



Derrick's story

Out and about in Camden with our ScootAbility service

Derrick, 76 uses our ScootAbility service in Camden several times a week. The service enables older and disabled people to borrow scooters or powerchairs for free – and we deliver and collect the vehicles directly to and from service users' homes.

'I've been using the service for around six months now,' explains Derrick. 'Before, I literally hobbled around with a stick. I could only leave the house with the help of a carer – holding onto their shoulder with one hand and stick with the other. Really awkward.'

'With this service, I can go out on my scooter to the local shops, Sainsbury's, Waitrose. I go out for coffee or even for a full-blown breakfast. The benefits are great – the scooter has good control and can get in and out of the shops quite easily.'

'The best thing is that I can get away from the flat, out and about – seeing people, talking to people – I'm a terrible chatter. Without this, I would just sit in all day long, watching the TV, not much of a life. If you don't go out, you'll be talking to yourself. You'd go bananas, it'd be log cabin disease.'

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about HCT Group

HCT Group is a social enterprise in the transport industry, safely providing well over 20 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 Park and Ride, 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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impact summary 2017

breaking barriers, building impact



making a difference

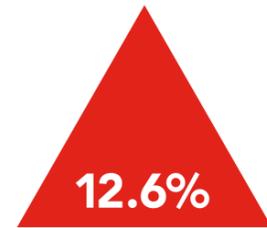
HCT Group is a social enterprise in the transport industry, safely delivering over 23 million passenger trips on our buses every year. Our founding commitment is to the role that transport can play in ensuring the most vulnerable and marginalised in our society can access jobs, education, services – 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.



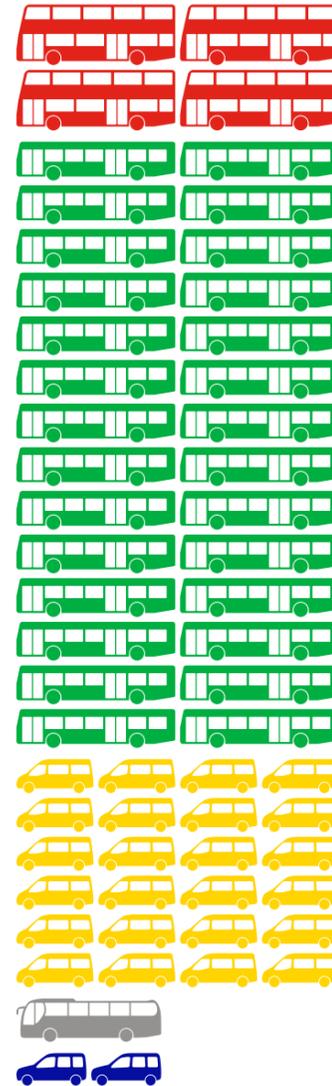
HCT Group turnover was £49.6m in 2016/17



HCT Group turnover grew by 12.6% in 2016/17



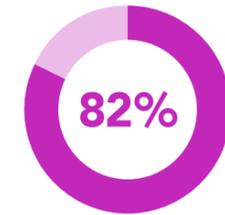
HCT Group provided 333,859 passenger trips to community groups or disadvantaged individuals in 2016/17



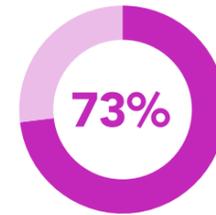
HCT Group's total fleet was 625 single and double decker buses, minibuses, coaches, cars and vans in 2016/17

access to local facilities

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



82% of HCT Group service users said they can get out and about more



73% of HCT Group individual transport users said their ability to access local facilities has improved

physical and mental health

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



life satisfaction

73% of HCT Group individual transport service users said their life satisfaction has improved



feel healthier

64% of HCT Group service users said they feel healthier

family, friends and relationships

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



feel more connected

72% of HCT Group service users said they feel more connected to others

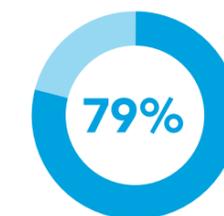


loneliness decreased

71% of HCT Group individual transport service users said their loneliness has decreased

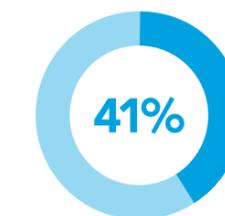
citizenship and community

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



part of community

79% of HCT Group service users said they feel more a part of their community



active in community

41% of HCT Group service 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.



gained jobs and qualifications

487 unemployed people gained qualifications and 132 gained jobs after training and education with HCT Group

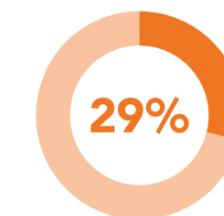


progressed onto further study

81% of participants in HCT Group community learning programmes have progressed onto further study

income and financial inclusion

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



total spend in areas of disadvantage

£4.18m or 29% of HCT Group's total spend on suppliers or subcontractors was in areas of disadvantage



employees in areas of disadvantage

58% of HCT Group's 1211 employees are in areas of disadvantage

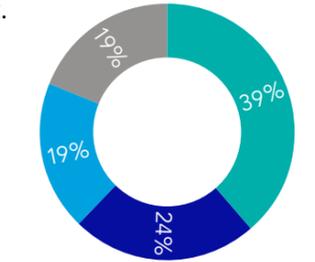
conservation of the natural environment

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



number of car journeys saved

37,882 car journeys were saved through the use of HCT Group community group transport



environmentally friendly fleet

HCT Group fleet by Euro emissions standard

- Euro VI (latest, greenest standard)
- Euro V
- Euro IV
- Euro III or lower



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