AtkinsRéalis

Final Report

Transport for the South East

June 2024

TRANSPORT STRATEGY REFRESH ENGAGEMENT WITH EDI AND SOCIALLY EXCLUDED GROUPS

Notice

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Key Findings

The evidence base developed an understanding of the diversity of the population across the region, as well the relative densities of these characteristics. The analysis undertaken as part of the evidence base development identified where certain policies and interventions may be most effective.

- The population of the South East is generally older than the national average, with greater proportions of people aged 65 and over, and aged 80 and over. Berkshire and north Kent have higher proportions of younger people (under 19), while the rural and coastal parts of the region to the south have a higher proportion of older people (over 80).

- The largest proportions of the population identifying as having no religion are found in towns and cities such as Brighton, Southampton and Hastings. The largest proportions of the population identifying as Christian can be found in the region's rural hinterlands. People identifying as Hindu and Sikh are clustered in the North of the TfSE area.

- The region's LGBTQ+ population are largely clustered around major towns and cities, such as Brighton, Southampton, Reading and Canterbury.

- Areas most at risk of Transport Related Social Exclusion are found in North Kent, the Kent Coast, East Sussex, parts of the South Coast, and the Isle of Wight.

- There were substantial north - south and east - west divides for certain characteristics, suggesting the potential for certain interventions to be focused in specific parts of the region.

- The north of the region has a much larger proportion of BAME people than the south of the region. Places in the north of the region with the highest proportions of BAME people included Slough and Reading.

- The south (and also stretching across the coastal east) generally had much higher proportions of individuals classified as having "bad or very bad health". Disability, which is likely intrinsically connected to health, exhibited a similar pattern; high density in the south, low in the north and stretching east along the coast. The main areas where this observation can be seen include Brighton, Hastings, Eastbourne, Portsmouth and Dover.

- Evidence gaps were identified around neurodivergence and mental health, with there being insufficient evidence to identify the distribution of these characteristics across the TfSE area. Digital exclusion was also found to be underexplored in terms of its interaction with other protected characteristics.

The workshops obtained the views and experiences of protected characteristic groups, and gave the opportunity to understand how these groups experience transport services. In exploring the challenges these individuals faced, the key themes identified were:

- **Affordability**: the cost-of-living crisis was raised by several participants, and it was noted there is a large amount of research to understand the disproportionate impact it has had on disabled people. For example, disabled people may spend more on transport due to increased dependence on public transport, and frequent journeys to attend medical appointments. Although concessionary travel schemes can relieve the high cost of transport, participants described how these may be out of date for people's current needs and potentially not reviewed since the mid-2000s. These schemes were also inconsistent across the region.

- **Accessibility**: while vehicles, stops and stations are often accessible, access to transport services remains inaccessible due to the need for interaction with a staff member (for example purchasing a ticket on a bus, or arranging assistance at a railway station), which is difficult for deaf people, or those with selective mutism. Adaptations, such as the ability to converse using sign language, could be useful to ensure that the transport network is more accessible. At present, standards and regulations on accessibility (both physical and social) are fragmented and poorly enforced. The development and implementation of a regional policy or charter on accessible and inclusive travel, which can be used to hold local transport authorities and operators to account, may be beneficial.

- **Access to information**: participants discussed how the complaints process can be inaccessible particularly for disabled and neurodivergent people, with the onus on the complainant to 'establish why and how the provider discriminated unlawfully'. Relatedly, participants raised that it is difficult to know who to complain to and how to complain. It was also considered that automated delay repay systems like Avanti's current system could help to simplify the refund process.

- **Availability**: Young people noted specific challenges with the bus network, in particular a lack of radial services between smaller towns, suburbs and rural areas. Ongoing strike action affecting rail services has also led to a more general perception that public transport is unreliable and / or unpredictable. Participants suggested that better integration could help to improve availability of the transport network. For example, this could include better planning of routes in relation to the places people need to go, while the alignment of timings between services or closer working between operators could improve end to end journey experience.

- **Psychological safety**: Participants raised how staff training could improve the psychological safety of those travelling on the transport network. Staff training could provide confidence to those travelling to feel able to voice their concerns about discrimination they face or witness on the transport network. Similarly, incidents that people encounter may also impact their physical safety. It was noted by participants that training must be considerate of the needs of each protected characteristic group, and that taking a pan-impairment approach is important.

Using the challenges expressed by the participants, grouped by the above themes, six policy packages were developed to help deliver on three core missions. These will closely inform the development of practical policy measures in TfSE's new transport strategy.

Mission	Policy Package	Description
Transport in the South East is customer centric and inclusive of difference	People, Skills and Awareness	Interventions are designed to increase the support offered to customers who may have a range of visible or invisible conditions. This will make transport feel safer and more accessible to all.
	Operation and Service Provision	Interventions are made to improve the operability and service provision of transport, for example by creating accessible feedback mechanisms for complaints, or improving public transport services.
Transport in the South East offers equitable fares and inclusive, easy journey planning	Fares and Ticketing	Improvements are made to fares and tickets, ensuring that these are as transparent, simple, effective and fair as possible as possible.
	Journey Planning and Information	Interventions to improve the ease and efficiency of journey planning, while increasing the amount and quality of information provided to customers.
Transport in the South East is universally accessible and accountable	Built Environment	Improvements are made to transport services and stops which improve equity of access, for example by providing safe spaces, tactile paving and inclusive toilet facilities.
	Regulation and Oversight	Improvements are made to regulation, ensuring consistency in accountability, provision across regions and modes, and alignment across external bodies like government or other transport authorities.

1. Introduction

In July 2023, Transport for the South East (TfSE) committed to deliver a refresh of its 2020 Transport Strategy. The overall aim of this project is to develop a visionary, robust refresh of the Transport Strategy, based on the principles of co-creation, resulting in a compelling vision for the future of transport across the South East.

To support the development of a refreshed Transport Strategy, AtkinsRéalis were commissioned by TfSE to undertake research, engagement and co-creation with groups who have traditionally been excluded from transport services and infrastructure. The aim of this engagement exercise is to understand how the South East's transport network needs to evolve to better meet the needs of these groups. The research has focused on identifying what an equitable transport system would look like, and the steps which need to be taken to achieve this. It will be used to inform the refreshed transport strategy, ensuring it is inclusive and reflective of the diverse needs of the region.

This report presents the findings of this work, which includes an evidence base exploring data and secondary research on population characteristics of interest, the outcomes of engagement and co-creation with groups representing protected characteristic and underrepresented population groups, and policy recommendations for consideration within the refreshed Transport Strategy.

This work is being undertaken as part of a wider programme of work in developing TfSE's refreshed Transport Strategy. The recommendations of this report will be taken forward and be part of the strategy development process, along with other research and assessments in areas such as the economy, transport, and decarbonisation (among others). While the strategy itself may not contain these specific recommendations, this work ensures that matters relating to social exclusion will be a core part of the strategy.

TfSE would like to thank all individuals and groups who participated in the workshop sessions which have informed this report. It is recognised that these workshops were a substantial time commitment for the individuals involved, and TfSE want to make it known that this was appreciated and integral to the success of this research.

2. Methodology

2.1 Background

An individual's ability to participate in society, and the barriers they face when doing so, can be shaped by a number of factors. The Equality Act 2010 identifies the 9 protected characteristics of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage or civil partnership, and outlaws discrimination resulting from an individual's difference across these characteristics.

Following discussion and examination of other research and thinking on relevant topics, five additional characteristics were also determined as being of potential relevance and interest to this work. These are (note: many of these definitions are contested and/or socially constructed):

- Neurodiversity - describes the idea that people experience and interact with the world around them in many different ways; there is no one "right" way of thinking, learning, and behaving, and differences are not viewed as deficits.
- Mental health - a state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community.
- Digital exclusion - where a section of the population have continuing unequal access and capacity to use Information and Communications Technologies (ICT) that are essential to fully participate in society.
- Socio-economic disadvantage – refers to the lack of social and economic resources and opportunities that affect a person's well-being and participation in society.
- Poor transport access - refers to a lack of adequate transport services necessary to access general services and work, or to the inability to pay for these transport services.

These characteristics, individually or through the intersection and overlap of multiple factors, come to shape an individual's experiences, and sometimes cause barriers to participation in society. Over recent years, detailed data has begun to be collected on many of these characteristics. For some characteristics however, understanding of their impact on individuals' lives and participation in society is at an early stage. This study has therefore taken these 14 characteristics of interest as a starting point, explored secondary data, and undertaken primary qualitative research, to understand how they shape an individual's experience of travelling and ability use transport and participate in social and economic opportunities.

2.2 Theoretical underpinnings

This research has drawn upon theoretical concepts including the grounded theory approach to social research, the social model of disability, and intersectionality.

2.2.1 Grounded theory

Recognising that the individuals participating in this study will each have their own lived experiences and embodied knowledge, we took a "grounded theory" approach to the research. Unlike methods which involve the development of hypotheses and the collection of data to 'test', 'prove' or 'disprove' a hypothesis, grounded theory places the experiences of the research

participant at the centre. This means not imposing prior assumptions onto the experiences of the groups involved. Instead, it means starting with no assumptions, and allowing the participants and subsequent data gathering to lead us to conclusions.

Such an approach is useful because it provides a rich understanding of:

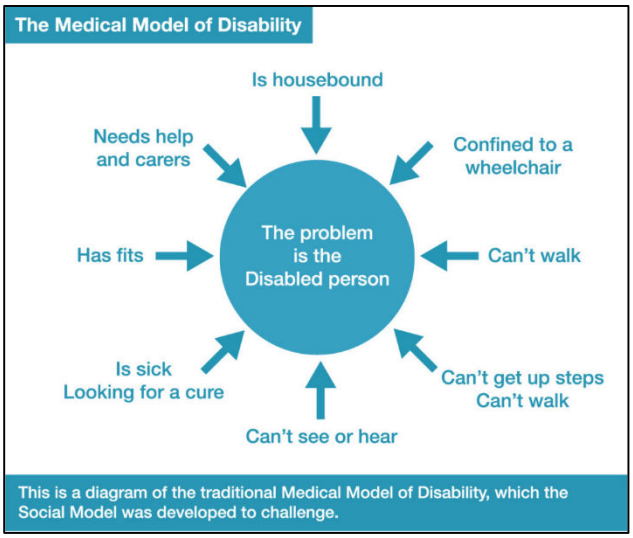
- The needs and preferences of people with each of the 14 characteristics of interest.
- The challenges and barriers these groups face when using different modes of transport.
- The barriers which are preventing equitable use of transport.
- The facilitators which may enable equitable use of transport.

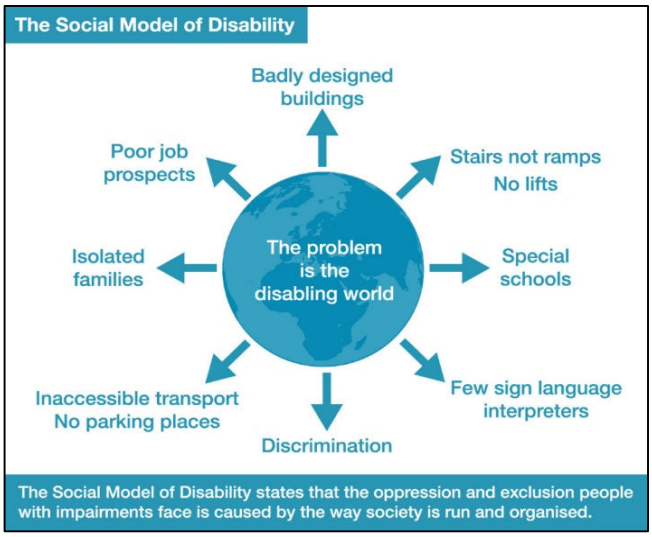
2.2.2 Social model of disability

The social model of disability was developed by people with disabilities, in recognition that barriers in society disable people, rather than their medical conditions. This contrasts with the medical model of disability which conceptualises the person's disability as the problem.

The social model of disability proposes that disability is a social construct, not an individual problem, and that people with disability can achieve their potential if society is more accessible and inclusive. The social model of disability therefore helps identify the societal factors which need to be changed to facilitate equitable participation of all.

Figure 2-1 - The medical and social models of disability





People with a disability face these issues accessing the strategic transport network and services because their disability means that they have specific needs.

These aspects of the strategic transport network and services provide barriers to people with disabilities, which can manifest themselves in different ways according to that disability.

Source: [The Social Model of Disability - Inclusion London]

2.2.3 Intersectionality

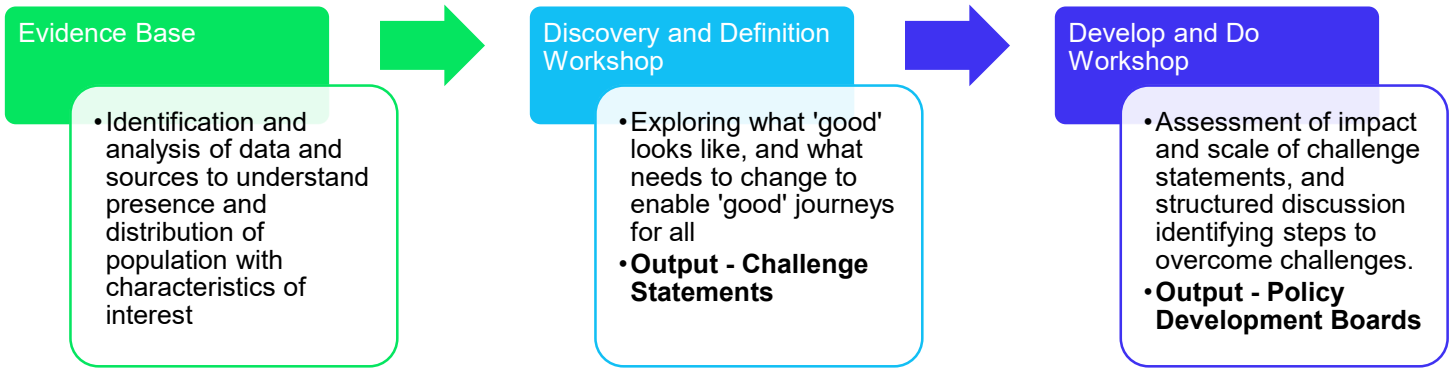
An additional consideration for this research is the concept of intersectionality. Intersectionality acknowledges that characteristics may intersect and compound one another, making the effects of multiple characteristics combine.

For example, a person who is both disabled and economically disadvantaged could potentially experience the agglomerated difficulties of both disability and economic disadvantage, and consequently experience more severe outcomes. Intersectionality has therefore been considered in the research as a potentially important theme. Considering this, the grounded theory approach becomes more important, as it will facilitate the understanding of individuals with intersecting characteristics, ensuring prior assumptions about how and why characteristics intersect are not made.

2.3 Methodology overview

Figure 2-2 provides a high-level overview of the research methodology deployed.

Figure 2-2 - Summary of Research Methodology



2.4 Evidence base

AtkinsRéalis used a combination of secondary data sources to inform the evidence base. These were determined by the characteristics and factors identified above. Datasets identified include:

- Census 2021
- A selection of National Statistics and the English Indices of Deprivation (2019)
- Lloyds Bank Essential Digital Skills survey (conducted by Ipsos MORI)
- Transport for the North (TfN) Transport-Related Social Exclusion (TRSE)

The primary stage of analysis sought to understand the proportion and distribution of the population within the TfSE area who have one or more characteristics of interest. These characteristics were matched up with the relevant data sets, shown in Table 2-1.

Table 2-1 – Mapping the characteristics of interest against relevant datasets

	Age	Disability	Neurodiversity	Mental health	Gender Reassignment	Pregnancy and maternity	Race	Religion or belief	Sex	Sexual orientation	Marriage and civil partnerships	Digital exclusion	Socio-economic disadvantage	Poor transport access
Census 2021	✓	✓		✓	✓		✓	✓	✓	✓	✓			
NOMIS (ONS)						✓								
Lloyds Bank Essential Digital Skills Survey												✓		
English Indices of Deprivation (2019)													✓	
Transport for the North Transport Related Social Exclusion														✓
Other sources (articles)			✓											

The data was filtered by the 16 local transport authorities in the TfSE area (see below). This was processed using QGIS where all data sets were matched to their associated MSOA / LSOA shapefile available on the ONS Open Geography Portal. Where possible, data was obtained, processed and presented at 2021 Middle Layer Super Output Area (MSOA) level. However, 'live births' was only available at 2011 MSOA level, while the Indices of Multiple Deprivation (IMD) and Transport Related Social Exclusion (TRSE) were at 2011 Lower Super Output Area (LSOA) level.

Figure 2-3 - TfSE Area (excludes Greater London)

The data was used to generate choropleth maps (maps which use different shading and colours) to visually illustrate the geographical distribution of each variable across the South East and enable identification of areas where clusters of people from protected characteristic groups are located. Each map uses a scale designed to show the prevalence of a variable in each area. Across the body of maps, three different methods were used for classifying the data and determining the scale:

1. Natural breaks – which finds natural groupings based on data distribution.
2. Equal intervals – which divides the data range into equal intervals.
3. Quantiles – which divides data into equal numbers of data points.

For each map, the scale was decided based upon case-by-case consideration of each dataset. In most cases, natural breaks were used because they are useful for showing natural clusters within the data. However, for variables such as "socio-economic disadvantage", quantiles were used. These maps illustrate the national-level quantiles for deprivation as they are distributed across the South East region. In general, five-point scales were used, however in some cases this number was changed to better illustrate differences between sub-groups of the population.

For example, a four-point scale was used for “self-identified disability” which helped draw out differences which were otherwise too subtle using a five-point scale.

AtkinsRéalis also undertook desk research to gather further evidence and inform analysis. This included reports from relevant organisations such as Transport for All and Compaid to generate a wider understanding of how the transport system can meet the needs of its diverse users. For some of the characteristics of interest, research and insights into the relationship between the characteristic and transport is limited and/or emerging. This was particularly the case for neurodiversity, where due to the lack of data available on neurodiversity, sources from Harvard Health and West Midlands Railway were used to explain the potential challenges that this group may face when travelling.

The full study evidence base is presented in a technical note in Appendix A. Chapter 3 provides a summary of the study evidence base. chapters which summarise the primary research findings.

