

'Making a Mark'

Mark Holder Social Impact Declaration

Ealing Community Transport

Ealing Community Transport (ECT) is a charity and a social enterprise that creates social value through charitable activities; we deliver high quality, safe, accessible and affordable community transport services that positively benefit local communities. We have been providing community transport services in and around the London Borough of Ealing for three decades.



Our community transport services have been developed to cover unmet local needs, benefiting local residents as well as community organisations. We enable disabled, isolated and lonely people to remain independent and mobile and we support community participation and engagement.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to answer a set of social impact questions, which illustrate how they are striving to meet their social/environmental objectives. Below are examples of how **ECT** is Making a Mark, striving to create a positive impact on people and planet.

Enabling independent living and social interaction

We are committed to providing high quality, safe, friendly, accessible and affordable community transport to voluntary, community and statutory groups. We also provide accessible and affordable community transport solutions to vulnerable individuals who otherwise would not be able to leave their homes, notably the elderly and people with disabilities.

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We seek to enable independent living and encourage social interaction for vulnerable people who have serious difficulty in accessing other forms of transport due to their mobility difficulties. We also build partnerships with local befriending organisations in Ealing that helps us identify and encourage lonely and socially isolated elderly people to get out of their homes.

Building partnerships to tackle social isolation

Our community transport solutions have each been developed to cover a specifically identified and unmet local transport need. Over the years, we have implemented new approaches to tackle loneliness and isolation.

Building partnerships with other organisations has proven particularly effective in identifying lonely people and helping them to go out. As a result, we have been able to reach more people and save public money, both directly and indirectly.

For example, the PlusBus for Health is a joint project between ECT and the Ealing Clinical Commissioning Group (ECCG) to provide transport to and from GP surgeries in Ealing. We identified that access to transport is one of the biggest barriers to regular engagement with healthcare for lonely and isolated individuals. Commissioned by ECCG, we provide community transport services to enable older and disabled residents to attend GP appointments. This service reduces house calls, missed appointments and emergency admissions to hospital.

Creating social value

By providing transport to otherwise isolated or excluded people, we contribute to reducing isolation and developing sustainable communities. Our services are often the only way in which some individuals can go out of their homes. It enables users to live independently: shopping, socialising with friends and going on day trips.



During 2016-17, our activities have created additional social value worth £823,600 to the community, by enabling independent living, facilitating social interaction, enabling affordable trips for voluntary and community groups and supporting the voluntary sector.

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