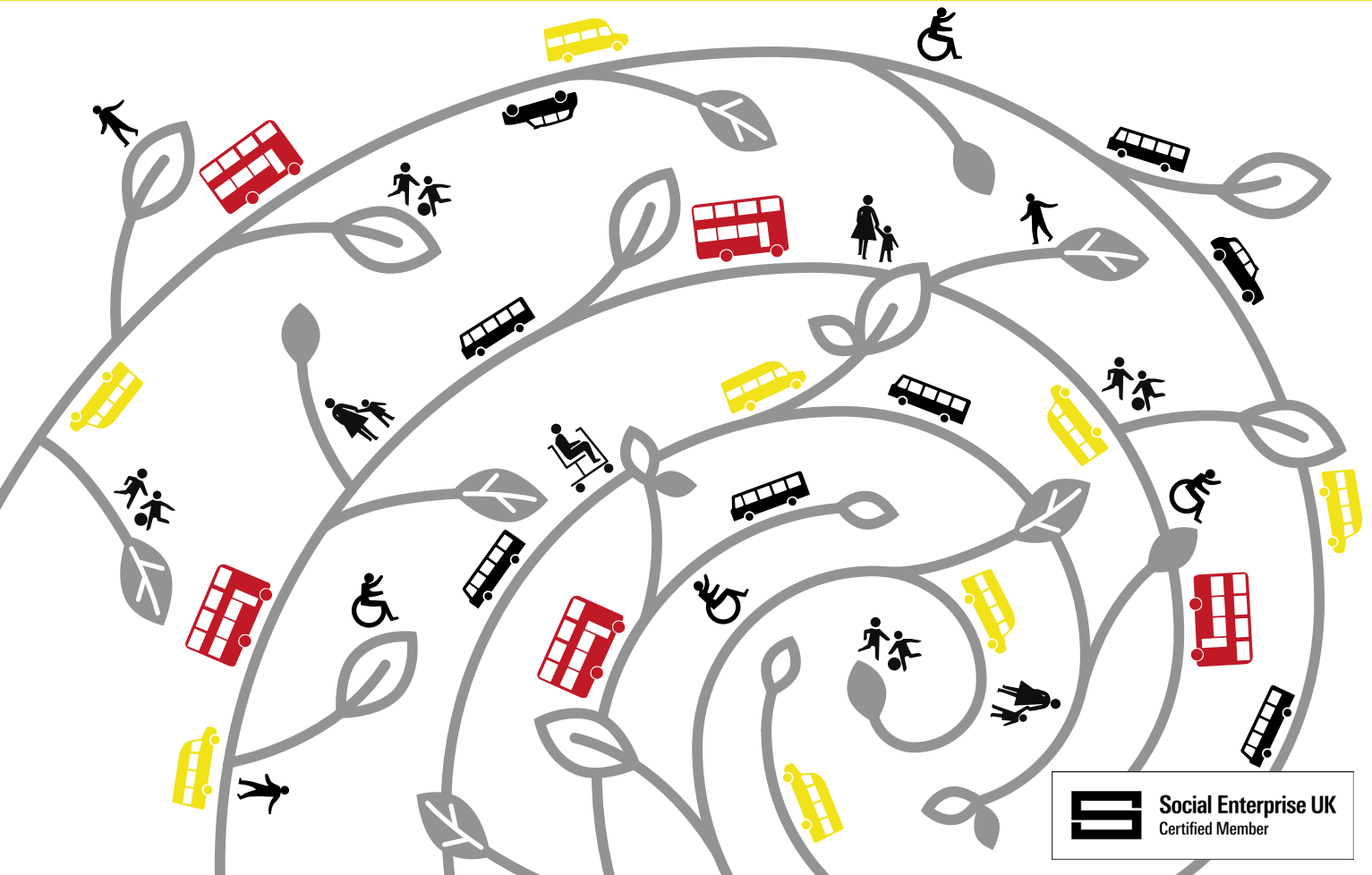




hct group

impact summary 2019

changing lives, creating impact



 **Social Enterprise UK**
Certified Member

www.hctgroup.org



making a difference

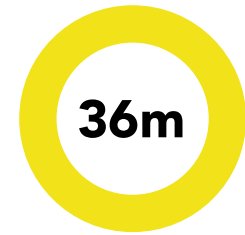
HCT Group is a social enterprise in the transport industry, safely delivering over 36 million passenger trips on our buses every year. Our founding commitment is to the role that transport can play in ensuring the most vulnerable and marginalised in our society can access jobs, education, services – or even the simple freedom of getting out and about, so central to our quality of life.

We earn our revenues from transport contracts won in the marketplace, delivering them to a high standard. Profits are then reinvested into high social impact transport services or projects in the communities we serve and into providing training opportunities for people who are long-term unemployed – making a real difference to people’s lives.

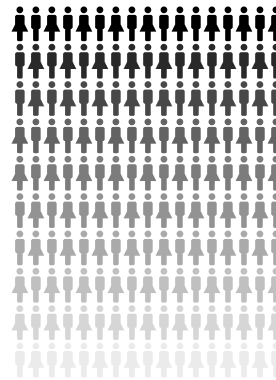
Each year, we assess whether we are delivering on our mission. We do this by measuring and reporting our social impact – the positive change made to people’s lives as a result of what we do. We look at our impact in seven main ways – from helping vulnerable people access essential services to our environmental impact.



HCT Group turnover was £77m in 2018/19