2.5 Workshops

A series of workshops were held with representatives of groups representing the 14 characteristics of interest. To identify potential participants, TfSE undertook a review of their stakeholder engagement platform to identify relevant stakeholder groups. AtkinsRéalis also undertook desk research into community groups, charities and representative bodies which represent the views, needs and experiences of people who have one or more of the 14 characteristics of interest. This generated an initial long list of 72 organisations, which were prioritised based upon whether they had a national or local reach, whether they were based in, or focussed on, the South East region, whether they had a focus on transport, and whether they had a focus on social exclusion. This generated a short list of 60 organisations who were initially contacted to participate in the research.

TfSE contacted these organisations on behalf of AtkinsRéalis, as this was anticipated to most likely result in a positive response. AtkinsRéalis followed up on positive responses on behalf of TfSE, introducing the research team, the project, and how and why we wanted to engage with the group. All engagement on the project was initially to be undertaken during two all-day, in-person workshop sessions, however this was quickly identified to be impractical for several factors, including participant travel times and costs, need to provide a hybrid option in case of on-the-day health needs, and low interest in participating. To secure the highest levels of participation as possible, it was agreed early on during the recruitment phase to pivot to holding shorter, virtual workshops using MS Teams, which ultimately proved successful.

The workshops were designed using the ‘double diamond’ methodology, and therefore were divided into two phases:

Discovery and Definition: the aim of this session was to discover the problems faced by people with one of the 14 characteristics of interest and understand how these problems affected their participation in society. During the workshop, the team worked with the participants to understand what a ‘good’ transport network would look like. Participants were encouraged to express how they thought and felt during different stages of a journey as they navigated walking to a railway station, travelling and changing trains, and took a bus to their destination. Finally, participants created a set of challenge statements, which identify a problem, the impact of this problem, and articulate how this problem makes people feel.

Develop and Do: the aim of this session was to further draw on the knowledge of participants to build upon the outcomes of the Discovery and Definition workshops. During the workshop, the team recapped on the challenge statements produced in the Discovery and Definition workshops and then participants assessed these according to their *scale* and *impact* by placing them onto a matrix (see section 4.2.2). For example, participants considered the number of people that the problem would affect in a certain protected characteristic group (or across several groups), and whether the problem would make a large difference to people's lives. Finally, participants co-created policy development boards to address the challenge statements they felt most connected to (see 4.2.3). This used a framework to gather details around the solutions, delivery methods and geographic scale of the policies, as well as how success could be measured alongside any challenges to delivery. The team used the whiteboard platform Mural to work collectively with the participants as part of the co-creation exercise.

2.6 Data analysis

Following the Discovery and Definition workshops, AtkinsRéalis reviewed the challenge statements. To retain as much of the original content from participants as possible, the challenge statements were only refined in cases of overlap or for the purpose of combining similar challenges. This resulted in a list of 17 challenge statements, which were grouped thematically by the team under affordability, physical accessibility, access to information, availability and psychological safety. This was intended to distil the problems faced by participants into high-level themes, helping to present the information in a more easily digestible manner so that participants could understand the main emerging issues.

Following the two phases of workshops, AtkinsRéalis carried out thematic analysis on the wider workshop content. This included identifying salient quotes from participants and grouping these under the five themes established for the challenge statements. Carrying out further analysis on the workshop content served a dual purpose of providing context behind the challenge statements and policy development boards, in addition to revealing the themes which were referenced most by participants.

At a later stage in the analysis, Hampshire Youth Parliament provided commentary on their experiences of the transport network in the South East. This was reviewed against the existing material to identify additional insights, leading to the addition of two challenge statements (19 overall) on bike usage and the cleanliness of public transport.

2.7 Policy roadmap development

To develop and finalise the policy roadmaps, AtkinsRéalis worked in close collaboration with the Task Sponsor and Strategic Transport Plan study team through two workshop sessions. Topics of discussion included assessing the achievability, deliverability and measurability of the policy recommendations identified by the participants. Prior to these sessions, AtkinsRéalis mapped the challenge statements against five draft missions to link with TfSE's mission-based transport strategy.

In the first session, the team reflected on the policy development boards before discussing and simplifying the drafted missions in line with TfSE's aims and priorities. This led to three refined missions around transport in the South East for socially excluded groups. AtkinsRéalis and the client team then discussed the structure of the policy roadmaps and reflected on how the

information from participants would transfer best into different formats. This discussion included reflection on the timescales, costs and assumptions of each policy.

In the second session, AtkinsRéalis and the client team mapped the solutions set out by participants into ‘action areas’ on a Mural whiteboard. These were:

- Communications / marketing
- Operational / service provision
- Legislation
- Regulation
- Guidelines
- Fiscal
- Infrastructure
- Technology
- Planning controls

These solutions were also sorted into short-, medium- and long-term timescales. Following this sorting activity, actions were grouped to form policy packages around six key areas: (1) fares and ticketing, (2) journey planning and information, (3) people, skills and awareness, (4) built environment, (5) operation and service provision and (6) regulation and oversight. Finally, the capabilities to deliver each policy package were assessed, including the skills, staff capacity, technological and financial capabilities, and delivery partners required. This exercise then led to the creation of two detailed policy packages for each mission.

3. Evidence Base

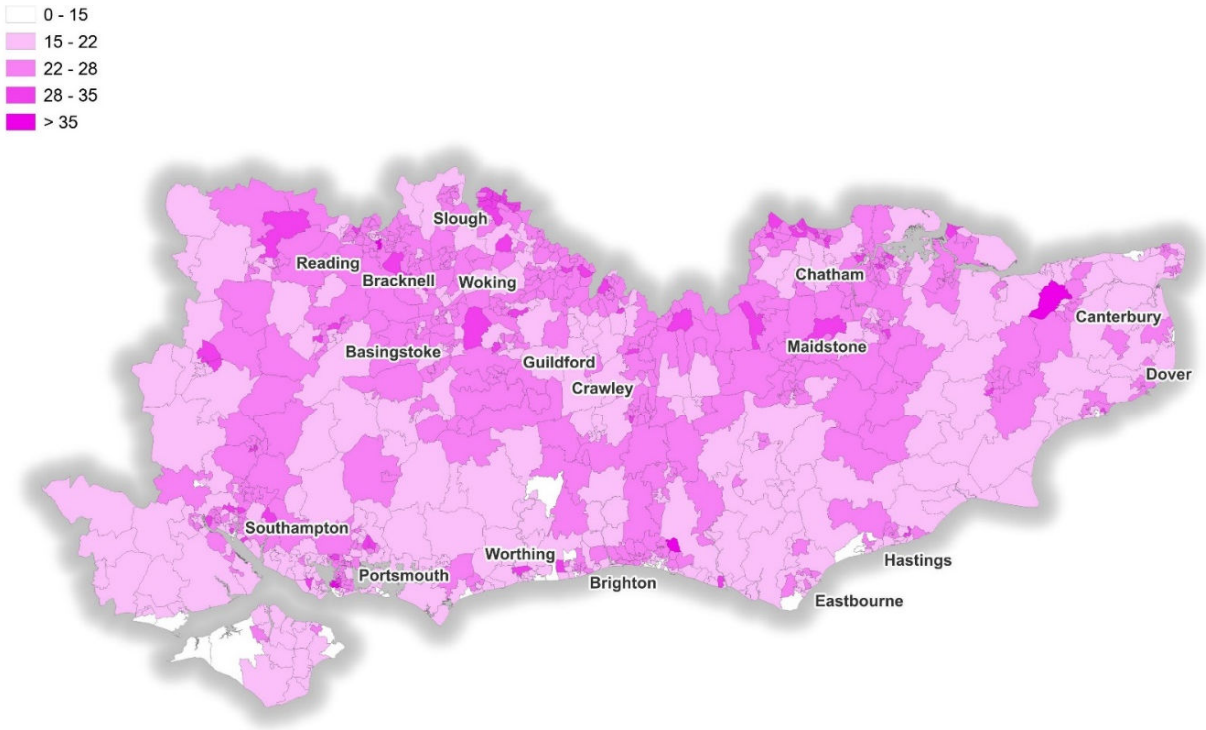
The following section details the key findings from the evidence base, which was produced by AtkinsRéalis during Task 2 of this project and described in the methodology section above. In essence, the purpose of the evidence base was to better understand the distribution of each protected characteristic across the TfSE region, using a combination of secondary data sources to generate detailed choropleth maps. TfSE feedback on the evidence base also highlighted further areas of interest to be explored, whether via the generation of new maps or exploration of additional sources and academic literature. The additional insights gathered from these processes were added to the key findings.

3.1 Findings

Age

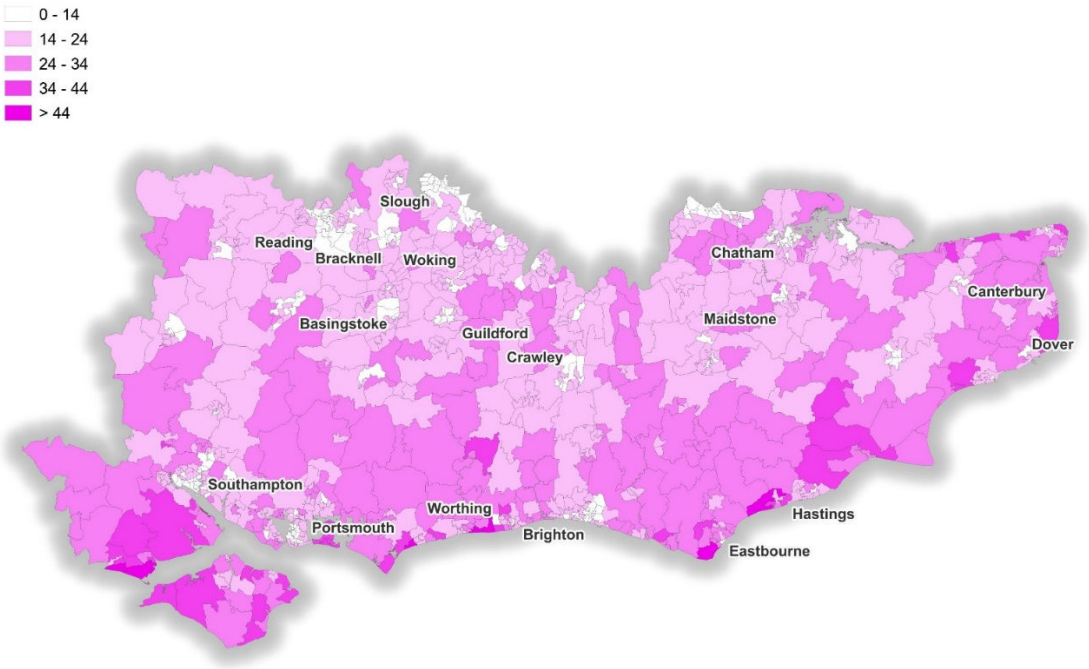
Generally, the average age of the population in the TfSE area is higher than the national average - the largest single five-year-age band in the TfSE area is 50-54 years, compared to 30-34 nationally. The South East also has a higher proportion of people aged 40 and older in comparison to the rest of the country. Urban areas in the north of the region generally have a younger age profile in comparison to rural areas in the south of the region, which generally have an older population.

Figure 3-1 - Percentage of population under 19 years old



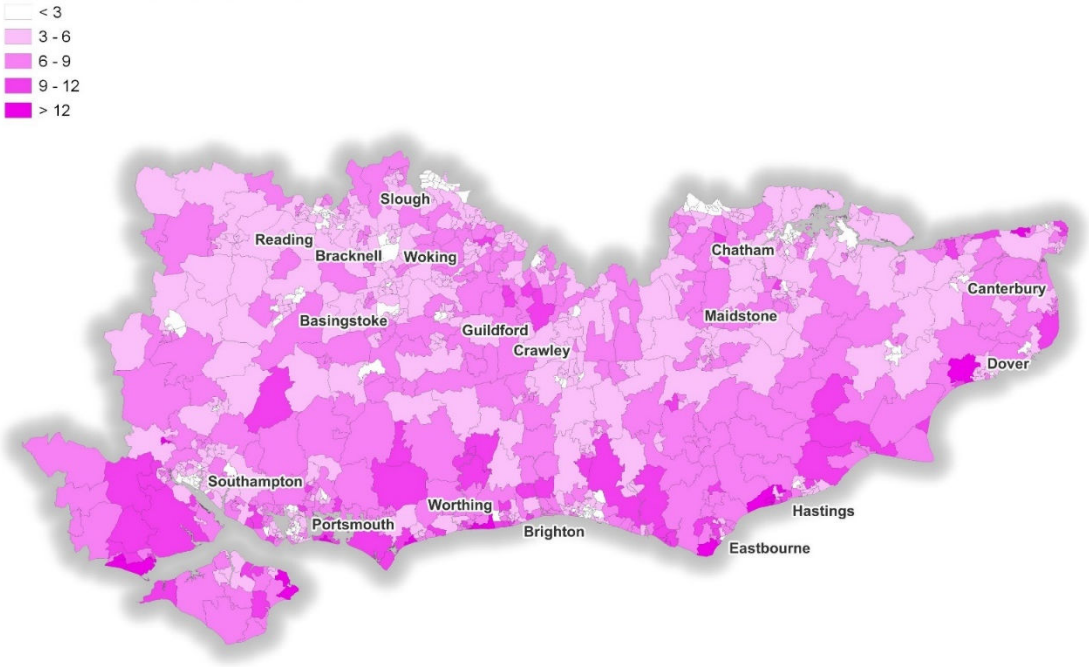
Source: Age by five-year bands; Census 2021

Figure 3-2 - Percentage of population over 65 years old



Source: Age by five-year bands; Census 2021

Figure 3-3 - Percentage of population over 80 years old



Source: Age by five-year bands; Census 2021

The English Longitudinal Study of Ageing found that older populations face difficulties using public transport. Due to limited mobility, elderly people may be disproportionately affected by poor access to public transport, which they may also be more reliant on than other age groups. While older populations (often more rural) may experience reduced access to public transport, younger age groups (often more urban) may suffer from reduced affordability of public transport. There could additionally be some cross-over with variables like digital exclusion, in which older populations are generally less skilled with emerging technologies like digital tickets, while younger groups are likely to be more skilled. Approximately 92% of 80+ year olds in the English Longitudinal Study of Ageing said that they never use public transport[1].

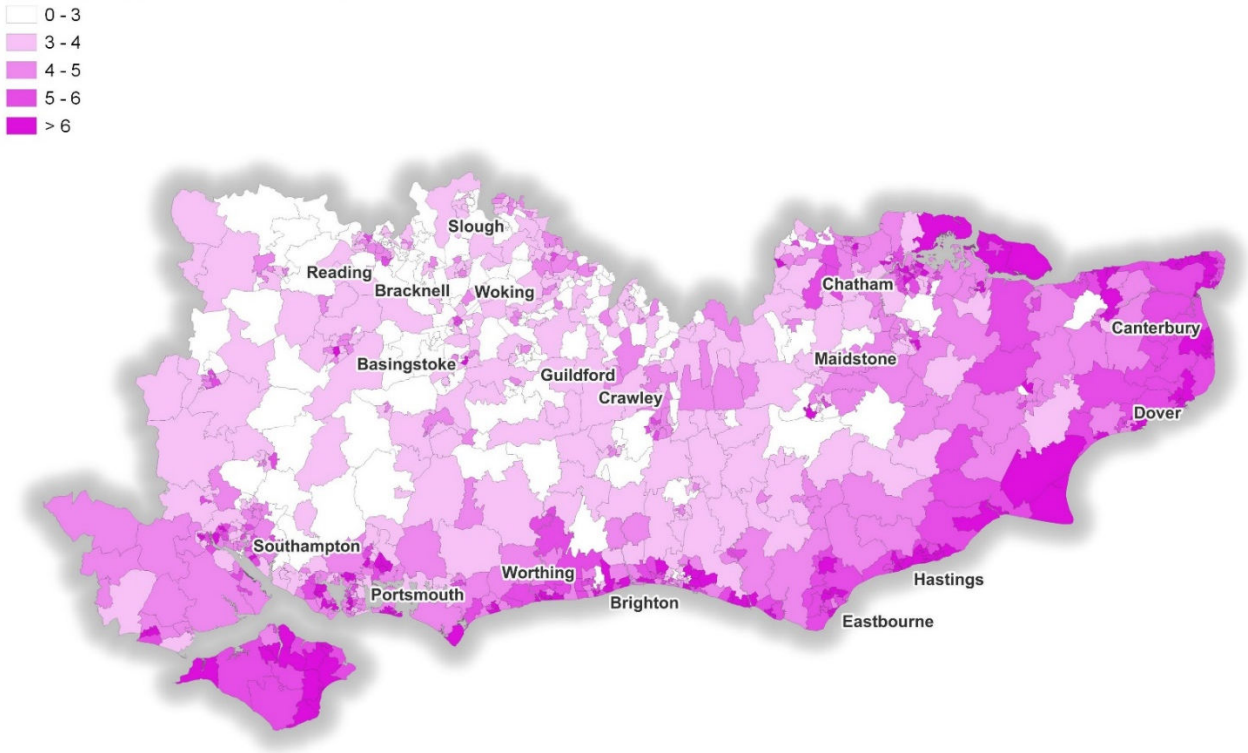
Health and Disability

There are poorer levels of general health across the region's coastal areas - these populations are generally older and show higher levels of relative deprivation (e.g. Hastings and the Isle of Wight). This perhaps demonstrates the importance of intersectionality between these variables in the South East. While older populations are generally more likely to experience health issues than younger populations, deprived areas may also experience more health issues than wealthier ones. The Health Foundation, for example, state that people with lower incomes are more likely to report their health as 'bad' or 'very bad[2]'. Although the reasons are not currently clear, some initial reasons could be that wealthier individuals may be able to afford higher quality food/ingredients, better quality accommodation, gym/sporting memberships etc, potentially contributing to improved health. When considering a variable like health, it is important to understand what the precise (potentially intersecting) causes are of high/low levels of health, and how these impact transport use. Those facing poor health may be more likely to find it more difficult to use transport, may require adjustments, and may face more severe consequences if excluded from transport, for example if urgently needing access to healthcare.

[1] The Dynamics of Ageing: Evidence from the English Longitudinal Study of Ageing 2002-2019 (Wave 9) Microsoft Word - ELSA_Wave9_FINAL (elsa-project.ac.uk)

[2] Relationship between income and health, https://www.health.org.uk/evidence-hub/money-and-resources/income/relationship-between-income-and-health#:~:text=More%20than%2010%25%20of%20adults%20on%20the%20lowest,decile%20and%20around%201.5%25%20on%20the%20highest%20incomes.

