Membership Information Pack

2026/27

WALTHAM FOREST COMMUNITY DRIVING SCHOOL

GROUP HIRE

DOOR TO STORE SHOPPING SERVICE

CONTRACT HIRE

Community Transport Waltham Forest. A Company Limited by Guarantee Registered in England and Wales.
Company Ltd by Guarantee: 3073284 Registered Charity: 1048701 VAT Reg. No.: 799269841

Welcome to Waltham Forest Community Transport.



Who we are.

Community Transport Waltham Forest (CTWF) is a registered charity and company limited by guarantee. CTWF has provided a dedicated community transport service to the people of Waltham Forest since 1995. Our goal is to provide low cost, quality minibus services to not-for-profit groups in the East London Area. We currently serve Waltham Forest and Newham, with certain exceptions to parts of Enfield, Tower Hamlets and Harringey.

Get in touch

Email: Info@ctwf.co.uk
Website: www.CommunityTransportwf.co.uk
Facebook: Community Transport Waltham Forest
Telephone: 0208 521 0665 , Mon-Fri 8am-18pm

Our Address:
Community Transport Waltham Forest
Low Hall Depot
42 Argall Avenue
London
E10 7AS

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About The Membership Pack.

This service information pack contains important information about our services and terms & conditions. Please read the information contained in this membership application pack carefully and ensure that all relevant members of your organisation (approved bookers, drivers, and passenger assistants) are familiar with items relating to their use of our services.

CTWF drivers are DBS checked and MiDAS (Minibus Driver Awareness Scheme) certified. Organisations providing own drivers are required to ensure proper checks have been carried out.

ALL Groups and organisations wishing to use our transport services are required to become a member of CTWF. This is non-negotiable.



I. BECOMING A MEMBER

Membership

CTWF operates under a section 19 small bus permit and all those wishing to use our vehicles *MUST* be members of CTWF.

· Only not-for-profit organisations or groups can become members.
· Membership must be renewed annually.
· Vehicles cannot be used for activities (or in conjunction with activities) that are profit making.
· To become a member, you must complete our membership form and return it to CTWF with the applicable membership fee and supporting documentation.
· Acceptance of membership is at the discretion of CTWF.

Membership Fees as of April 2026

There is an annual subscription to Community Transport Waltham Forest renewable in April every year.
·£20.00 incl VAT (£16.67+£3.33) for groups with an income of less than £25,000 per year

·£40.00 incl VAT (£33.33+£6.67) for groups with an income of £25,000 or more per year

·£55.00 incl VAT (£45.83+£9.17) local education authority schools for non-statutory trips

·£156.00 incl VAT (£130 +£26.00) for statutory organisations (Councils, Health Services etc.)

II. USING CTWF GROUP TRANSPORT SERVICES

Once you have become a member of CTWF you can use the transport service in the following ways:

Community Driving School

Our driving school offers a range of courses to improve the driving and passenger experience of people using minibuses in the course of their work and social activities.

Group Use

Our vehicles are available to registered member groups for official group activities either on a self-drive basis or with a driver.

Contract Hire

Our contract work spans working with small voluntary organisations to statutory organisations where specialist transport is required. Examples of our contracts include: regular group activities, home to schools services, travel club services and onsite transport services.

Get up and Go

We also offer and run services directly for specific vulnerable groups in our society under our “Get up and Go” services to ensure they maintain their independence and have avenues to interact with their community.
This includes:
Door to Store Shopping Service - which provides a safe, reliable and accessible door to door transport service for older and disabled people to shops and supermarkets
The Excursion Club - established to provide an avenue from the social isolation that many members of the elderly community experience. Trips to places of interest are planned on a quarterly or semi-annual basis.

Who can drive CTWF vehicles?

Any member of your group can apply to be a volunteer driver providing they meet the following criteria:

- Minibus drivers should be aged between 21 – 70 years old.
- Drivers over 70 will need to meet a higher medical standard. Contact CTWF for further information.
- Drivers must have held a full UK driving licence for a minimum of TWO years. To use our larger vehicles, they will also have to have D1 entitlement.
- All drivers must undergo MiDAS assessment training prior to using our vehicles

Important Online Licence checks

Due to the changes to driving licences, an organisation wishing to use their own drivers will have to provide a copy of an online licence check. Share your licence using (www.gov.uk/view-driving-licence) with the application form including the printout of current endorsements.