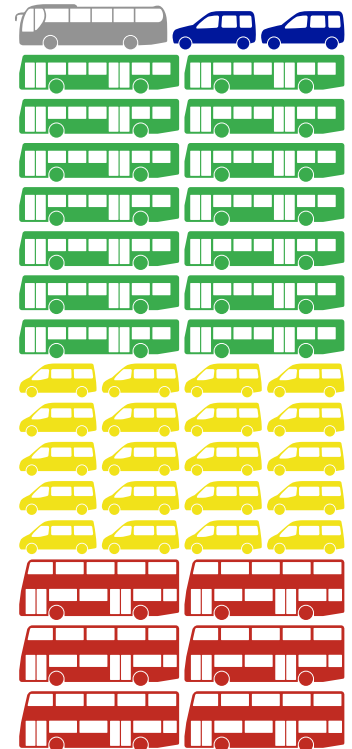


HCT Group provided over 36 million passenger trips in 2018/19



342,451

HCT Group provided 342,451 passenger trips to community groups or disadvantaged individuals in 2018/19



976

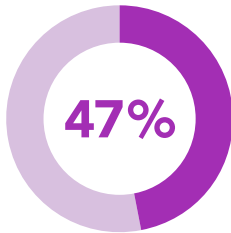
HCT Group operates a fleet of 976 single and double decker buses, minibuses, cars, vans and coaches



passenger trips provided to community groups by HCT Group grew by 53.5% in 2018/19

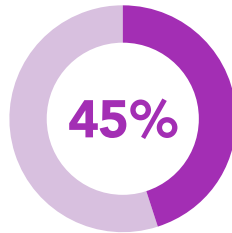
access to local facilities

Our services are supporting their users to access essential services, maintaining their independence.



improved access

47% of HCT Group individual transport users said their ability to access local facilities had improved

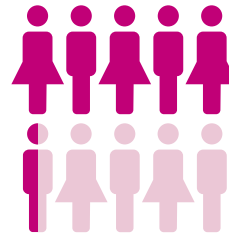


get out more

45% of HCT Group service users said their ability to get out and about had improved

family, friends and relationships

Our services are bringing their users together with those they care about, tackling social isolation.



less lonely

54% of HCT Group individual transport users said their loneliness had decreased



connected to others

43% of HCT Group service users said they feel more connected to others

physical and mental health

Our services are supporting their users to maintain their physical health and overall wellbeing.