Figure 3-4 - Percentage of population with 'bad' or 'very bad' health



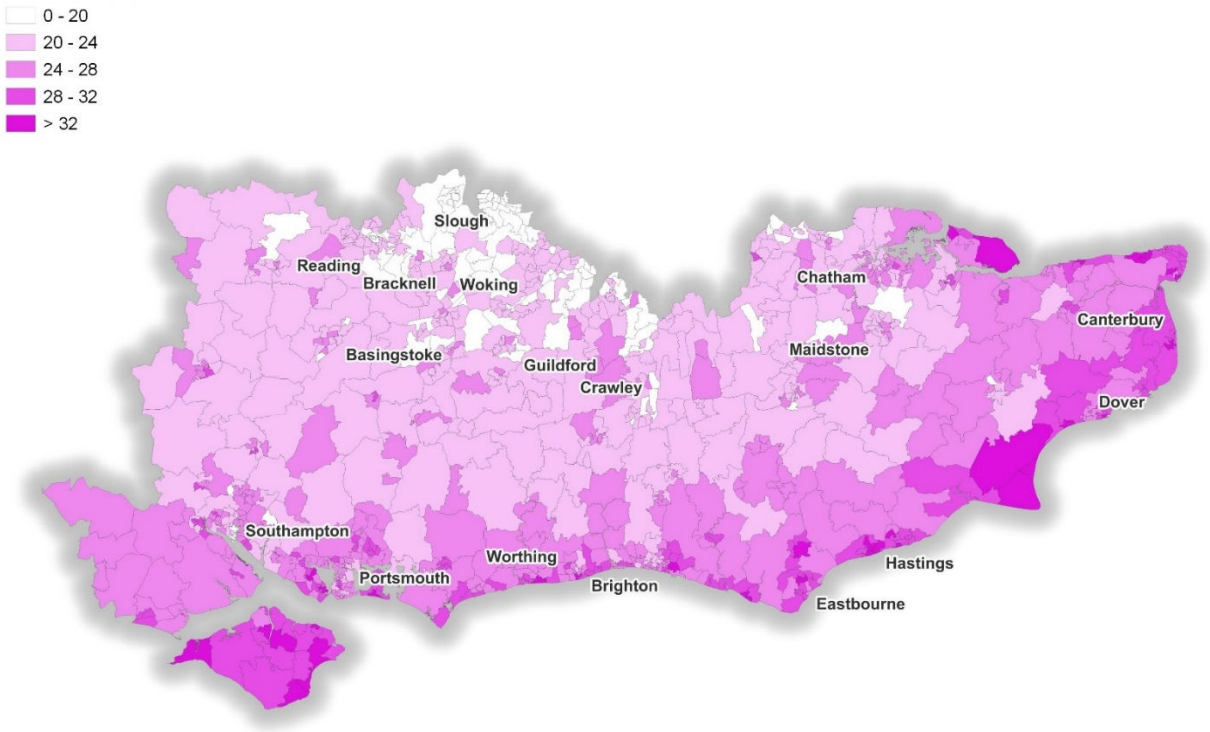
Source: General Health; Census 2021

It is unsurprising that the maps shown for “Percentage of population with 'bad' or 'very bad' health” and “Percentage of population who are recognised as disabled by the Equality Act 2010” look very similar. It is likely that much of what constitutes bad health will include various disabilities. It is not clear from these data how much overlap there is between the causes of clusters of bad health and the causes of clusters of disability. A notable observation is that the locations with high proportions of disabled residents are in places of poor transport accessibility. One influencing factor could be the fact that disabled individuals in England make substantially fewer trips than non-disabled individuals and are less than half as likely to make a commuting trip, according to official government statistics[3]. Although information on specific types of disability would be complex to gather, specifically across the South East, NTS0712 data shows national statistics for average miles travelled and trips made by type of disability, aged 16 and over. This data splits disability types into: vision, hearing, mobility, dexterity, learning, memory, mental health, stamina or breathing fatigue, social or behavioural, speech, and other, and can be viewed below.

Note: According to Disability, accessibility and blue badge statistics: 2022 to 2023, there were approximately 389,000 valid blue badges in the South East in 2023, higher than any other region within England - Table DIS0104.

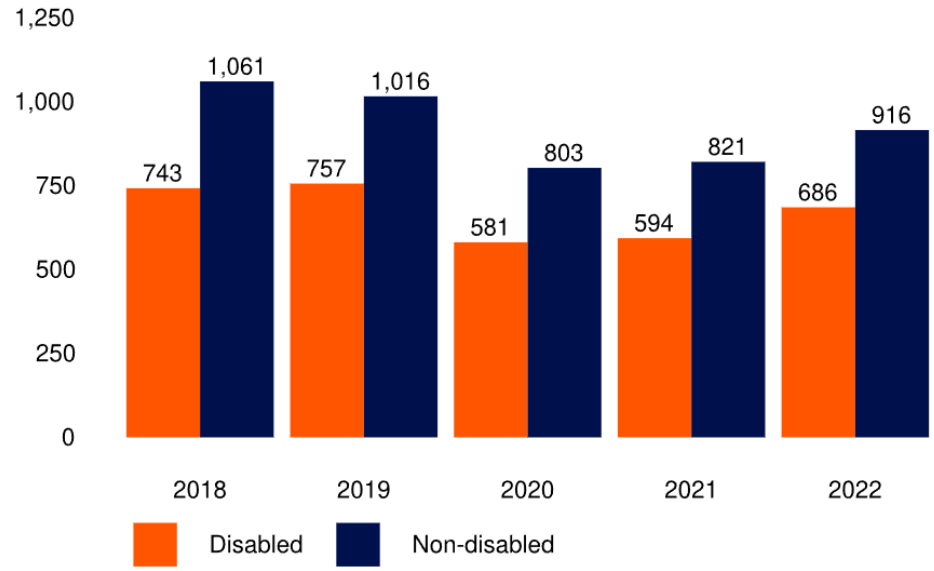
[3] Disability, accessibility and blue badge statistics, England, 2022 to 2023, https://www.gov.uk/government/statistics/disability-accessibility-and-blue-badge-statistics-2022-to-2023/disability-accessibility-and-blue-badge-statistics-england-2022-to-2023

Figure 3-5 - Percentage of population who are recognised as disabled by the Equality Act 2010



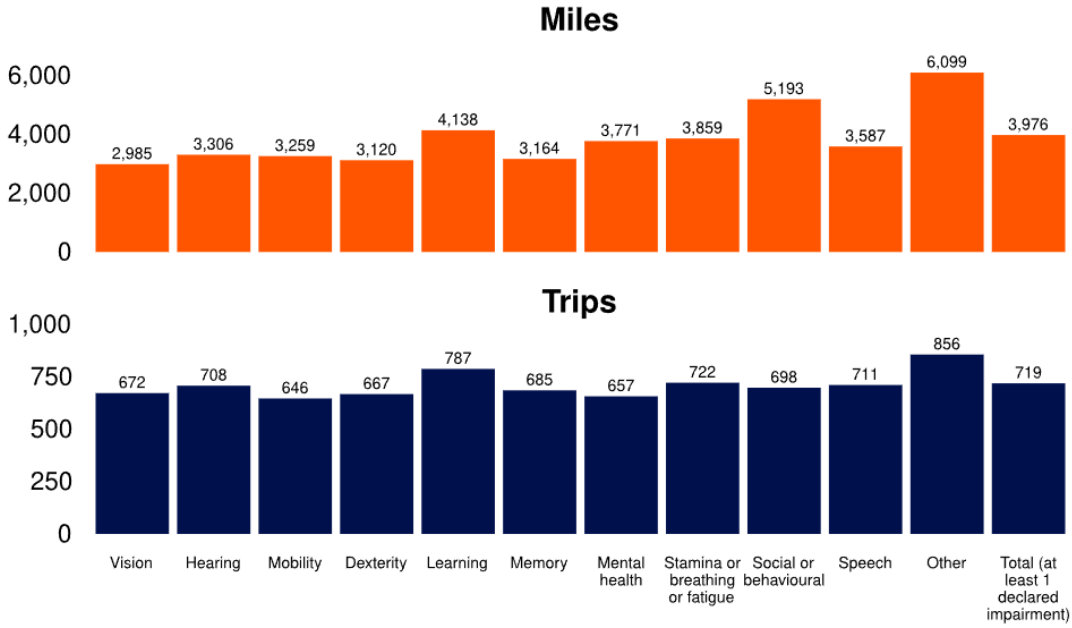
Source: Disability; Census 2021

Figure 3-6 - Number of trips per person per year by disability status: England, 2018 to 2022



Source: Disability, accessibility and blue badge statistics, England, 2022 to 2023

Figure 3-7 - Average miles travelled and trips made by type of disability, aged 16 and over: England, 2022



Source: Disability, accessibility and blue badge statistics, England, 2022 to 2023

Neurodiversity represents the idea that there is no one 'right' way of experiencing and interacting with the world and that people can think, learn and behave in many different ways. These differences can present barriers to accessing the transport network, such as feelings of anxiety when in busy environments. It is estimated around one in seven people are neurodiverse[4]. There is currently no data, incidences or reporting on the impacts of neurodivergence on accessing transport in the South East. However, there are several articles outlining support methods that are produced by local transport bodies and mental health charities across the UK. In the case of accessing transport, these articles are often released during neurodiversity celebration week and therefore there is a call for more research in this area to be conducted all year round.

Despite the fact there is a lack of data surrounding neurodiversity, there are already many efforts from organisations within and beyond the transport sector to ensure neurodiverse individuals are better understood and fully included. For example, Network Rail and TSSA commissioned a report to understand key information regarding the line management of neurodiverse employees[5] (e.g., employees diagnosed with dyslexia, dyscalculia, ADD/ADHD or Asperger syndrome). This was to enable the development of a bespoke training/toolkit for line managers at Network Rail who are responsible for managing neurodiverse employees. Based on their analysis of existing literature, secondary analysis of primary data from interviews (n=18) with transport industry line managers and primary data gathered from interviews (n=10) with Network

[4] Neurodiversity | Local Government Association

[5] Identifying line management support and neurodiversity training needs for Network Rail, https://pure.hw.ac.uk/ws/portalfiles/portal/15482480/HWU_TSSA_NR_ND_L_MGRs_FINAL_VERSION_MAY_2017.pdf

Rail line managers, the following training needs for line managers of neurodiverse employees were proposed and may be generalised to other organisations.

Figure 3-8 - Proposed training needs for line managers of neurodiverse employees

Training issue	Skills
1. Social model of disability	• Relevance of social model of disability in the work setting
2. Equality Act 2010	• How the Act relates to neurodiverse conditions
3. Nature of work in the transport industry	• How changes to working practices can disable employees
4. Change of line manager	• Managing the transition of neurodiverse employees from line manager to line manager
5. Reasonable adjustments	• Reasonable adjustments that can be initiated by line manager
6. Teamworking	• Managing a team with a neurodiverse member
7. Employee learning style	• Ways to understand the learning style of neurodiverse employees
8. Disclosure	• Managing and advertising disclosure process
9. Neurodiverse conditions	• Awareness of the wide-range of neurodiverse conditions
10. Uncooperative neurodiverse employees	• Having difficult discussions with neurodiverse employees
11. Employee boundaries	• Developing clear and professional boundaries with neurodiverse employees
12. Managing workload	• Negotiating time and resources to effectively manage neurodiverse employees
13. Neurodiverse specialists	• Seeking advice from and working with expert third parties

Source: Research undertaken by Heriot Watt University for Network Rail

Lots of other work and research is being done in this area. One paper studied the experiences of 17 autistic individuals using bus services, focusing on the issues they face and how buses could be made more user-friendly for such individuals[6]. Three major themes uncovered were:

- Creating predictability
- Limiting stimuli
- Open and accessible communication.

It was found that if transport companies provide initiatives related to these themes, autistic people traveling by bus are likely to have much better experiences. Further measures may include offering digital apps for real-time bus tracking. Despite the current lack of demographic data, neurodiverse individuals are definitely included amongst TfSE's users, and this is certainly an area TfSE should remain sensitive to and explore further.

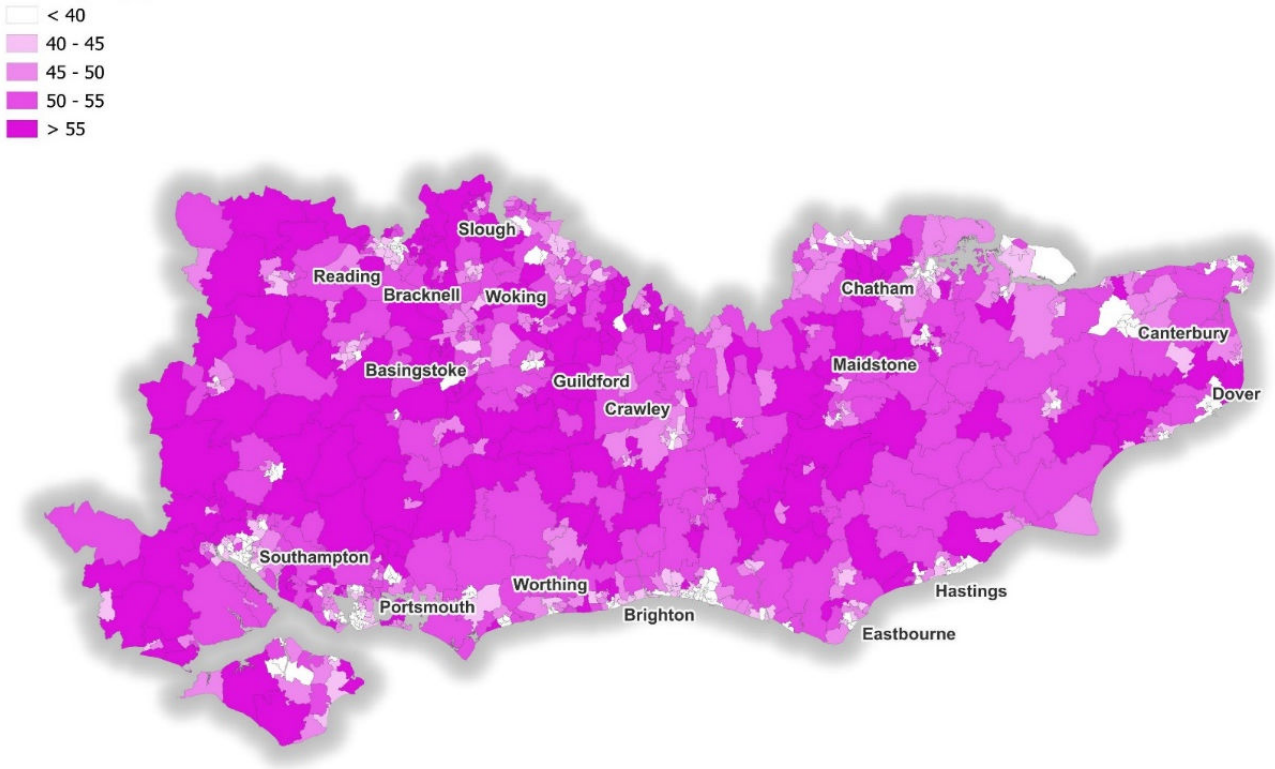
[6] Autism-friendly public bus transport: A personal experience–based perspective, https://journals.sagepub.com/doi/abs/10.1177/13623613221132106

Marriage and Civil Partnership

There is a national decline in marriage, with more people not marrying or marrying at an older age than historically had been the case. The South East is following this trend. Presently, rural areas have the highest rates of marriage. The numbers of unmarried individuals are highest in large towns and cities (especially Brighton). This might be linked to large towns having a higher proportion of younger people and having a lower proportion of population identifying with or following a religion.

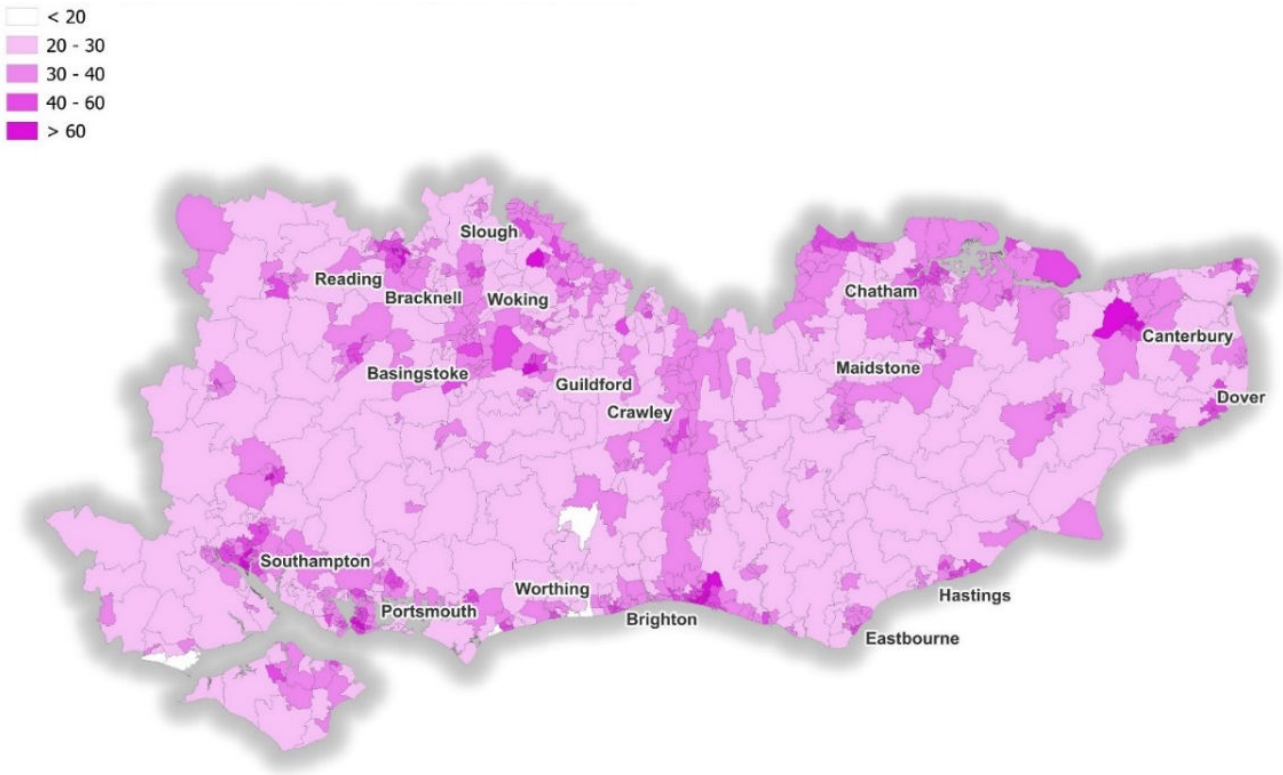
It is unclear how marriage may affect transport use currently, however there may be car sharing dynamics in marriages. For example, if a couple only own one car between them, when one person uses the car, the other may become dependent on public transport for a certain period of time. Additionally, it would be interesting to know the incidence of only one partner being able to drive, making the other person dependent. Another layer of intersectionality to explore would be if there have historically been, or still are gender differences in car ownership or driving. For example, more traditional marriage practices may include nuclear families with a “breadwinning” father, who may monopolise use of the car. As such practices differ across religions and cultures, this could play a more prominent role in some regions with higher proportions of different religious and cultural groups.

