mouth stimulated initially through a publicity campaign. NWACTA had found a letter in the local paper had been particularly successful.

The general need to recruit more volunteer drivers was identified, as well as a particular need for drivers to provide cover over the summer holiday period. Issue of those drivers

who have passed their test since 1994 not automatically having D1 entitlement (to drive a mini-bus) will have an increasing impact on recruitment.

The idea of sharing drivers among organisations was discussed. Problems with local identity and loyalty issues were raised. Drivers who want to work for more than one scheme generally are doing so already.

Issues of induction, training and position on need for CRB checks were identified as topics for future meetings.

### **Agreed:**

That a joint recruitment campaign targeting local media during Volunteers Week (June 4-10) would be useful. Main messages being:

- vital community role played by transport schemes;
- impact on the quality of life for passengers;
- high level of volunteer driver satisfaction.

Members to identify drivers and passengers willing to be approached by media and prepared to tell 'their story' and pass to Andrew Campbell by April 10.

Polly, Barry and Andrew will produce a background information sheet for comment. Once agreed the sheet will be issued to the media.

### **OCSI Report into Rural Deprivation - Margrete Thorsen-Moore**

Norfolk Rural Community Council (NRCC) commissioned a report on Deprivation in Rural Norfolk. The study used a new statistical model to look at information on communities of 300 people rather than the census information which goes only to groups of 1,500.

The report identifies and quantifies pockets of high levels of deprivation in rural areas:  
63% of houses that lack central heating are in rural areas  
59% of people with a limiting long-term illness live in rural areas  
48% of people claiming benefits live in rural areas.

It also highlights pockets within North Norfolk eg Burnham Market and Holt.

The report, which will be a valuable resource for providing data to support funding applications, will be available on the Norfolk Observatory ([www.norfolkdata.net](http://www.norfolkdata.net)) shortly.

### **Topics for future meetings**

Issues to include:

- Induction training, CRB checks
- Methodology for identifying 'added value' of Community Transport (recognising the 'knock-on' value for relatives etc)
- Links with other Forums (especially Access4Life) to be identified and links made to ensure information is shared and duplication avoided.

### **Actions:**

Margrete will circulate toolkits to quantify social value

Barry will circulate current information about service provision for members to update

Andrew will circulate information about Access4Life project group and invite Maureen Clarke to the next meeting.

### **Dates of future meetings**

**Wednesday 2 May, 2.00pm**, Hempton Memorial Hall

Agenda item to include:

North Norfolk District Council's Community Transport strategy development and links with the North Norfolk Community Partnership's action plan.

Guest - Maureen Clarke, North Norfolk District Council's Active Communities Team Manager.

**Thursday 21 June, 2.00pm** Hempton Memorial Hall

**Thursday 13 September, 2.00pm** Hempton Memorial Hall

### **AOB**

Norfolk's Digital Challenge Bid for funds to support the development of IT among hard to reach groups, did not win final approval. A meeting on Thursday 30 March will consider what elements of the bid can still be taken forward in the light of this.

Concern about the imminent closure of Job Centres in Wymondham and Downham Market was expressed and members urged to lobby in support of their retention.