Driving without D1 entitlement

If a driver has passed a car driving test in 1997 or after they may drive minibus in UK only if ALL these conditions apply:

- They are aged 21 or over
- Held full licence for 2 years
- Driving on a voluntary basis (see hire and reward definition)
- Minibus is used by not-for-profit organisation
- Minibus maximum weight (MAW or GVW) no more than 3.5 tonnes (4.25 if accessible)
- Must not tow a trailer
- Age 70 or over must pass a medical to renew their entitlement

Driving our vehicles

- **When driving our vehicles please remember you have ultimate responsibility for the safety of our vehicle and a duty of care to your passengers.**
- **You must not drive if you have been drinking or taking drugs**. It is illegal to drive whilst under the influence of alcohol or drugs.
- **You must not smoke when driving** or allow your passengers to smoke in our vehicle. CTWF operates a no smoking policy in our office and our minibuses.
- **Your main concern must be the safety and comfort of your passengers.** Remember, your actions may have serious repercussions for them as well as other road users.
- **Apply the techniques of defensive driving which MiDAS teaches.** Treat all other drivers, pedestrians and situations with caution. Expect the unexpected.
- **Do not follow other traffic too closely.** Minibuses should be brought to a halt gently, so leave plenty of space in which to stop. It is always **YOUR** fault if you run into something else from the rear.
- **Take care when reversing and parking**. Check for hazards before you begin the manoeuvre. If possible, ask someone to assist you.
- **Make sure that you use your mirrors at all times**, in normal driving and especially when manoeuvring.
- **Remember the width and height of the vehicle.** Minibuses are much wider and higher than cars. You must be particularly aware of height and width restrictions. In all situations leave plenty of space between your vehicle and obstacles including, parked vehicles, oncoming traffic, kerbs and low objects. If in doubt stop and wait.
- **Remember the length of your vehicle**. Minibuses are much longer than ordinary cars. Take care when turning corners. Make sure that the rear of the vehicle is swinging clear of all obstacles because the back wheels do not follow the path of the front wheels.
- **Do not brake or accelerate hard; do not take bends at speed, keep your driving smooth and level!** These actions will cause discomfort for your passengers. There is no excuse for hitting anything stationary.
- **If you are suffering from fatigue, stop and rest**. Do not make yourself and your passengers a statistic.
- **Remember, you are representing CTWF when driving.**

General Guidelines

- **Bookings can be made in person, by phone or e-mail** (bookings @ctwf.co.uk)
- Only those you have chosen as approved bookers are authorised to make bookings.
- When making a booking please have all necessary details to hand.
- **The vehicle must be collected & returned by the agreed times stated on the logsheet.** Please remember that someone else may well be waiting. If you are going to be late please call CTWF immediately.
- **The driver is legally responsible for the roadworthiness of the vehicle**. Drivers must complete their vehicle checks before starting any journey.
- **Do not use the vehicle if you consider it un-roadworthy**. Record the defect on the logsheet. If you find a fault with the vehicle that does not render it unsafe or un-roadworthy record the fault on the trip-sheet and inform CTWF, either at the office or on the out of hours number call or text 07983850407
- **When carrying passengers ensure all doors are unlocked**. Doorways are emergency exits and along with gangways must be kept clear of baggage, etc.
- **Each passenger must have their own seat**. Everyone must be seated for the duration of the journey. Ensure passengers are seated AND wearing their seat belt, children must use the appropriate seating; supplied by the group.
- **Passenger Assistants should travel in the passenger saloon.** Passenger Assistants must liaise with the driver and must act to ensure the driver is not distracted.
- A Passenger Assistant must never by their actions compromise the duty of care that the driver has.
- **If you require fuel or oil during your journey use the fuel card.** The cost of fuel/oil is included in the mileage charge. Please ensure you fill up with the correct fuel, failure to do so will result in the end of your journey and your group will be charged for any loss as a result.
- **If you suffer a breakdown (incl. punctures) use the breakdown card to call for assistance**. Also contact CTWF as soon as possible. Do not try and repair the vehicle yourself or change a wheel.
- When returning a vehicle always make sure that: the vehicle has at least half a tank of fuel, your belongings are removed, all windows and vents are closed, the vehicle is left clean & tidy, all internal/external lights are off and all doors are locked, failure to do so may leave your group liable to a charge.
- **Drivers are responsible for any speeding / parking fines they incur**. Please note an admin charge of up to £35 will be applied for PCN notices received, our leased vehicles may incur a higher charge as set by the lease company



III. BOOKINGS

Our designated booking email is Bookings@ctwf.co.uk . Please use this email for all booking inquiries.