Figure 3-9 - Percentage of population who are married



Source: Legal partnership status; ONS (NOMIS)

Figure 3-10 - Percentage of population over 16 never married or never registered a civil partnership

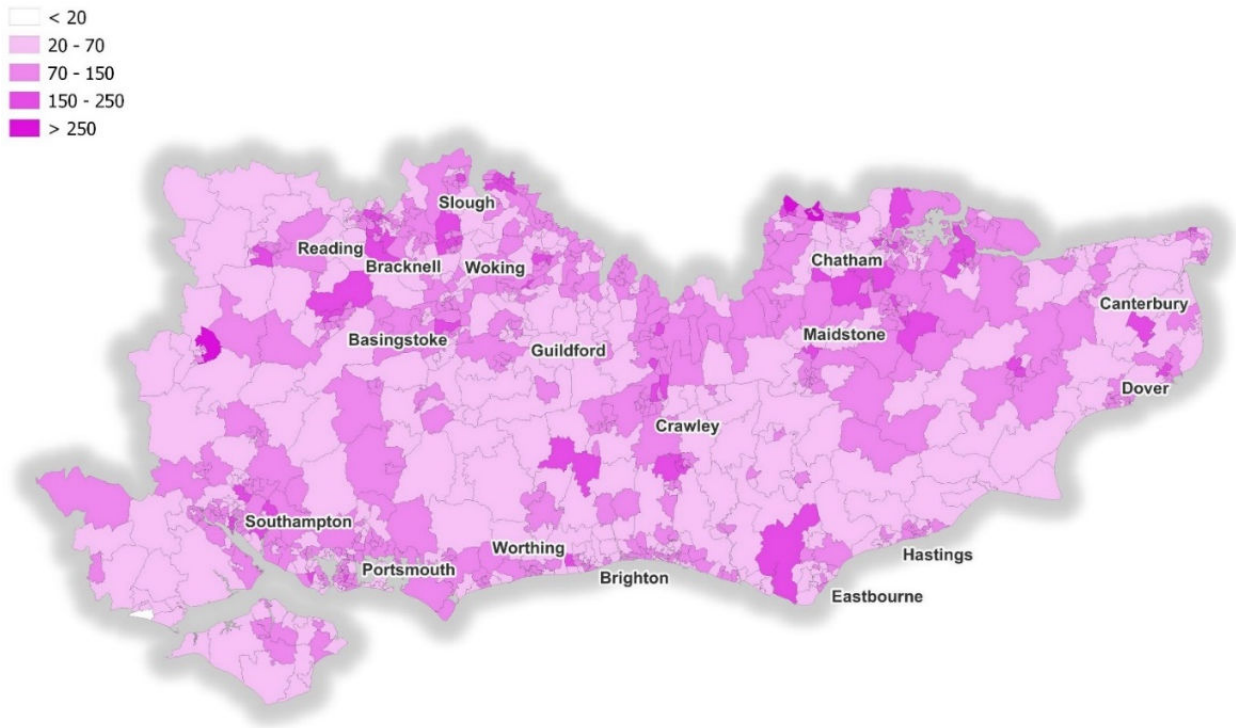


Source: Legal partnership status; ONS (NOMIS)

Pregnancy

Figure 3-11 shows the number of births recorded across the TfSE area in 2021. As there is no direct source of data for pregnancy and maternity, the number of live births was used to measure this characteristic. Whilst there is a slightly higher number of live births in large towns and cities, there is generally no distinct pattern in numbers of live births, meaning that pregnancy should be considered across all localities within the region, rather than as a bespoke intervention at particular sub-regions.

Figure 3-11 - The number of live births recorded in 2021



Source: Life events; ONS (NOMIS) 2021 (2011 MSOA boundaries)

Access to proximate maternity provision is a very important variable according to a 2021 study[7] - about one-third of mothers choose their maternity units based on proximity, assuming the units are already close by. This proportion increases steeply as the number of proximate maternity units decreases, and distance becomes a much more important factor. Greater distances between the first and second closest maternity unit were strongly associated with increasing preferences for proximity; when these distances were greater than 30 km, over 85% of women selected the closest unit (revealed preference) and over 70% reported that proximity was the reason for their choice (expressed preference). Considering this importance of access to maternity care, TfSE should consider transport links to maternity provision, considering the location of areas with higher numbers of live births shown in Figure 3-11. The same study also found that working class women

[7] Choice in maternity care: associations with unit supply, geographic accessibility and user characteristics, https://link.springer.com/article/10.1186/1476-072X-11-35

were more likely to choose a maternity unit based on proximity, showing a possible example of intersectionality with access to a car.

While not specific to travel or the South East, the national maternity survey 2023[8] made the additional finding that people's experiences of maternity provision have deteriorated over the last five years and mothers with a long-term mental health condition often have worse experiences than those without. It would be useful to understand if this trend holds within the South East, and whether improved transportation could improve these experiences. Furthermore, another study[9] found that ethnic minority women, single mothers, and those who left education at an earlier age access maternity services late, have poorer outcomes, and report poorer experiences across some (but not all) dimensions of maternity care. Again, it would be useful to find out if improved transport access could improve these outcomes, although research is currently lacking.

All things considered, transport operators should consider specific interventions to improve the experience pregnant women have when using transport networks, for example by using community finance schemes or dedicated vehicles for maternity care. Another option could be using "baby on board" badges, which TFL have used to encourage people to give pregnant women seating on the tube.

Race and Ethnicity

There were evident clusters of individuals from specific races or ethnicities within certain parts of the South East. For example, there were much higher proportions of individuals from ethnic minorities in the north, such as around Slough or Reading. Figure 3-12 shows the proportion of the population who are BAME (Black, Asian or minority ethnic groups), with notably higher proportions in parts of Berkshire and Kent, and larger cities such as Southampton, Portsmouth and Brighton.

In general, people from Asian, Black or other ethnic groups are reported to be at risk of transport poverty, taking 'substantially fewer' (approximately 200 fewer) trips per person per year in 2017 than those from white or mixed groups (Figure 3-13). This suggests that targeted interventions could be explored as a possibility to increase accessibility and affordability to these groups. However, understanding the lived experiences of individuals from these groups would be essential, to learn the extent and nature of potential transport discrimination, and therefore design interventions which would meet the specific needs of each community.

[8] Maternity survey 2023, https://www.cqc.org.uk/publications/surveys/maternity-survey
[9] Ethnic and social inequalities in women's experience of maternity care in England: results of a national survey, https://journals.sagepub.com/doi/full/10.1258/jrsm.2010.090460

Figure 3-12 - Percentage of population who are BAME (Black, Asian and minority ethnic groups)

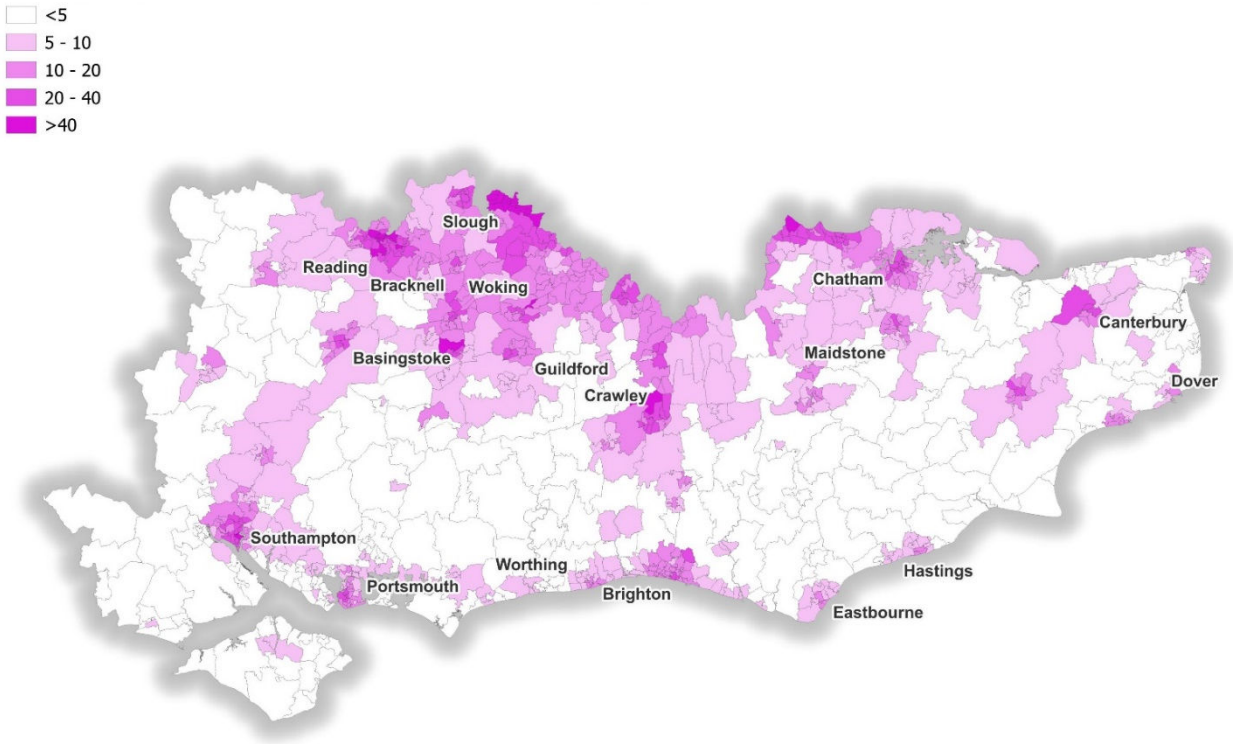
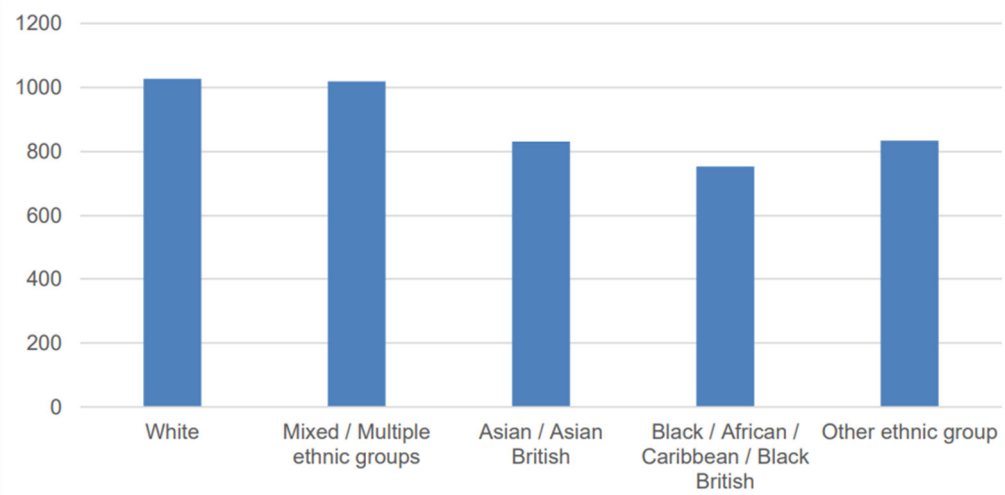


Figure 3-13 - Trips per person per year (individuals aged 17+), England 2017[10]



Source: National Travel Survey 2017. Produced for the Department for Transport 'Transport and inequality' evidence review.

[10] Transport and inequality - Department for Transport Transport and inequality (publishing.service.gov.uk)

Religion and Belief

In a similar vein, where there were clusters of ethnic minorities (particularly Asian), there were clusters of religious individuals in the same area, perhaps most notably Slough. In these locations there were high proportions of Hindu, Sikh and Muslim populations. Similar to race/ethnic groups, the lived experiences of these individuals need to be explored.

Sex, Sexuality and Gender Identity

Overall there were generally more females than males in the South East, although not by a large proportion, and there were no remarkable clusters within the data. The presence of more women than men could be due to the older than average population of the South East; women have a slightly higher life expectancy than men nationally – 82.7 years for women and 78.7% for males (as of 2020). It is well documented that women can have different experiences of transport to men. For example, research shows that women experience more transport constraints, as childcare considerations meant that they were less likely to take longer journeys[11]. Women are also more likely to use buses than men so it may be helpful to consider how lighting could be improved at bus stops to increase safety when travelling at night. Additionally there can be concerns faced regarding safety travelling at night and alone which could impact the feelings of freedom to travel using certain modes and at certain times. The National Travel Survey 2021 also shows that women make more trips overall, while males make longer trips, which has implications for investment in different transport networks[12].

Structural Exclusion

Digital exclusion is likely to be another important variable when it comes to intersecting experiences of accessing transport services, although this needs to be properly explored through research with the individuals experiencing it. Overall, the South East ranks higher than most other regions for digital inclusion. However, other indicators in the Lloyds Bank survey show that physical and mental health impairments can impact digital exclusion nationally. This may suggest that digital exclusion needs to be examined on a case-by-case basis. For example, it would be beneficial to learn more about the experiences of neurodivergent individuals and individuals with poor general health or disability to understand how these characteristics intersect with digital exclusion. It could be plausible, for instance, that some forms of neurodivergence create difficulties with using certain technologies unassisted. Additionally, individuals who are economically disadvantaged may be more likely to be more digitally excluded than those from wealthier areas, for example if they are unable to afford a smartphone, laptop or internet connection, which are increasingly necessary for booking and using transport tickets (for rail journeys in particular).

The figures below show maps of gigabit availability, average download speed, and slower connections in the South East and surrounding areas. These maps are from constituency data about broadband coverage and speeds[13], and show that a number of coastal regions suffer from

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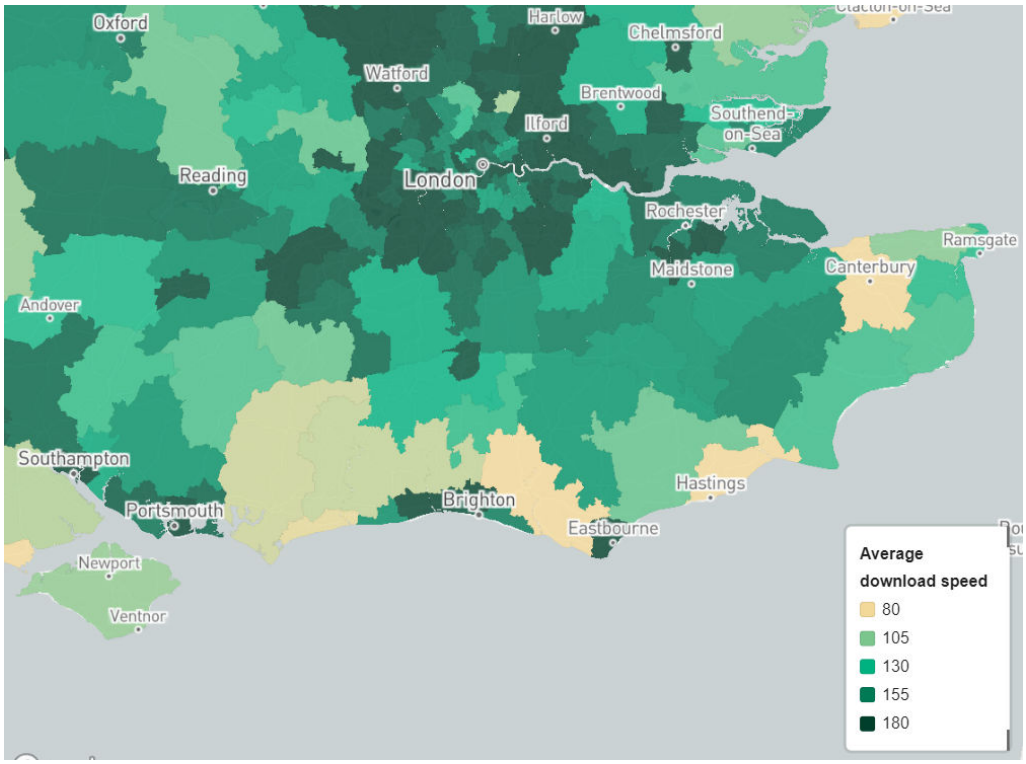
[11] Analysis of rural activity spaces and transport disadvantage using a multi-method approach https://www.sciencedirect.com/science/article/abs/pii/S0967070X11001107?via%3Dihub

[12] National Travel Survey 2021: Trips by purpose, age and sex https://www.gov.uk/government/statistics/national-travel-survey-2021/national-travel-survey-2021-trips-by-purpose-age-and-sex

[13] Constituency data: broadband coverage and speeds, https://commonslibrary.parliament.uk/constituency-data-broadband-coverage-and-speeds/

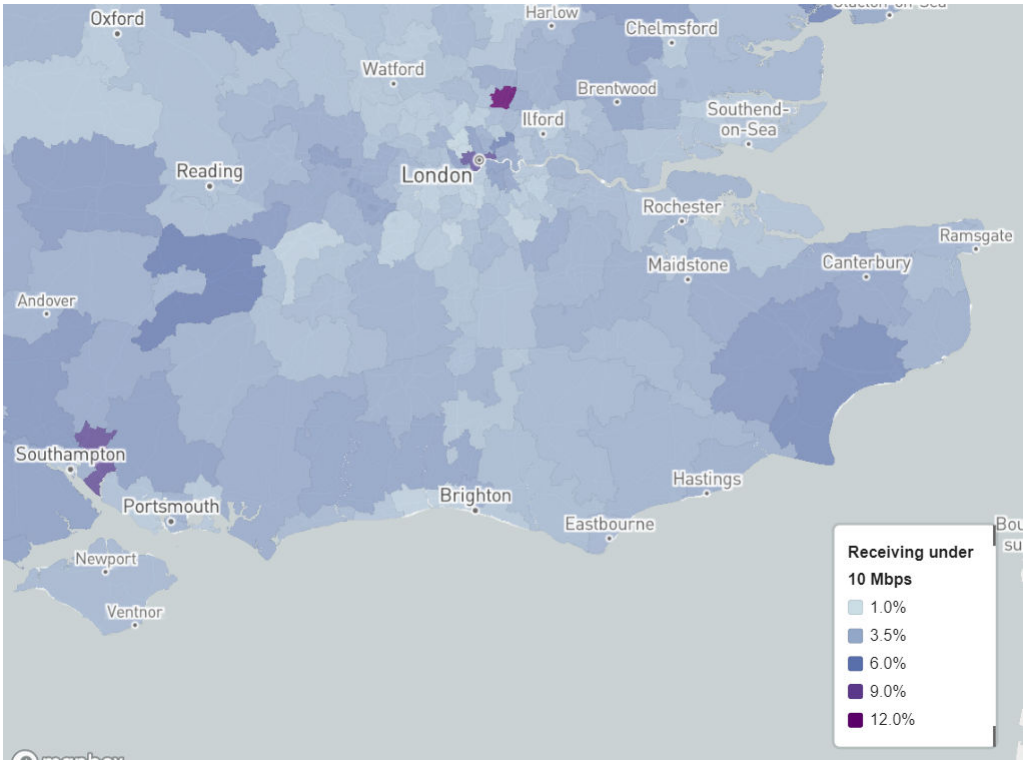
worse connectivity compared to the national averages, notably around Canterbury, Hastings and the area in between. A reasonably high proportion of constituencies in the South East are shown to have a much lower download speed than the national average. Similarly, some of the constituencies in the rural regions above and around Brighton have much lower gigabit availability than the national average.