more life satisfaction

50% of HCT Group individual transport users said their satisfaction with life had improved

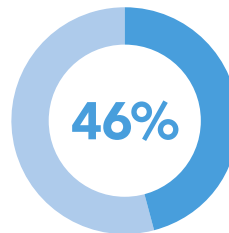


more confident

47% of HCT Group individual transport users said their confidence had improved

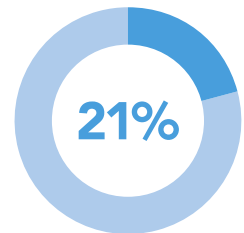
citizenship and community

Our services are supporting their users to be active citizens and feel a part of their community.



part of community

46% of HCT Group individual transport users said they feel more a part of their community



active in community

21% of HCT Group group transport users said they have become more active in their community

employment, training and education

Our Learning Centre is supporting its learners into employment, education or further training. Figures for full academic year 2017/18



719

positive learning outcomes

403 unemployed learners achieved 719 positive learning outcomes across a variety of courses

403

qualifications

135

jobs

gained qualifications and jobs

403 unemployed people gained qualifications and 135 gained jobs after training and education with HCT Group

income and financial inclusion

Our actions as an employer and purchaser are having an impact in their own right.



£4.6m

total spend in areas of deprivation

£4.6m of HCT Group's total spend on suppliers or subcontractors was in areas of deprivation



employees in areas of deprivation

49% of HCT Group's 2002 employees live in areas of deprivation

conservation of the natural environment

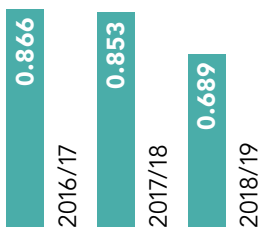
Our actions as a provider of public transport have had a positive environmental impact.



70,000

car journeys saved

70,000 car journeys were saved through the use of community group transport provided by HCT Group



reducing our environmental impact

HCT Group emissions in kg CO₂ equivalent per kilometre driven have reduced each year

find out more

This leaflet provides a simple summary of our social impact. If you'd like to find out more, the full report is available online at www.hctgroup.org/social_impact





Hackney Pan-Disability Cricket Team

helping disabled young people to enjoy sport

The Hackney Pan-Disability Cricket Team uses our community transport service to travel to fixtures. They are a part of the Lord's Taverners Super 1s programme, which gives young people with disabilities aged 12–25 the chance to play cricket regularly.

For many young people with disabilities throughout the UK, opportunities to take part in regular competitive sport can be extremely limited. The Super 1s programme gives disabled young people the chance to compete against their peers, enjoy the benefits of sport and live a more active life.

'Every time we come along it's a chance for all the players to meet up with old friends on other sides,' said Team Hackney coordinator, Alan Walsh. 'It's about more than just playing cricket. Super 1s is about personal development.

'They've learnt about leadership, teamwork, supporting each other. This has helped them develop life skills for the future. Yes, it's a cricket programme, but most people realise it's about personal development. It's really important.'

“
the chance to compete against their peers, enjoy the benefits of sport and live a more active life
”



about HCT Group

HCT Group is a social enterprise in the transport industry, safely providing over 36 million passenger trips on our buses every year. We deliver a range of transport services – from London red buses to social services transport, from school transport to whole bus networks, from community transport to education and training.

We reinvest the profits from our commercial work into high social impact transport services or projects in the communities we serve, and into providing training opportunities for people who are long-term unemployed – making a real difference to people's lives.

For more information, please see www.hctgroup.org



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HCT Group is a company registered in England and Wales. Company number 1747483. Registered charity number 1091318. VAT number 805311274. Our registered and main correspondence address is: 3rd floor, CAN Mezzanine, 49–51 East Road, London N1 6AH

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Hackney Pan-Disability Cricket Team

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