Booking your vehicle can be done in two ways; either over the phone or via email. We prefer that you book your vehicle via email so that we have a source that we can refer back to, and is easily accessible to the members of the fleet team. If you ring to book, we may ask you to send an email. If you're unable to do that at the time, we will take down all relevant details about your booking and get back to you via phone or email.

When making vehicle bookings please ensure you have the authority to make bookings on behalf of your group i.e. you are the nominated person.

There are two type of bookings that a group can make; A Self-Drive booking and a Driver Required booking.

When you book, please make sure you have the following information...

Self-Drive Bookings

- The date(s) you wish to use the vehicle(s).
- The times you require the vehicle (pick up and drop off);
- The number of seats you require (the maximum number of seats is 17 inclusive of driver).
- Do you require an accessible vehicle i.e. with tail lift or low passenger entrance step?
- Do you require a space for a wheelchair user? Please note: you lose two seats for each wheelchair; in some cases three if the wheelchair is electrically powered. For safety reasons we recommend that only three wheelchairs are carried on a vehicle at any one time.
- For those groups that require luggage spaces please enquire about our luggage trailers which are for hire for very reasonable fees. (training is required please enquire at CTWF office)
- The name of the driver on the day of the outing. If you are using your own driver they must be registered as MiDAS drivers with CTWF.

CTWF Provided Driver

- If using a CTWF driver please supply the start address and destination address (including street name and postcode);
- The date(s) you wish to use the vehicle(s);
- The times you require the vehicle from and to;
- The number of seats you require (the maximum number of seats is 17 inclusive of driver);
- Do you require an accessible vehicle i.e. with tail lift or low passenger entrance step?
- Do you require a space for a wheelchair user? Please note: you lose two seats for each wheelchair; in some cases three if the wheelchair is electrically powered. For safety reasons we recommend that only three wheelchairs are carried on a vehicle at any one time;
- For those groups that require luggage spaces please enquire about our luggage trailers which are for hire (training is required please enquire at CTWF office) for very reasonable fees.

Please note:

- Please give as much notice as possible of your requirements as resources are limited and we do not wish to disappoint you.
- There is no charge if CTWF receive at least 24 hours' notice of cancellation of a vehicle booking. If a booking is cancelled within 24 hours, the minimum session charge of £33.00 will apply. Where a booking has been made and not cancelled, and the vehicle is not used, the session charge will apply.
- When returning a vehicle please complete the log sheet in full. If the office is closed return the keys and log sheet to the security office at the front gate.
- Keys for weekend bookings MUST be collected the preceding Friday by 5:00pm.
- Keys can only be left at the security office when returning the vehicle; they cannot under any circumstances be picked up from there.

IV. COMMUNITY TRANSPORT WALTHAM FOREST DRIVING SCHOOL

CTWF runs a driving school offering training in multiple the following courses:

- Standard and Accessible MiDAS (Minibus Driver Awareness Scheme)
- PATS (Passenger Assistant Training Scheme)
- 5 Steps to Safety & Fire Evacuation

MiDAS training is held monthly, however, our other courses are conducted on a demand basis. Should you have any training queries please direct them to info@ctwf.co.uk or telephone 020 8521 0665.

Waltham Forest Community Driving School	
Standard MiDAS (online + 1 hour driving assessment)	£ 130.00
Accessible MiDAS (1 day + 1 hour driving assessment	£ 150.00
Passenger Assistant Training (1.5 days)	£175.00
Fire Evacuation	£ 110.00

POLICIES & PROCEDURES

Please note CTWF is accredited through FORS (Fleet Operators Recognition Scheme) should you require access to our full policies and procedures these are available in our office or via request.



V. PARKING CHARGE NOTICES WITH COMMUNITY TRANSPORT

PCN Notices

Community Transport Waltham Forest is committed to ensuring good quality driving practice at all times including adherence to Road Traffic Regulations. All drivers either employed by Community Transport Waltham Forest or a member organisation driving a Community Transport Vehicle are responsible for ensuring at all times that road and traffic regulations are adhered to. Fines and Penalty Notices are an unnecessary cost and easily avoided by obeying traffic rules, regulations and roadside signage.