Figure 3-14 - Mean average download speed being received by fixed broadband lines (Mbps), May 2023, by constituency. Note: the national average is 151.3 Mbps



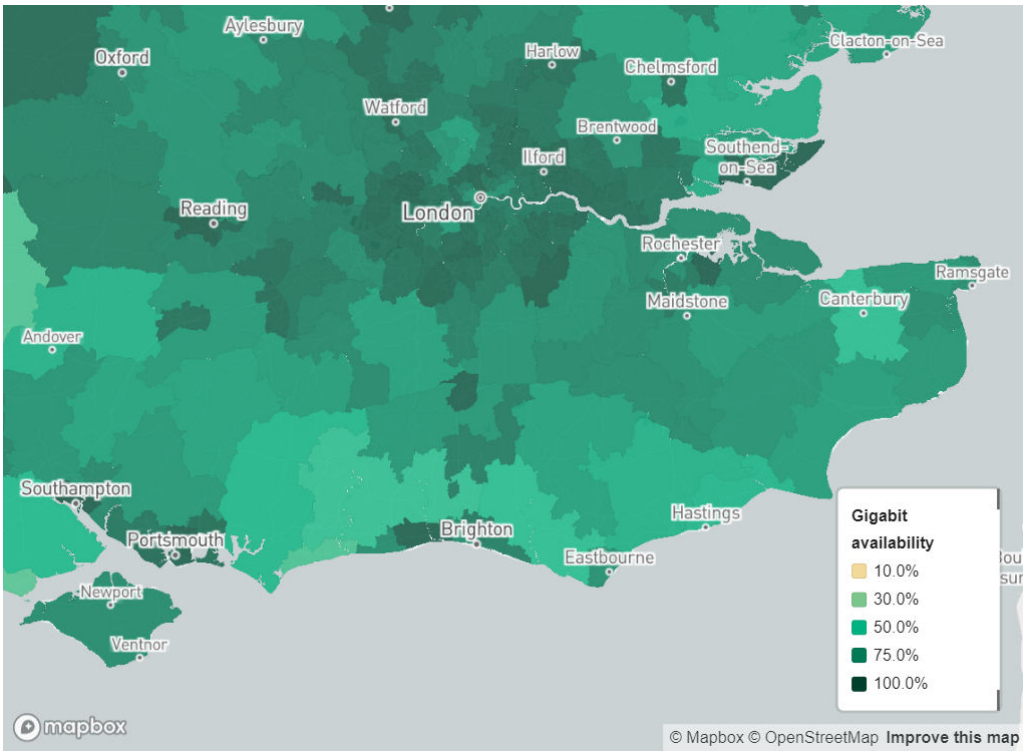
Source: Constituency data: broadband coverage and speeds

Figure 3-15 - Lines receiving lower than 10 Mbps, May 2023, by constituency. Note: the national average is 3.6%



Source: Constituency data: broadband coverage and speeds

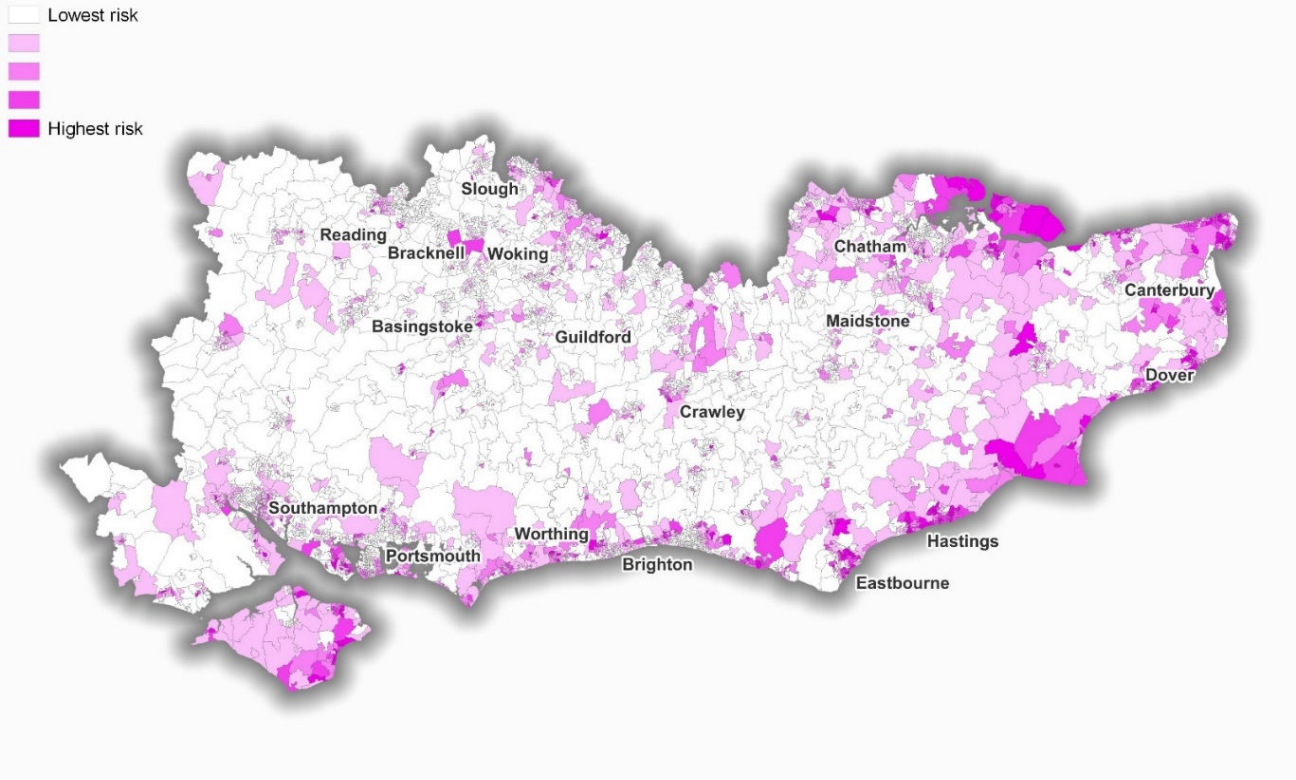
Figure 3-16 - Premises capable of receiving services that deliver speeds of 1 gigabit per second, January 2024, by constituency. Note, the national average is 78.5%



Source: Constituency data: broadband coverage and speeds

Transport related social exclusion (TRSE) levels are generally highest in coastal towns (Eastbourne, Hastings and Lydd) and unnamed rural areas, and not in the major towns like Brighton. This is partially because coastal towns are on the periphery of transport networks, meaning they do not have the radial routes that many other towns have (most towns have transport links coming from all sides, but in coastal areas this is not possible). The smaller coastal towns also generally have older inhabitants, higher proportions of disabled people, and poorer health. It would be useful to understand the intersection of these characteristics and which are the most important drivers of TRSE.

Figure 3-17 - Transport-Related Social Exclusion Risk Level

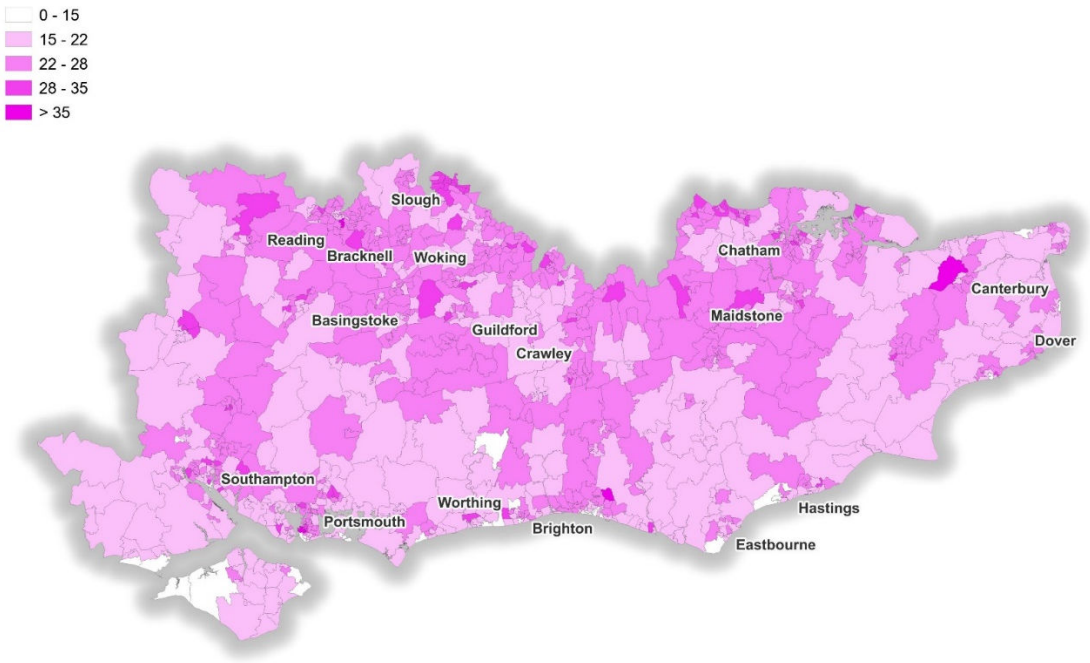


Source: Transport-related social exclusion in England; Transport for the North

3.2 The north-south divide

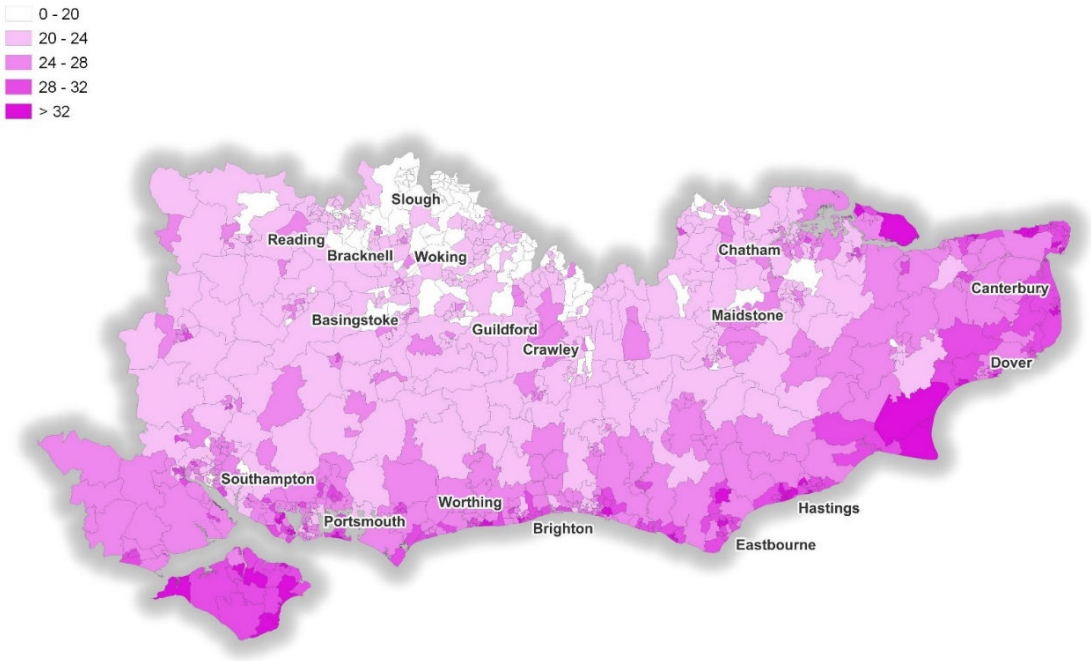
There seems to be a stark north-south divide for some of the characteristics, namely for age, health and disability. The north seems to have a much higher proportion of younger individuals, while the south has older individuals, and noticeably higher levels of poor health and disability, as shown in some examples below. Areas such as Slough, Reading, Bracknell, Maidstone and their surrounding areas are some of the key clusters of young people in the north, with a very large number of the rural regions in the south being populated by older individuals. As mentioned previously, the areas of high disability prevalence and poor health are very tightly correlated, with major pockets around Brighton, Hastings, Eastbourne, Portsmouth and Dover. One reason why these protected characteristics all correlate could be the simple fact that they naturally intersect. For example, older individuals are much more likely to be in poor health than younger individuals. Similarly, there is likely to be overlap in disability and poor health, where what constitutes a disability may also qualify as poor health.

Figure 3-18 - Percentage of population under 19 years old



Source: Age by five-year bands; Census 2021

Figure 3-19 - Percentage of population who are recognised as disabled by the Equality Act 2010

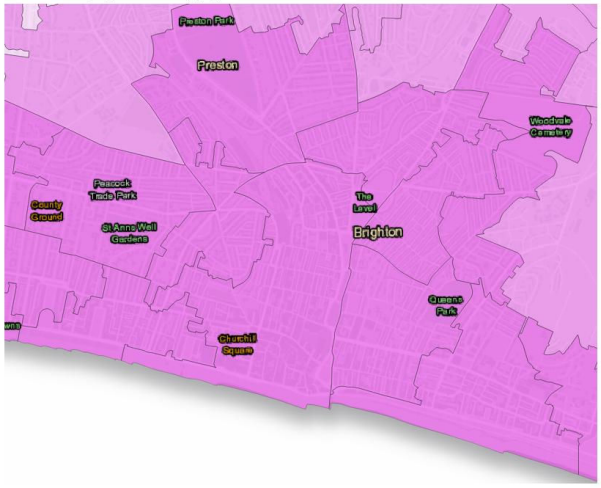
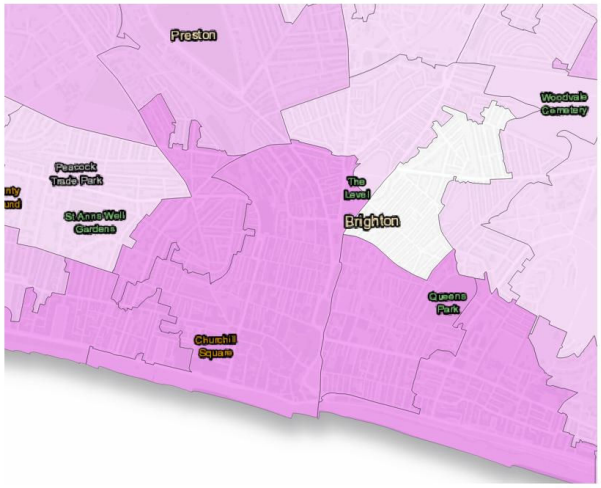
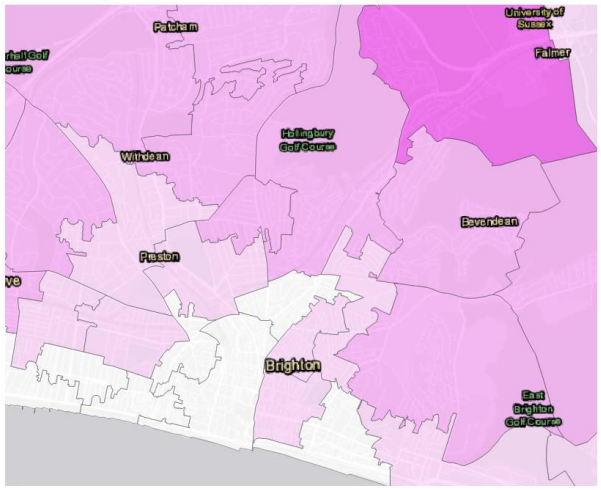


