

Safeguarding Statement

MARCU Mobility Support is committed to safeguarding and promoting the welfare, dignity and wellbeing of vulnerable adults and service users.

We recognise that many individuals accessing mobility and transport support services may be vulnerable due to age, disability, health conditions or social isolation. Safeguarding responsibilities are therefore integrated into our operational planning and governance framework.

The organisation is developing and implementing appropriate safeguarding procedures, including:

- safer recruitment and vetting processes
- safeguarding awareness and training
- incident reporting and escalation procedures
- governance oversight arrangements

Safeguarding concerns will be handled appropriately and, where necessary, escalated to the relevant safeguarding authorities.

MARCU Mobility Support is operated by Marcu Community Transport Services CIC.

Accessibility Statement

MARCU Mobility Support is committed to making its services, communications and website as accessible and inclusive as reasonably possible.

We recognise that accessibility is particularly important for individuals with mobility challenges, disabilities, health conditions and other support needs.

We are working to ensure that:

- website content is clear and accessible
- communications are easy to understand
- service users can contact us through appropriate channels
- accessibility considerations are incorporated into service planning

If you experience difficulty accessing information on this website or require information in an alternative format, please contact us and we will seek to assist where reasonably practicable.

Community Benefit Statement

Marcu Community Transport Services CIC exists to deliver practical social benefit through the development of safe, accessible and community-focused mobility support services.

Our objective is to help vulnerable, isolated and mobility-restricted individuals access healthcare, community services, social activities and essential local support across Essex.

As a Community Interest Company, we are committed to operating in a socially responsible and community-focused manner. Any surpluses generated are intended to support the development, sustainability and improvement of services aligned with the Company's community benefit objectives.

Complaints & Feedback

MARCU Mobility Support is committed to providing safe, professional and respectful services.

We welcome feedback, comments and concerns as part of our commitment to continuous improvement and accountability.

Concerns or complaints will be reviewed appropriately and handled in a fair and proportionate manner. Where necessary, matters relating to safeguarding or service user welfare will be escalated in accordance with the organisation's safeguarding procedures.

To raise a concern or provide feedback, please contact:

info@marcutransport.com

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