If Community Transport Waltham Forest receives notice of either a Fixed Penalty Notice or Parking Charge Notice (PCN) the relevant driver will be informed of the contravention and issued a copy of the notice. Drivers will be expected to settle the fine themselves. Drivers for member organisations will need to determine the responsibility for settling the fine if using community transport vehicles.

Receipt of fine or penalty notice.

Fleet Supervisor will take receipt of any penalty or PCN notices issued to Community Transport Waltham Forest and identify the driver responsible for the contravention. The nature of the contravention will be scrutinized and discussed with the driver.

If there were specific issues with the location that contributed to the PCN, the Fleet Supervisor will produce an advisory for drivers to be displayed in the front office and if necessary, discuss with the relevant issuing authority.

The Fleet Supervisor has the power to evaluate the contravention and if necessary, refer the driver for further training for serious contraventions.

The Driver will be required to indicate whether they will pay fine as set out in the Penalty Notice or whether they wish to appeal.

All PCN details will be kept on file.

On issues outside of Driver Control the Director and/or Fleet Supervisor will have the power to determine appropriate settlement by Community Transport Waltham Forest.

What to do if you receive a PCN?

Review the PCN and decide whether there are grounds for appeal or whether the PCN was legitimately issued and should be paid.

Drivers to inform Fleet Supervisor on course of action

For each PCN received there are two routes that can be taken:

·Appeal the PCN

·Pay the PCN

As of 1st April 2025, CTWF apply an administrative cost of £35 for PCNS received from member organisation self-drive bookings.

On paying please provide the Fleet Supervisor at Community Transport Waltham Forest with the payment reference to ensure that no further late payment penalties are incurred, and that appropriate penalty is closed.

Fixed Penalty Notices

All Drivers using Community Transport Vehicles are subject to six monthly license checks. Dependent on offence it is at the discretion of Community Transport Waltham Forest whether drivers are able to make use of CTWF vehicles.

VI. POLICIES AND PROCEDURES

Complaints procedure

- Should you be involved in an accident, **do not panic**. Assess each situation, take account of the individual circumstances and follow the safest course of action.
- **Ensure that the passengers are not injured and make sure they are taken to safety**. If anyone is injured as a result of the accident, then the police must be informed and ensure that the injured party receives expert medical attention.
- The police must also be informed if you suspect anyone has been drinking or taking drugs.
- **Take photographs if possible this provides visual evidence**
- Drivers of our vehicles must not accept or deny responsibility for the accident.
- **Take the name and address of the other driver(s) involved**. The driver of our vehicle is legally required to provide their name and address to any other drivers involved. Make a note of the colour, make and registration number of all other vehicles involved.
- Familiarise yourself with the position in the road of all vehicles involved ensuring you know the exact location, with road names, where the accident took place. You will have to provide a sketch diagram of what took place for our insurers. Also take the name and address of any independent witnesses.
- Give the driver of other vehicles involved, our phone number and office opening hours so they can get details of our insurers.
- Make sure that the breakdown service recovers our vehicle and returns it to us.

Complaint procedure

Community Transport Waltham Forest (CTWF) believes in the core principle of “customer first”, assisting our group members, customers and passengers with their transport and travel choices whilst using our services. CTWF believes that its work is based on an ongoing process of review and a willingness and commitment to monitor, reflect and learn.

If CTWF fails to provide a service of a standard acceptable to our users, we want to know about it. This will help us to identify any underlying problems and issues within CTWF and enable us to make the necessary adjustments to stop them happening again.

If you feel unhappy about any aspect of our service you have received you may raise your concerns either by making a verbal complaint in person or via telephone or via email or letter to the Director: Helen Tredoux, CTWF, Low Hall Depot, 42 Argall Avenue, E10 7AS. Tel 020 8521 0665 email: helen@ctwf.co.uk

Equality Inclusion Diversity Statement

Community Transport Waltham Forest is committed to the principle of equal opportunity. CTWF will strive to develop a business culture that reflects and embraces equal opportunity and diversity in the workplace and its service provision in line with the current legislative framework and codes of practice.

Environmental Policy Statement

Community Transport Waltham Forest (CTWF) accepts responsibility for the effect its operations have on both the local and global environment and is committed to reducing them. CTWF has developed and introduced practices that are friendly to the environment and society to demonstrate that we are:

·Taking the lead in promoting good practice;

- Saving money by using resources more efficiently;
- Have sustainability policies in place to potential sources of grant aid;
- Minimising our demands on the earth’s resources;
- Measuring our impact on the environment and set targets for on-going improvement;
- Complying with all relevant legislation.