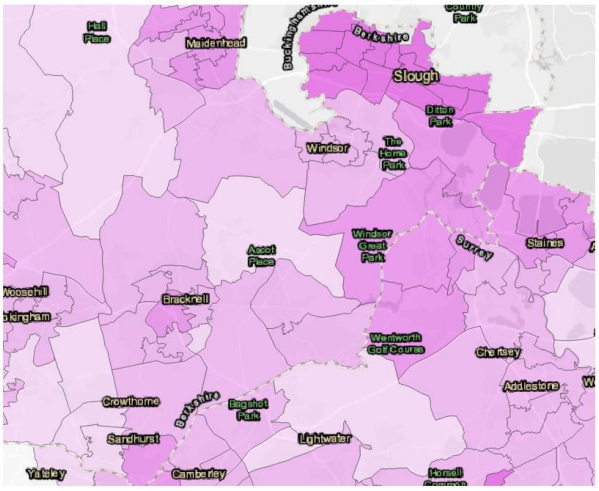
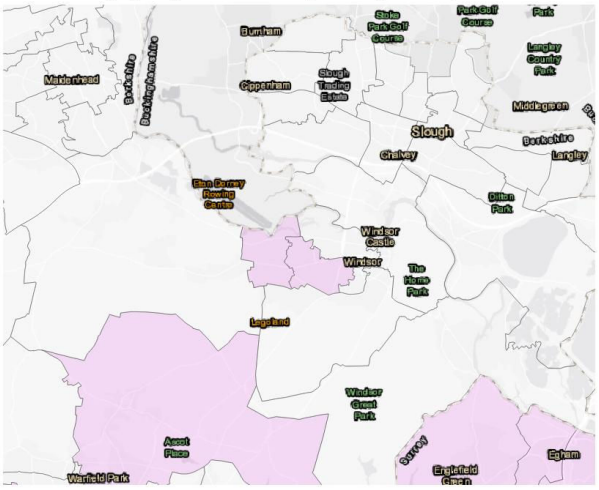
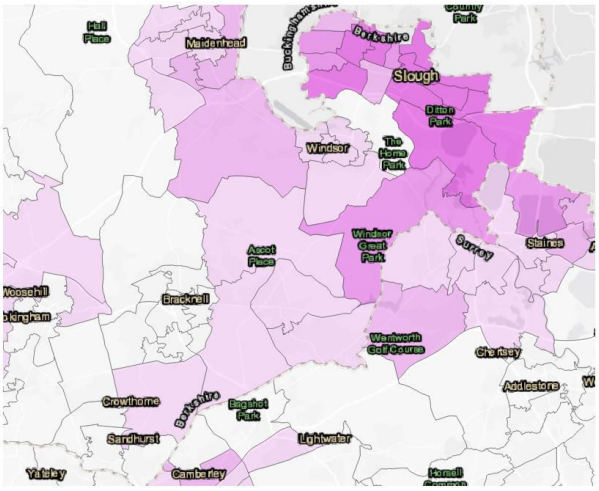
Source: Disability; Census 2021

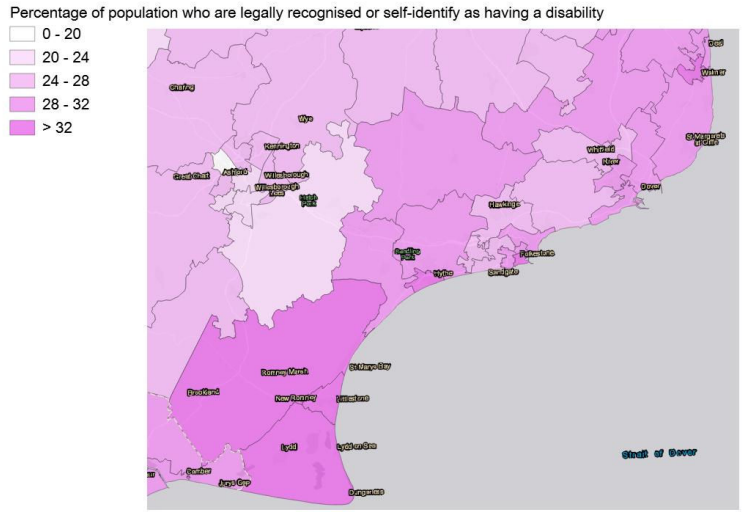
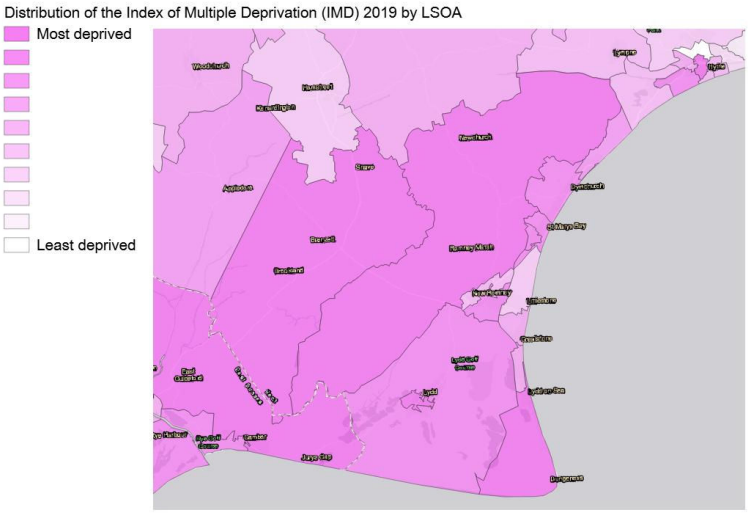
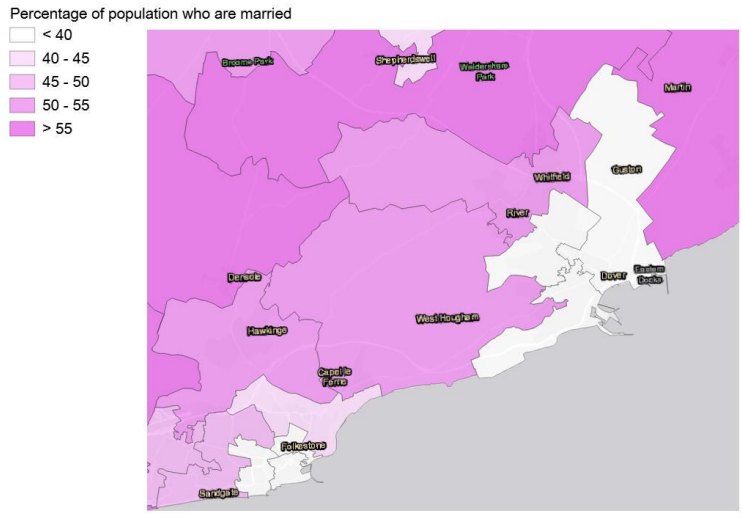
It would be useful to further explore the implications for transport provision on the age distributions in the north and south of the region. Older individuals may be attracted to coastal locations as desirable retirement destinations, and if these individuals also suffer from poor health or disability, then that may inflate the prevalence of those characteristics.

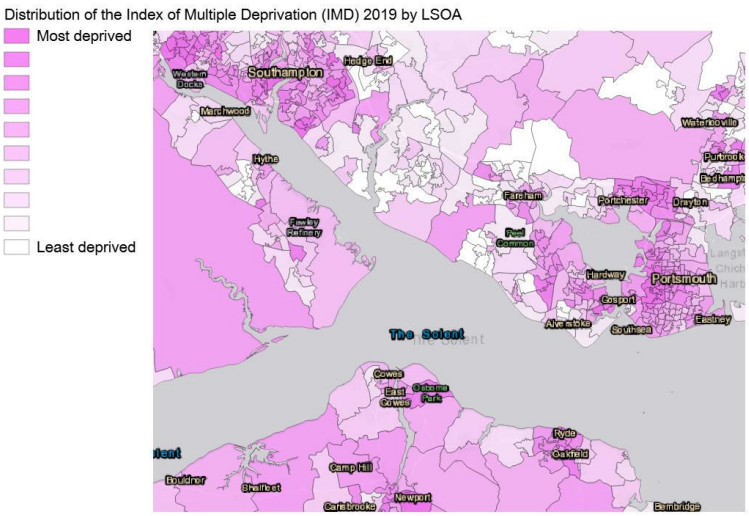
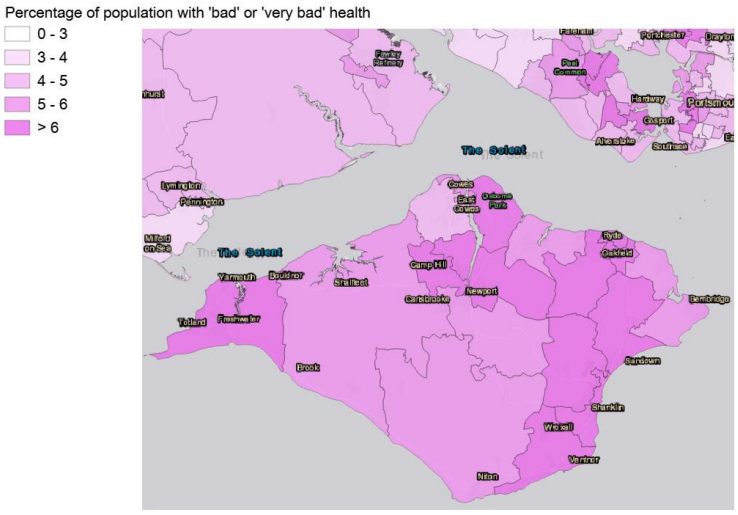
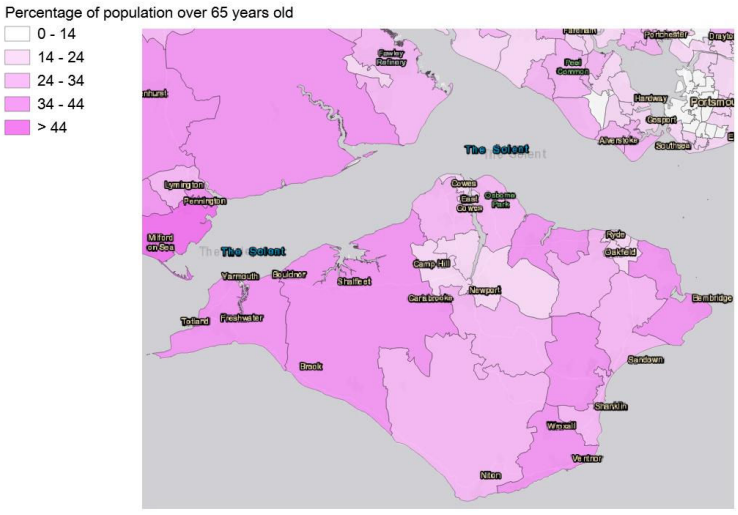
3.3 Case studies

Following the evidence base produced in Task 2, case study inserts were produced to demonstrate key variations and clusters of certain protected characteristic groups across the TfSE area. These case studies were produced for Brighton, East Berkshire and North Surrey, the Kent coast and the Solent (Southampton, Portsmouth and Isle of Wight).

Brighton	Commentary
Percentage of population identifying as lesbian, gay, bisexual or other 0 - 2 2 - 4 4 - 6 6 - 10 > 10 	Brighton has a notably high proportion of people identifying as lesbian, gay, bisexual or other. In most areas of Brighton, this is over 10%. However, one area of Brighton shows that 20% identify as non-heterosexual. In comparison, across much of the TfSE area, less than 4% of the population identify as non-heterosexual.
Percentage of population that is male < 47 47 - 49 49 - 51 51 - 53 > 53 	In comparison to the rest of the TfSE area, a noticeably high proportion of the population in Brighton is male. This is generally over 53% in Brighton city centre, where in most of the TfSE area this is below 49%. However, there are also variations within Brighton. For example, in one area outside of Brighton town centre, under 47% of the population are male.
Percentage of population under 19 years old 0 - 15 15 - 22 22 - 28 28 - 35 > 35 	The age of the population across Brighton varies significantly. In university areas, up to 40% of the population are under 19, while in other parts of the city less than 10% of the population are under 19. This variation is more distinct when compared to other large cities in the TfSE area.

East Berkshire and North Surrey	Commentary
Percentage of population who are BAME (Black, Asian and minority ethnic groups) < 5 5 - 10 10 - 20 20 - 40 > 40 	The east of Berkshire has a high proportion of people from BAME ethnic groups. For example, in parts of Slough, over 40% of the population identify as BAME. Towns in northern Surrey, such as Staines-upon-Thames, show proportions between 10-40%. This contrasts with the large majority of the South East showing below 5%. This is particularly the case in the rural hinterlands.
Percentage of population who are legally recognised or self-identify as having a disability 0 - 20 20 - 24 24 - 28 28 - 32 > 32 	Eastern Berkshire and North Surrey show lower proportions of people who are disabled. In many areas of Slough and Maidenhead this is below 20%. However, there are a few MSOA codes with proportions of up to 28%. In comparison, across much of the TfSE area, over 20% of the population are disabled. There is a notable increase in the proportion of disabled people towards the south and east of the TfSE area, especially on the coast (over 32%).
Percentage of population identifying as Sikh 0 - 1 1 - 3 3 - 6 6 - 10 > 10 	Slough and Bracknell have much higher proportions of the population indicating they follow the Sikh faith compared to the rest of the TfSE area. For example, in many parts of Slough this is over 40%. Overall, eastern Berkshire shows variable proportions of the Sikh population, with one area in Windsor showing proportions below 1%. In comparison, across a large proportion of the TfSE area (excluding areas of Chatham and Southampton), this is below 1%.

Kent coast	Commentary
	The Kent coast shows a noticeably higher proportion of people who are legally recognised or self-identify as having a disability. Along most of the Kent coast, this is above 28%, with some areas having even higher proportions of the population disclosing a disability. This pattern supports the notable increase in the proportion of disabled people in southern and eastern coastal areas. In the north and west of the TfSE area, this is generally below 24%.
	The Kent coast shows higher levels of multiple deprivation than the average across the South East, where many areas rank in the 4 least deprived deciles (particularly in the rural hinterlands). On the Kent coast, Lydd, Camber and Romney Marsh rank in the 2nd most deprived decile and these areas also indicate a high risk of Transport-Related Social Exclusion. There are also pockets with low relative deprivation. One area in Hythe ranks in the least deprived decile.
	The Kent coast shows comparatively lower proportions of people who are married. Dover and Folkstone show that under 40% of people are married, and this is amongst the lowest across the South East. In many areas across the South East, this is above 55%.

The Solent (Southampton, Portsmouth, Isle of Wight)	Commentary
	Inner city areas in Southampton and Portsmouth rank amongst the most deprived, with many areas in the most deprived decile. This contrasts with the average across the rural hinterlands in the South East, where many areas rank in the 4 least deprived deciles. However, the Solent has highly variable levels of multiple deprivation. Towns such as Fareham vary from the 3rd most deprived decile to the least deprived decile. The Isle of Wight has less variable levels of multiple deprivation, with most inland areas in the 5th most deprived decile.
	A high proportion of the population in the Isle of Wight indicate that their general health is ‘bad’ or ‘very bad’. In some cases, this is as high as 8%. This contrasts with smaller proportions of the population rating their health this way in the North West of the TfSE area. In many cases, this was below 3%.
	Many of the areas with the highest proportions of people aged 65 years and over are found to the south of the TfSE area, close to the coast. This includes the Isle of Wight, where in many areas over 24% of the population are over 65. The East and West coast of the island show the highest proportions, where over 34% of the population are aged over 65. Additionally, the New Forest District of Hampshire shows high proportions, in some cases up to 50%. This contrasts with lower proportions in the North of the TfSE area, where on average under 24% are aged over 65.

3.4 Summary and Conclusions

Overall, the evidence base explored a range of secondary datasets and published reports to identify the geographic clustering of groups in society which are anticipated to be at increased risk of transport exclusion. This information informed our engagement with representatives from these groups, allowing us to understand their lived experienced and pain points. However, it is also anticipated that this data will be useful beyond the scope of this project, and may be drawn upon in the future to help inform interventions across the South East. Some of the overarching, high-level findings are:

- The South East has an older population than the national average, with greater proportions of people aged 65 and over, and 80 and over, found along the South Coast, Isle of Wight, Hampshire, and Kent.
- A higher share of the population along the South Coast, Kent Coast and Isle of Wight describe their health as ‘bad’ or ‘very bad’. A markedly lower proportion of the population in the North and West of the area describe their health in such a way. A similar pattern can be seen from those who have a disability which limits their day-to-day activities ‘a little’ or ‘a lot’.
- The North of the TfSE area generally has much greater ethnic diversity, with higher proportions of the population identifying as having Asian, Black or mixed heritage. Some clusters exist elsewhere in the TfSE area, for example around Crawley and Canterbury.
- The largest proportions of the population identifying as having no religion are found in towns and cities such as Brighton, Southampton and Hastings. The largest proportions of the population identifying as Christian can be found in the rural hinterlands. People identifying as Hindu and Sikh are clustered in the North of the TfSE area.
- The region’s LGBTQ+ population are largely clustered around major towns and cities, such as Brighton, Southampton, Reading and Canterbury.
- Areas with the highest level of calculated Transport Related Social Exclusion are found in North Kent, the Kent Coast, East Sussex, parts of the South Coast, and the Isle of Wight.

While informative and descriptive, these findings do not provide comprehensive insight into:

1. The impacts of transport related social exclusion,
2. How people with protected and other characteristics of interest experience and navigate transport,
3. How multiple characteristics intersect to produce unique barriers and challenges.

Exploration of these areas was made possible by the ensuing discover and definition, and develop and do workshops.

4. Engagement Findings

4.1 Discovery and Definition

The following section details the findings of the Discovery and Definition workshops. These workshops aimed to draw on the knowledge of stakeholders to identify current issues and barriers preventing equitable access to transport. Participants explored what a 'good' transport network would look like and co-created challenge statements to take forward to the next workshops. Detail on the methodology is described in section 2.5.

4.1.1 Findings

4.1.1.1 Affordability

Affordability was commonly discussed by participants as a factor leading to exclusion from the transport network. The **cost-of-living crisis** was raised by several participants and one participant suggested this means that many groups '*can't afford even essential journeys'.*

Adopting an intersectional approach, multiple disadvantages can intersect and this can lead to further isolation due to compounding impacts. For example, one participant noted that asylum seekers can be disadvantaged by lack of choice in their accommodation, often living in rural areas where public transport services are likely to be sparser.

> '*A lot of people seeking asylum don't have access to income and they don't have choice of where their accommodation is. This is usually in rural areas*.'

The participant highlighted how even when journeys are affordable, there may be '*no option to pay by cash and it may be difficult for this group* (asylum seekers) to travel', due to noted difficulties of setting up a bank account. Furthermore, the declining acceptance of cash could create challenges for this group, as ticket facilities may not offer a cash payment option and stations are increasingly likely to be unstaffed.

Across both workshops, examples of schemes were identified which could help relieve the high cost of transport and reduce the risk of transport related social exclusion. These include Transport for London's discounted travel for young care leavers (50% off)[14] and support through 'Access to Work' taxis[15] for those with epilepsy and conditions which affect mobility or ability to drive. However, one participant noted how care leavers may be placed in accommodation outside of London, where they are no longer eligible for discount schemes offered in central London (for example, TfL's discounted travel initiative.). As a result, policy decisions were noted to affect the impact of these schemes on the cost of transport.

