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Hackney Pan-Disability Cricket Team

HCT Group

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**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 that their 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.

**46% part of community**
46% of HCT Group group transport users said more a part of their community.

**21% active in community**
21% of HCT Group group transport users said more active in their community.

**Conservation of the natural environment**
Our actions as a provider of public transport have had a positive environmental impact.

**Reducing our environmental impact**
HCT Group emissions have fallen by 15% between 2013 and 2018.

**Total spend in areas of deprivation**
£45% of HCT Group’s total spend on suppliers or subcontractors was in areas of deprivation.

**Find out more**
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HCT Group is a social enterprise in the transport industry, safely delivering over 36.6 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 society can access jobs, education, services – or even the simple freedom of getting out and about, so central to our quality of life.

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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 individuals to maintain their physical health and overall wellbeing. Our actions as an employer and purchaser are having an impact in their own right.

### HCT Group turnover was £77m in 2018/19

- **53.5%** of employees live in areas of deprivation
- **49%** of HCT Group’s workforce is female
- **32%** of employees are aged 50 or over
- **45%** of employees have been with the company for over 5 years

### HCT Group provided over 24 million passenger trips in 2018/19

- **36m** passenger trips
- **19m** consists of single and double decker buses, minibuses, cars, vans and coaches

### HCT Group operates a fleet of 342,451 passenger trips to community groups or disadvantaged individuals in 2018/19

- **976** passengers provided trips to community groups or disadvantaged individuals
- **50%** of HCT Group individual transport users said that their confidence had improved

### Access to local facilities

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

<table>
<thead>
<tr>
<th>Metric</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduced travel cost</td>
<td><strong>62%</strong></td>
<td><strong>70%</strong></td>
</tr>
<tr>
<td>More area covered by travelcard</td>
<td><strong>49%</strong></td>
<td><strong>59%</strong></td>
</tr>
</tbody>
</table>

### Physical and mental health

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

<table>
<thead>
<tr>
<th>Metric</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>More life satisfaction</td>
<td><strong>47%</strong></td>
<td><strong>46%</strong></td>
</tr>
<tr>
<td>More confident</td>
<td><strong>45%</strong></td>
<td><strong>46%</strong></td>
</tr>
</tbody>
</table>

### Citizenship and community

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

<table>
<thead>
<tr>
<th>Metric</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>More active in community</td>
<td><strong>21%</strong></td>
<td><strong>24%</strong></td>
</tr>
<tr>
<td>Part of community</td>
<td><strong>46%</strong></td>
<td><strong>49%</strong></td>
</tr>
</tbody>
</table>

### Conservation of the natural environment

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

<table>
<thead>
<tr>
<th>Metric</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing our environmental impact</td>
<td><strong>0.689</strong></td>
<td><strong>0.641</strong></td>
</tr>
<tr>
<td>719 positive learning outcomes</td>
<td><strong>46%</strong></td>
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<td><strong>46%</strong></td>
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</tbody>
</table>

### Employment, training and education

Our Learning Centre is supporting its learners into employment, education or further training.

<table>
<thead>
<tr>
<th>Metric</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total spend on suppliers or subcontractors was</td>
<td><strong>£135m</strong></td>
<td><strong>£137m</strong></td>
</tr>
<tr>
<td>Job gained qualifications and jobs</td>
<td><strong>43%</strong></td>
<td><strong>42%</strong></td>
</tr>
<tr>
<td>462 unemployed people gained qualifications and 375 gained jobs after training and education with HCT Group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2002 employees live in areas of deprivation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Income and financial inclusion

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

<table>
<thead>
<tr>
<th>Metric</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>403 job</td>
<td><strong>46%</strong></td>
<td><strong>53%</strong></td>
</tr>
<tr>
<td>49% of HCT Group employees in areas of deprivation</td>
<td></td>
<td></td>
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<table>
<thead>
<tr>
<th>Metric</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>70,000 car journeys saved</td>
<td><strong>70,000</strong></td>
<td><strong>70,000</strong></td>
</tr>
<tr>
<td>HCT Group emissions said the use of community transport provided</td>
<td><strong>342,451 passenger trips</strong></td>
<td><strong>342,451 passenger trips</strong></td>
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<td>Our actions as a provider of public transport have had a positive environmental impact.</td>
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### Find out more

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about HCT Group

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