

## **CITADEL Community Transport Development: Liam Tatton-Bennett and Sheila Martin**

### **Improved services and joint working**

New CT support services have been successfully introduced for discount fuel, safety training, fuel rebate support and information share and a new umbrella Support Network service established. Work with local authorities has successfully delivered concessionary fares introduction for CT services in West Wiltshire and Kennet with four CT groups taking advantage of this new opportunity. .

### **Identify need, promote and support CT development**

Work in developing new CT hub projects in Calne, Chippenham and Malmesbury are progressing. New CT support services for BSOG administration, tail lift servicing and contracts training have all been successfully introduced. The CT website has been improved and updated and the CT Support Service has been successfully launched. Three issues of CT News have been produced and distributed this year. Citadel staff have also been heavily involved in the successful development of the county wide wheels to work scheme that is to be funded primarily by SWRDA and due for launch in late spring 2006.

### **Encourage and facilitate enterprise approach**

New contracts training programmes for CT Operators have been developed and supported assistance provided for two groups who are in process of contract service application with WCC. A new brokerage scheme for CT minibuss operators is being developed to improve usage and income generation for CT groups and new training developed to help improve CT operators' enterprise skills.