[14] 18-25 Care Leaver Oyster photocard - Transport for London (tfl.gov.uk)
[15] Access to Work | Disability Rights UK

4.1.1.2 Physical accessibility

Physical accessibility is also an important factor which can cause individuals to be excluded from the transport network. Several participants discussed how the meaning of accessibility could vary between different protected characteristic groups, including both the *physical infrastructure* (for example, step-free access or level boarding) and the *attitudes of the staff and other passengers* presenting an additional 'invisible' barrier.

It was suggested that disabled populations would be largely impacted by poor accessibility. This may lead to worries about:

> *'Track(ing) down staff if the train is reliant on a manual ramp… if you need proper staff assistance…or the negative attitudes from passengers waiting to get off the train.'*

> *'A lot of bus drivers aren't aware that by law wheelchair users have priority over pushchairs. We have heard stories about wheelchair users being refused access to the bus by the driver, because they refused to give the wheelchair user priority over pushchairs.'*

Additionally, accessibility was associated with journey predictability by many groups, in particular by young and neurodivergent groups. During the exercise to determine what a good journey looks like, these groups indicated that *'minimal change'* and a journey being *'not chaotic'* were important. Train stations may also be overwhelming for those with sensory impairments, *'especially if they are overcrowded and the individual feels uncomfortable'*. This could be particularly difficult in busy stations, where crowding, proximity to large numbers of people and background noise may be challenging for neurodivergent groups in particular.

4.1.1.3 Access to information

Timetables were outlined as a key area of concern when planning a bus journey. Participants recalled that some young and neurodivergent people may find it difficult to understand large amounts of information at once. For example, timings in a 24-hour format were noted to be difficult to understand. One participant raised how this had prevented them from taking a bus at all and how they felt it '*added pressure that young people learn to drive because of this inaccessibility'.* As a result, poor accessibility of timetable information may affect the independence of young and neurodivergent people.

> *'You'd need a degree to figure out the time that the bus gets to each stop.'*

Additionally, digital exclusion could impact several protected characteristic groups' access to information, such as older and disabled populations. Using apps to book tickets online could be *'out of people's comfort zones'* and lead these populations to be '*overly reliant on staff at ticketing offices.*' However, the decline in staff across transport services of all modes may lead these groups to feel further isolated. Another participant noted that for those with concessionary

tickets such as a disabled railcard, '*you can't tap your card to pay, you have to buy physical tickets'*.

Due to an increasing reliance on digital platforms such as Google Maps, this may be further exclusionary. Several participants expressed how having *train times* and *costs* on Google Maps should be essential. This difficulty was highlighted as even more severe for those who do not have access to a phone or the internet for financial reasons, meaning they must rely on family members and friends to download multiple apps or staff to access the transport network. Additionally, seizures may also affect an individual's ability to use their phone to book tickets, particularly for those with photosensitive or noise sensitive epilepsy who may be triggered by sudden changes in colour or use of music on journey planning apps[16]. There may be a potential intersection here with neurodivergence, as one participant noted that struggles with memory heavily impact their journey planning. In the above scenarios, these people feel as though they lose independence by relying on other people to access information and the transport network.

'How many apps do I need to download and use to make one journey to the airport? Is it worth it?'

Participants also noted that accessing information about concessionary passes could be difficult. One participant noted that there are '*a lot of hoops to jump through'* and '*you have to go down alleyways to find them on council websites'.* Another participant raised that concessionary passes for young people were difficult to access, mainly because you must '*download an app and verify the ticket beforehand…you can't access the ticket immediately.'* As a result, there are many frictions built into the process of accessing concessionary passes and these difficulties may deter uptake.

4.1.1.4 Availability

The availability of the transport network was discussed by participants, although this was less common.

As highlighted when discussing affordability, one participant noted that asylum seekers can be disadvantaged by being placed in rural areas where public transport services are likely to be sparser. Whilst this was noted to be *'incredibly isolating'* for LGBTQ+ asylum seekers in particular, other participants raised that the lack of regular and connected transport in rural areas can lead to isolation and feelings of disconnection.

Coaches also had limited use by participants because they '*often leave very early in the morning or late at night, which means waiting around in dark or unsafe areas'.* Whilst journey availability was important, other factors such as affordability and access to information had larger impacts on coach use.

[16] Using your smartphone safely if you have epilepsy | Epilepsy blog (epsyhealth.com)

The reliability of public transport was also discussed by participants. They explained how buses were seen as less reliable than trains:

'Sometimes it can feel as though you are playing a guessing game as to if it is going to come or not. If a bus is late, do you stand and wait for the bus because maybe it is just late? Or do you assume that it is just not coming?'

One participant noted that some members of the public are unaware that they can text bus services to find out when the next bus will arrive. However, they noted that they rely on this service due to their epilepsy.

4.1.1.5 Psychological safety

Psychological safety describes the absence of interpersonal fear. This may include feeling safe to take risks such as to speak up, disagree openly or surface concerns without fear of negative repercussions[17]. A lack of psychological safety emerged as a key factor for some groups when using the transport network. Participants reported how this could be different from their lived experiences and that it could also be experienced alongside physical safety concerns.

It was raised how LGBTQ+ populations could avoid using buses and trains due to fear of discrimination. Therefore, the lived experience of this group on the transport network may be associated with fear and vulnerability.

'Public reaction to those who are trans can be negative…sometimes staff do not react positively to try to prevent that happening.'

Additionally, physical safety was a worry for this group and for young women due to examples of '*compromising situations'* on the top decks of buses. This may lead to more uptake of taxis and / or private cars, seen as a '*generally safe form of transport'* with '*less stress of others surrounding you*' by both LGBTQ+ and young populations. However, some participants did mention that taxis could be exclusionary, and drivers may *'refuse passengers with guide dogs.'*

Low awareness of disabilities and medical conditions, such as epilepsy, could also lead these groups to be excluded from the transport network. This may be overwhelming for these individuals and lead them to struggle in silence.

'Epilepsy is not very well understood. Even if people do speak to somebody, they might not necessarily understand. This can mean they have to explain why they are struggling and give them details about their disability, which is a long conversation to have.'

[17] What is psychological safety? | McKinsey

Additionally, disabled and neurodivergent groups were noted to struggle with memory and this is a key factor determining one's ability to plan a journey. For example, one participant mentioned how it can be '*extremely difficult'* to *'organise and plan the steps'* such as booking tickets on a phone and organising walk times. Planning may also be affected by seizures along the route.

4.1.2 Challenge Statements

The challenge statements below were produced collectively with participants in both Discovery and Definition workshops. These were then refined in cases of overlap or to combine similar challenges, whilst retaining as much of the original content from participants as possible.

Affordability:

1) There are no pricing adjustments made in public transport to help people seeking asylum. This results in exclusion from support networks and isolation from communities. Increased isolation results in loneliness and mental health issues.

2) Some price reductions, such as 50% off travel for care leavers, are only available in certain boroughs. Travel expenses are huge, especially for those who don't have much disposable income. This creates a sense of discrimination / unfairness based on where people have been placed geographically.

3) Transport costs are high, especially in the context of the cost-of-living crisis, which has disproportionately impacted marginalised groups such as disabled people. People can't afford even essential journeys, such as journeys to work, trapping individuals in a cycle of poverty and precarity, leading people to feel excluded from society.

4) Older people are not able to use concessionary bus passes before 9am. This is a barrier to commuting, going out and socialising, or travelling for volunteering/caring roles. This restriction disempowers older people – it is unmotivating, prevents social opportunities, can be isolating, and places restrictions on people's lives.

Physical accessibility:

5) Accessible facilities can be out of order, with little urgency to undertake repairs. This prevents disabled people from accessing transport services on an equitable standing. Disabled people are made to feel like second class citizens because their needs are not being considered or seen as urgent.

6) Infrastructure is inaccessible, resulting in disabled people being shut out from transport links, making them feel isolated and excluded.

Access to information:

7) Calculating the total cost of a journey can be unnecessarily complex, particularly when the journey has multiple legs and there is no single place to work out payments. This can be particularly difficult for young people and may mean people pay more than necessary. The complexity of planning and paying for a journey is off-putting, and some may just not travel to avoid the headache.

8) Information on concessionary fares and passes can often be quite hidden, despite the fact there is a large proportion of disabled people in the country. Spreading the word more would help raise awareness, tackling isolation and exclusion

9) Bus timetables are difficult to read for some groups, especially young people and neurodiverse people. In comparison, information on trains is much more visual. Difficulty obtaining accessible information on bus services affects people's independence, leaving people frustrated, disenfranchised, and excluded.

10) Journey planning apps don't specify what time the train leaves versus what time the doors close, or how long it takes to get from the station entrance to the ticket machine and to the platform. This can be especially stressful for neurodivergent people.

Availability:

11) The lack of regular and connected transport in rural areas increases isolation and exacerbates feelings of being disconnected from the wider community and causes people to lose confidence. In extreme cases it can affect someone's ability to make essential journeys such as those to medical appointments, which can affect their healthcare.

12) Many older and disabled people are disproportionately reliant on bus services. Cuts to bus services mean that even if vehicles themselves are accessible, the service is not useable for routine journeys. It is difficult to quantify exactly, but the number of disabled people travelling, and the frequency and distance of their journeys, (especially by public transport) has reduced. This leaves older and disabled people isolated and unable to access essential support and services.

13) Public transport is often catered to commute times rather than school hours. This impedes journeys to school, and makes young people feel disenfranchised and not listened to.

14) People's ability to travel by bike is dependent upon the availability of a bike, suitable cycle routes, and destination cycle storage being available. Bikes, especially e-bikes, are expensive to purchase, and outside of large cities infrastructure provision is often poor. This discourages people from travelling by bike, discouraging people from making better choices.

Psychological safety:

15) LGBTQ+ people perceive safety issues on public transport. Consequently, people just don't want to risk travel or do so in some level of fear. This makes them feel unsupported, disempowered, unable to get to work, and can affect their mental health.

16) There is a lack of awareness and understanding of disabilities and medical conditions (especially invisible conditions) amongst staff and passengers, despite the fact that awareness is crucial for having a comfortable journey. Fear of judgement or lack of understanding can be a barrier to travelling on public transport. This can result in disabled people travelling less and being unable to fully participate in society.

17) The accessibility of rail, ferries and aviation relies heavily on staff being available, trained and empowered. The extent to which staff are available, trained and empowered varies

greatly, creating an inconsistent customer experience which generates worry, stress and anxiety, which ultimately can be off-putting, meaning disabled people travel less and are unable to fully participate in society.

18) The complaints process can be inaccessible, so when journeys do go wrong, disabled people can't access compensation or have meaningful change enacted from their bad experiences. No change means transport remains inaccessible. With no recourse, disabled people are left without compensation. They feel unheard, disadvantaged, and unimportant to society.

19) Public transport vehicles are perceived to be unhygienic. People either do not travel, travel by another mode, or by public transport while feeling discomfort.

4.1.3 Solutions

Within the Discovery and Definition workshops, participants also spontaneously offered solutions to some of the challenges that were raised. These have been grouped into themes below:

Training and staff visibility

- Staff should receive training (DET, EDI&I, general inclusivity especially for bus drivers)
- Active bystander training
- Increased staff presence / having enough staff

Facilities / infrastructure

- More accessible ticket machines (currently designed for customers of a typical height)
- Gender neutral toilets at train stations, to increase safety and support for LGBTQ+ people
- Accessible infrastructure – for example, tactile paving
- CCTV installed in taxis (in case of insults)
- Designated LGBTIQ+ safe carriages around pride season/to and from pride events

Ticketing and journey planning

- Multi-modal tickets
- Simplified pricing structures
- A way to synchronise / integrate railcards with ‘tap to pay’ facilities (currently unable to use)
- More small links, such as buses between areas to access more train links

Increasing access to information and collaboration

- Online youth guide directory so that young people can see the space they are going to enter into [eg at the train station]
- Increase awareness of conditions through campaigns – for example, the Transport for All campaign highlighting the impact of removing ticket office staff.
- Spread the word more / advertise concessionary bus passes and rail cards
- More accessible feedback mechanisms for complaints (anonymous, accessible and easy)
- A central point / app or a website (to mitigate information being in different places)
- Pre-warning times for when the train will leave / doors close
- Collaboration between transport services and the Home Office e.g. increasing transport services to and from rural areas to link accommodation provided to asylum seekers by the Home Office.

4.2 Develop and Do

The Develop and Do workshops aimed to draw on the knowledge of stakeholders and outcomes of the Discovery and Definition workshops to produce policy development boards that would inform the policy packages produced in section 6. Participants selected the challenge statements they felt most strongly about and co-created policy development boards to address these, using a framework to gather details around the 'what', 'who', 'how' and 'where' of their identified policy.

4.2.1 Findings

4.2.1.1 Affordability

As in the Discovery and Definition workshops, the cost-of-living crisis was raised by several participants and it was noted that there is a large amount of research to understand the disproportionate impact on disabled people. One participant explained that research by Scope shows the impacts of the cost-of-living crisis, perhaps connected to the affordability and accessibility of the transport network for disabled groups[18].

> *'A massive percentage of disabled people found themselves in poverty for the first time…they can't find jobs and can't get to jobs.'*

Participants explained how those with epilepsy and other conditions may be likely to spend more money on transport. This may be due to having a greater number of medical appointments, where they struggle to attend and are *'relying on extra care from other people to go to the hospital'.* As this group is not able to drive, they may be more reliant on public transport and this could cost more than private transport. Participants described how this not only impacts disabled groups but also their family members and friends, such as the parents of disabled children.

Although concessionary travel schemes can relieve the high cost of transport, participants described how these may be out of date for people's current needs and potentially not reviewed since the mid-2000s. Participants discussed how individual local authorities have discretion to enhance such schemes, for example through '*removing time restrictions'* or *'having free travel for companions'.* However, this leads to inconsistencies between different local authorities. One participant suggested that concessionary schemes in Northern Ireland, Wales and Scotland are better adapted to people's current needs:

> *'In Northern Ireland, Wales and Scotland, their national concession schemes are a lot more clearly defined, more generous to disabled people, tend to be multi-modal and include companion passes for those eligible.'*

[18] Cost of living: the impact for disabled people | Disability charity Scope UK

The participant explained how even adjacent London boroughs do not provide the same benefits. However, '*this is difficult for local transport authorities to solve as they don't have the money'.* For example, the participant raised that Hampshire are looking to cut budgets and '*one of the things on the table to be cut is their enhancements for disabled pass holders.'* Therefore, it may be that there is central need to '*redraw the national concessionary travel scheme for England.'* For example, TfSE could provide policy guidance on concessionary fares to their local transport authorities, while lobbying central government for a nationwide review as suggested by participants.

Furthermore, funding was commonly raised as a challenge by participants. This was noted to be a particular issue for buses. Another participant reinforced this by highlighting the political challenges, noting how the growth of local bus services is '*low down on anyone's agenda until you get to local Mayor or council level.'*

> *'Buses are not a priority at all…it's a money issue. You can make more money on trains.'*

4.2.1.2 Physical accessibility

Younger populations indicated that asking for tickets on buses could be particularly inaccessible for individuals with selective mutism. As a result, they suggested that a sign language course for bus drivers could be useful to ensure that the transport network is accessible for all. They also indicated that it should be easier to apply for additional assistance upon arrival to the station.

Furthermore, one participant raised that it may be useful to have a '*single regulation for accessibility encompassing all transport modes.'* This may involve a policy position from TfSE on accessible and inclusive travel, which local transport authorities can adopt and where transport operators can be held accountable. The participant explained how this needs to have '*sufficient investment and resourcing to ensure a consistent approach.'*

Whilst the policies around concessionary schemes were questioned, participants were positive about the remaining infrastructure to scan smart cards for disabled concessionary passes. One participant explained how *'the card reader will automatically tell you whether it is valid or not due to the time of day. This should greatly simplify what is quite a complex and fragmented system at the moment.'* Therefore, it may be that wider change must occur at a policy level to utilise remaining and effective ticketing infrastructure.

4.2.1.3 Access to information

Participants discussed how the complaints process can be inaccessible particularly for disabled and neurodivergent people, with the onus on the complainant to '*establish why and how the provider discriminated unlawfully.'* The same participant explained how:

> *'It is a lot of mental work and a lot of people don't have the capacity for that for an issue that isn't even their fault. Even if they are eligible for a refund, it's not worth it to chase it up because it is so draining.'*

Another participant explained that '*it is difficult to know who (*to complain to) *and how to complain'.* Furthermore, it may be that automated delay repay systems like Avanti's current system could help to simplify the refund process. However, one participant suggested that awareness of such schemes is low.

Participants explained how refunds don't enact the systemic change they would like. They explained how:

> *'It can often feel like they just want to get it over and done with…there is no proof that anything is happening from their case'.*

Despite many individual cases building up '*of the same thing happening'*, it was described as difficult to see the bigger picture so that change could be enacted. Furthermore, case tracking systems were suggested which may be useful to ensure accountability for an incident.

Consequently, it may be that TfSE could develop a policy on customer service to improve people's access to information, perhaps including systems such as automated delay repay systems (like Avanti's current system) and complaint handling. This could be used to hold transport operators accountable. Additionally, it may also be useful for TfSE to undertake a review of their processes and systems for customer redress. This could be similar to a sludge audit where the processes and systems could be audited from the user's perspective, whilst looking for any frictions and design faults that make it difficult for people to use.

4.2.1.4 Availability

Younger populations noted specific challenges with the bus network. For example, they raised that Bordon and Fareham have few direct bus routes and this can require multiple changes or be affected by disruptions. This group also raised the limitations that strikes have created for their train journeys, perhaps leading to the presentation of public transport as unreliable and / or unpredictable.

Participants suggested that better integration could help to improve availability of the transport network. For example, this could include better planning of routes and the places people need to go, aligning timings or closer working between operators could improve current challenges. One participant explained that:

> '*It's weird how many places there are when you come out of a train station and there's no bus stop.'*

To address this, one participant suggested that it may be helpful to consult with local people about their routes and another suggested the importance of *'avoid(ing) knee-jerk reactions…due to a temporary reduction in passenger numbers'.*

Participants described how availability of the transport network was much lower in rural areas. For example, this may be exacerbated for disabled people in rural areas as one participant suggested that this group could be *'worrying about a 2.5-hour journey to the hospital.'* One participant raised how there should be a *'minimum frequency for the transport network to be usable',* such as every 10 minutes in towns or every 30 minutes in more rural areas.