Data Protection

Community Transport Waltham Forest uses the information collected from you to record organisation membership details as the named contact person details, to make telephone contact and to email you information to provide transport quotations, issue invoices and renewal documentation or to discuss bookings and service offers which Community Transport Waltham Forest believes may be of interest to you/your organisation. In making initial contact you consent to Community Transport Waltham Forest maintaining a dialogue with you until you/your organisation either opt out (which you can do at any stage) or we decide to desist in promoting our services.

Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your use of our transport service. Community Transport Waltham Forest website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. WordPress.org uses cookies to help Community Transport Waltham Forest identify and track visitors and their website access preferences. Website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Community Transport Waltham Forest Website.

Any information Community Transport Waltham Forest holds about you/ your organisation encompasses all the details we hold about you and any transport transactions we have had.

Community Transport Waltham Forest will only collect the information needed so that it can provide you with community transport services, this organisation does not sell or broker your data.
A full copy of our Data Protection Policy is available on request. Please email Helen@ctwf.co.uk for further information.

Community Transport Waltham Forest - Fees 2026/27

Annual Membership Fees (incl VAT)

a) **£20** (£16.67 + £3.33 VAT) - for groups with an income of less than £25,000 per year
b) **£40** (£33.33 + £6.67 VAT) - for groups with an income of more than £25,000 per year
c) **£55** (£45.83 + £9.17 VAT) - for schools (for non-statutory trips)
d) **£156** (£130 + £26.00 VAT) - for statutory organisations (Councils, Health Services etc)

Vehicle Usage

Minibus ***Fees INCLUDE fuel (using CT fuel card supplied to hirer)***

Up to 4 hours: £42 - **Then** £6.30 per hour (up to 23 hours)
Day Rate: £90 for first day - then £77 per day for additional days

Mileage: £1.75 per mile up to 100 miles
85p per mile 100 – 200 miles
Above 200 miles – Call CT

Examples:	*4hrs /30 miles - Self Drive = £89.50*	*With CTWF Driver = £189.50*
	6hrs /60 miles - Self Drive = £151	*With CTWF Driver = £301*
	8hrs/100 miles - Self Drive = £229	*With CTWF Driver = £429*

Drivers and Personal Assistants

Drivers:

For bookings requiring vehicle + driver:	Monday-Saturday	-	£26.25 per hour
	Sunday/Bank Holiday	-	£39.50 per hour
For any service requiring a driver only:	Monday-Saturday	-	£25 per hour + VAT
	Sunday/Bank Holiday	-	£37.50 per hour + VAT

Passenger Assistants:

For any service requiring a PA:	Monday-Saturday	-	£24.50 per hour
	Sunday/Bank Holiday	-	£36.00 per hour

Community Transport is a London Living Wage Employer

Special Offers

From time to time Community Transport have special offers available. Please check our website at: www.ctwf.co.uk or subscribe to our mailing list on the website for regular updates.

Cancellations

There is no charge if Community Transport receives at least 24 hours' notice of cancellation.
If a booking is cancelled within 24 hours, the minimum session charge of £42 will apply.
If a booking is not cancelled, and the vehicle is not used, the full session charge will apply.

Cleaning & Lost Fuel Cards

Vehicles Returned Dirty

If a vehicle is returned with a dirty or littered interior, there is a charge of £70 (incl. VAT).
These charges are easily avoided by keeping the interior clean and by observing the no smoking, no drinking, no eating and no chewing gum rules.
Should more serious damage be done, repairs will be charged to the hirer at cost.

Lost Fuel Cards

If a hirer's driver fails to return our fuel card, given at start of hire, a £35 administration charge will be payable.

Waltham Forest Community Driving School

Standard MiDAS (Online lessons + 1 hour driving assessment)	£130
Accessible MiDAS (1 day + 1 hour driving assessment	£150
Passenger Assistant Training (1.5 days)	£175
5 Steps to Safety & Fire Evacuation	£110

Door to Store Shopping Service (Individuals)

Membership registration required (free) - £2 each way for shopping trips

Excursions Club (Individuals)

£2 lifelong Membership Fee
Excursions are priced according to outings planned.