> *'The transport network needs to be more radial. It's about giving people that freedom.'*

DRT services were discussed during the workshop, but this was not familiar to most people. One participant suggested that '*making people aware and educating them on how it would work'* could help, however difficulties were noted about using the applications and '*needing multiple apps for the same thing.'* Participants raised that integrated journey planning could be the solution to these problems. This could perhaps be in the form of a MaaS platform.

4.2.1.5 Psychological safety

Participants raised how staff training could improve the psychological safety of those travelling on the transport network[17]. Staff training could provide confidence to those travelling to feel able to voice their concerns about discrimination they face or witness on the transport network. Similarly, incidents that people encounter may also impact their physical safety.

It was noted by participants that training must be considerate of the needs of each protected characteristic group. For example, two participants suggested that training needs to be co-designed and delivered by protected characteristic groups, with LGBTQIA+ and disabled individuals or organisations noted as examples by participants. This way, training will be reflective of the concerns and experiences of these groups.

> *'If it's delivered by disabled organisations that take a pan-impairment approach, you can account for a lot of things. If it's not created and delivered by these organisations, sometimes it will only focus on the most obvious forms of disability…then it won't account for those who are neurodiverse.'*

Participants suggested that taking a pan-impairment approach is important. Thames Valley Police's Bystander Awareness training was raised as training that could be replicated. Furthermore, co-designing training or creating specific jobs (for example, safeguarding officers) to support people who have experienced hate crime could provide a greater level of support for these groups, such as those with epilepsy receiving first aid after having a seizure.

One participant raised that psychological safety may differ in bigger and smaller stations. They explained how in bigger stations '*having a lot of people around can bring a lot of comfort…there is usually someone with some level of first-aid training around.'* In comparison, smaller and out-of-date stations '*can be more intimidating',* in particular *'those that just have one light, never anybody there and don't have any cameras.'*

Increasing awareness of medical conditions is key to improving psychological safety on the transport network. Better awareness and communication of schemes such as the sunflower lanyard scheme were suggested by participants to increase confidence that safety is improving.

Additionally, one participant suggested to '*bring in charities to ratify or legitimise the disability confident scheme'.* Consequently, it may be that TfSE could encourage local transport authorities to carry out a communications exercise to further publicise use of schemes like the sunflower lanyard scheme. This could be in the form of an awareness campaign, aiming to highlight what the lanyards represent and to display messages in public transport hubs indicating that staff wear these because they have been trained.

Despite this, participants agreed that for many protected characteristic groups, building back confidence and trust in the transport network is not always easy. One participant suggested that:

> '*Good stories don't spread as quickly as bad stories. The more disabled people having a good experience, they will share that. That sort of word of mouth helps massively.'*

As a result, building confidence may be an iterative process where '*there will still be incidents…(*but) *just make sure that when incidents do happen they are fed back into the system.'* Furthermore, one participant raised that *'there may be resistance from transport operators, but there is always room for improvement.'*

4.2.2 Organisation matrix

After developing the challenge statements in the first set of workshops, participants were encouraged to organise these by placing them on a matrix. Participants reflected on the scale and impact of each challenge statement before agreeing collectively on each dimension. In this case, *scale* describes the number of people affected in one or more protected characteristic group and *impact* reflects the depth of difference that the challenge makes to people's lives. During the workshops, participants placed many of the challenge statements in the right-hand side of the matrix, indicating that the challenges were high impact. However, several challenge statements around access to information were placed in the top left in the second workshop. Figure 4-1 and Figure 4-2 show both matrixes produced in the workshops.

Figure 4-1 - Organisation matrix – Workshop 1

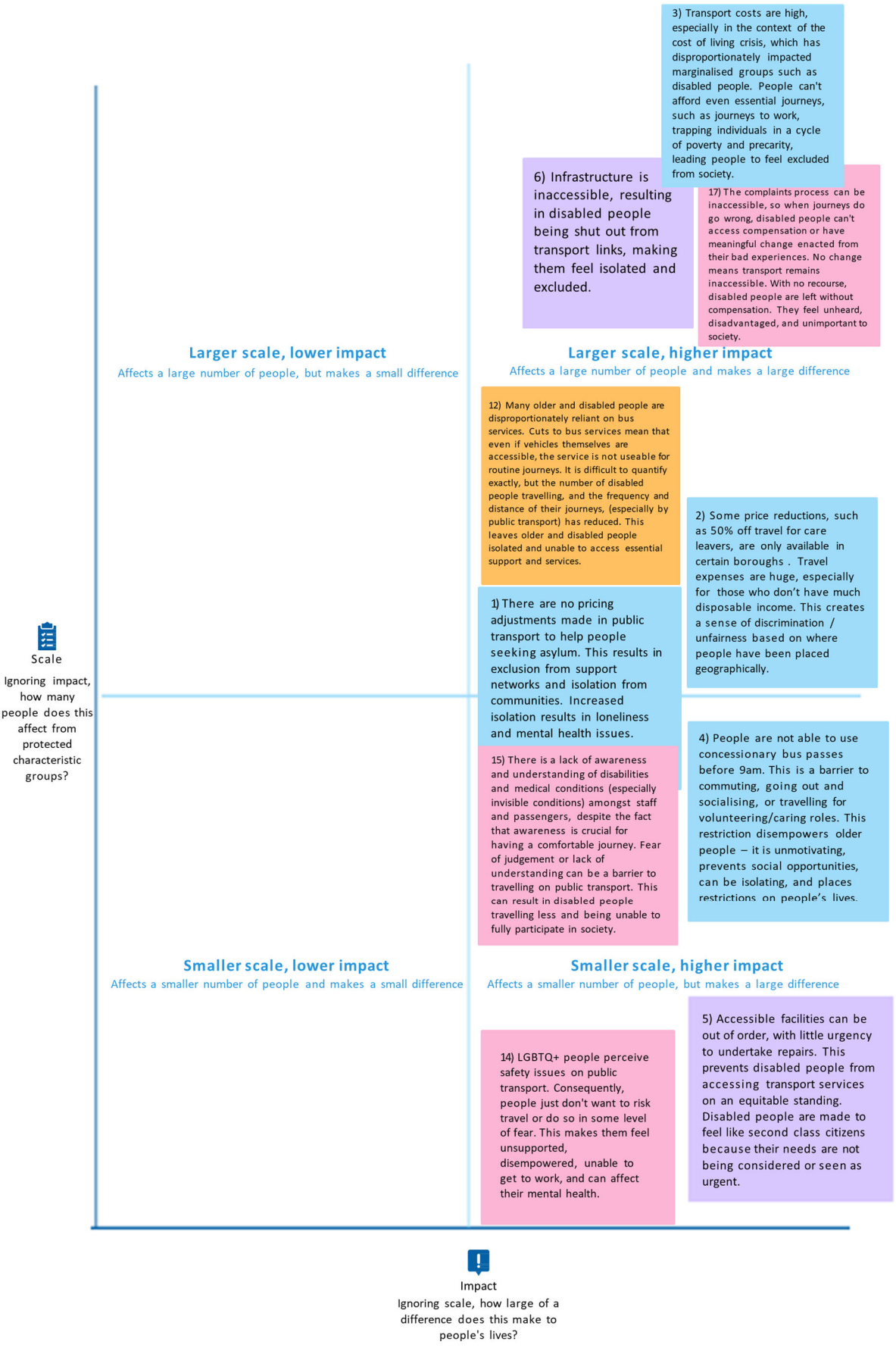
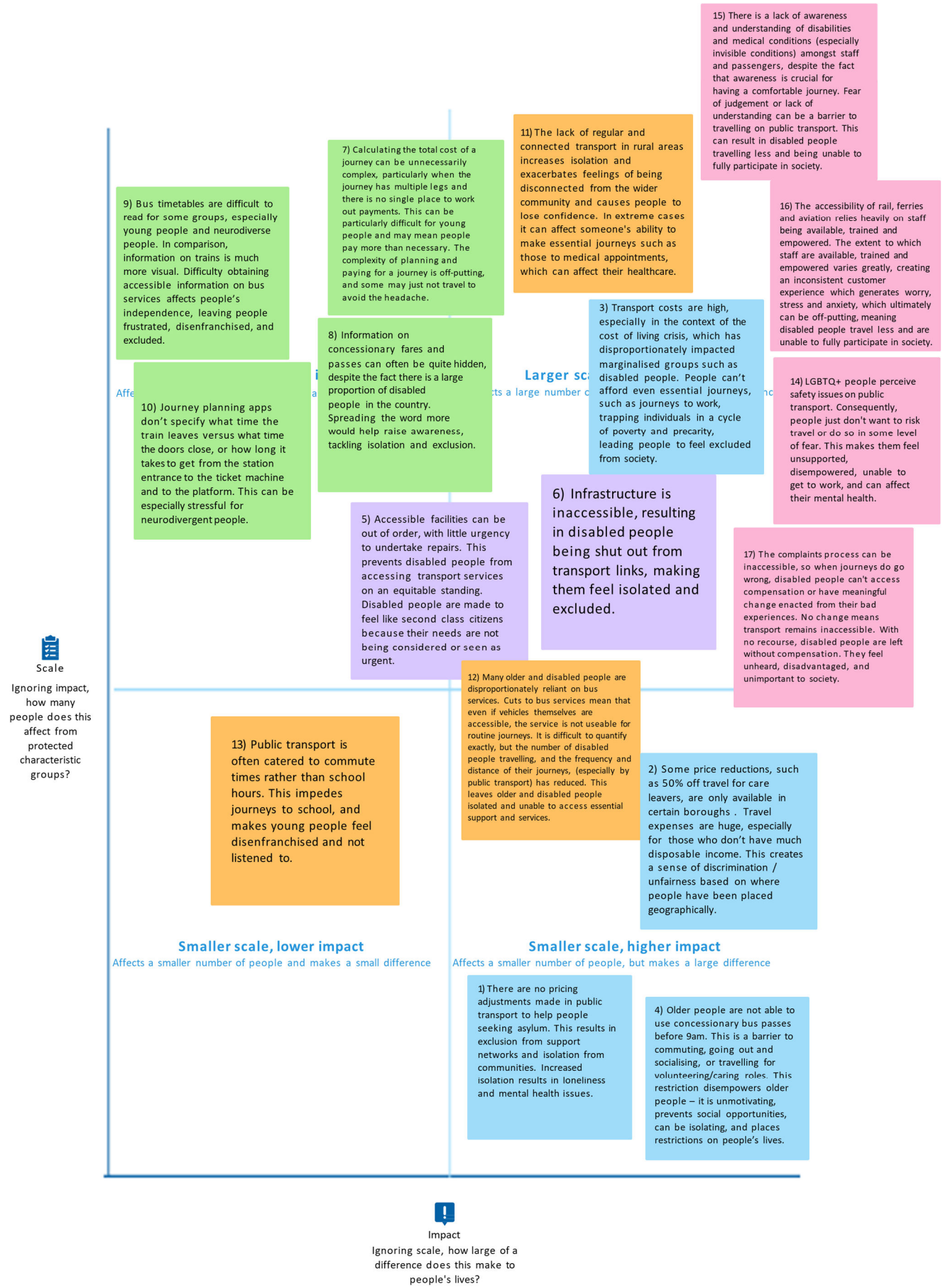


Figure 4-2 - Organisation matrix – Workshop 2



4.2.3 Policy development boards

After organising the challenge statements, participants were encouraged to select the challenge statement they felt most strongly connected to. Following this selection, participants were then asked to co-create policy development boards to address their chosen challenge statement. This used a framework to gather details around the solutions, delivery methods and geographic scale of the policies, as well as how success could be measured alongside any challenges to delivery. Further detail on the methodology can be found in section 2.5.

Table 4-1 - Policy Canvas 1 (Workshop 1)

What is the challenge statement?	What is the solution?	How would it be delivered?
14) LGBTQ+ people perceive safety issues on public transport. Consequently, people just don't want to risk travel or do so in some level of fear. This makes them feel unsupported, disempowered, unable to get to work, and can affect their mental health.	1) More visible staff presence 2) ED&I training 3) Bystander awareness training (teaching how to intervene safely) 4) Adapt vehicle design (e.g. top decks of buses) 5) Cameras and posters to indicate filming 6) Support for after accidents 7) More posters / promotion of contact numbers (e.g. British Transport Police)	1) Staff induction courses and performance reviews including ED&I 2) Regular refreshers of training 3) Greater marketing 4) Look at design to increase flexibility of how space is used (e.g. having more than one wheelchair space), so that design is no longer seen as an after thought 5) Ways that drivers can see the top deck (e.g. CCTV) 6) a) Third party reporting centres – non-threatening and non-official environment b) Wellbeing hub c) Case tracking system so that cases don't get lost and people remain accountable 7) Help from TfSE with liaising with the Police
Where would it be delivered?	**How would you measure success?**	**What are the challenges?**
1, 2, 3, 4, 5, 6, 7 – All parts of the region – Buses and trains 6) Focus on transport hubs for support	1, 2, 3, 4, 5, 6, 7 – Reduction in hate crime numbers – this is a challenge as you don't know if more are being reported because it is easier to report, or whether it is an actual increase – Reduction in fear – More people travelling, feeling safer whilst doing this	1, 2, 3, 4, 6 – Cost 1, 2, 3, 4, 5, 6, 7 – People seeing the benefits or needing to sell the benefits 1, 2, 3, 4, 5, 6, 7 – People reluctant to change – it will take a lot of persuasion to change views (e.g. that travelling by bus is not safe)

Table 4-2 - Policy Canvas 2 (Workshop 1)

What is the challenge statement? 15) There is a lack of awareness and understanding of disabilities and medical conditions (especially invisible conditions) amongst staff and passengers, despite the fact that awareness is crucial for having a comfortable journey. Fear of judgement or lack of understanding can be a barrier to travelling on public transport. This can result in disabled people travelling less and being unable to fully participate in society.	**What is the solution?** 1) Raising awareness that cameras / support is there (e.g. posters or on the website) – giving people peace of mind that training is happening 2) DET training created and delivered by disability organisations – disability and equality training 3) Open-mindedness and understanding of seizures (or other things to look out for) and how to support 4) Safe space (e.g. in train stations) with a working camera, lights and calm and safe environment – putting people's mind at ease.	**How would it be delivered?** 1) Posters / on the website 2) Outreach to disabled individuals / passengers for accessible consultation. Speak to organisations who developed and take a pan-impairment approach 3) Training / cultural change, linked in with first-aid training 4) Safe space should be clearly signposted and accessible, currently potluck or not well known
Where would it be delivered? 1, 2, 3, 4 - Prioritise busier transport hubs, rollout everywhere eventually - As many places as you can possibly make safe 4) Smaller stations – they can be more intimidating (less lights, no one there, less trained staff) – maybe we should focus more on these?	**How would you measure success?** 1, 2, 3, 4 - Seeing more people using it and talking about it (e.g. safe spaces) - Surveying disabled customer's satisfaction and general engagement - National Rail Passenger Survey	**What are the challenges?** 1, 2, 3, 4 - Cost 2) People not wanting to spend their time on training (e.g. compulsory training) 4) Lack of available real estate for space spaces at smaller stations. May have to build something to house them

Table 4-3 - Policy Canvas 3 (Workshop 1)

What is the challenge statement?	What is the solution?	How would it be delivered?
17) The complaints process can be inaccessible, so when journeys do go wrong, disabled people can't access compensation or have meaningful change enacted from their bad experiences. No change means transport remains inaccessible. With no recourse, disabled people are left without compensation. They feel unheard, disadvantaged, and unimportant to society.	1) Less fragmentation and onus to be on the company rather than the individual. If something goes wrong, it is always the individual's responsibility to chase up. This requires a lot of mental capacity and it is draining. It leads people feeling it isn't worthy to follow up. 2) Enacting change rather than just refunding 3) Getting companies to take accountability for refunds 4) All variables must be recorded in the complaints process so it is easier to be traced 5) Single regulation with a remit for accessibility, encompassing all transport modes. Consistent reinforcement of this.	1) Evaluation and baselining of the current complaint process b) Easy escalation c) Legal change 2) Clear accountability mechanisms. There are currently no consequences when duty of care isn't there for passengers. 4) Proper streamlined collection of data 5) Regulators given proper power
Where would it be delivered? 1, 2, 3, 4, 5 - Trains and buses because of fragmentation	**How would you measure success?** 1) Ease of complaint for the passenger 1) Less work for the individual 2, 3, 5 - Complaint resolution with clear proven changes - People feeling listened to 1) Speed of resolution	**What are the challenges?** 1) Current fragmentation 2) Overcoming companies' reluctance to change, acknowledging that there is a problem in the first place 5) Need for the government to come up with a singular regulation

Table 4-4 - Policy Canvas 4 (Workshop 1)

What is the challenge statement?	What is the solution?	How would it be delivered?
4) People are not able to use concessionary bus passes before 9am. This is a barrier to commuting, going out and socialising, or travelling for volunteering/caring roles. This restriction disempowers older people – it is unmotivating, prevents social opportunities, can be isolating, and places restrictions on people's lives.	1) Additional enhancements such as removing time constraints or adding free travel for companion 2) It needs to be made less complicated, more clearly defined, generous and multi-modal. Transport authorities have different enhancements currently 3) Legislative change – redrawing of national concessionary travel scheme coming from central government 4) Government encourage local transport authorities to have the same vision	1) Mechanism of reimbursement (swiping pass) to be looked at, but some authorities can't afford to deliver 2) Changes to how buses and trains work (for example, down the route of TfGM) 3, 4 - National consistent policy from central government – England-wide, similar to other home nations
Where would it be delivered?	**How would you measure success?**	**What are the challenges?**
1, 2, 3, 4 - National	1) Increasing ridership – helping older and disabled people get out and about 2) Measure usage – who is using it and who isn't, and identify why 3, 4 Thinking about what we can do for those left behind	1, 2 - Remaining infrastructure. It is a complex and fragmented system. Policy needs changing. - Increasing the number of disabled people travelling – need to make sure there are accessible modes (e.g. buses and trains). They are part of a wider system 3, 4 - Costs and budget cuts. Central Government to fund reimbursement for additional users. Local Transport Authorities don't have the funding - Political will – coming via Parliament - Public will and attitudinal shift. Discourse on Twitter / X about Susan Hall (conservative mayoral candidate in London). She said she would bring the time back for pensioners to use passes.

Table 4-5 - Policy Canvas 5 (Workshop 2)

What is the challenge statement?	What is the solution?	How would it be delivered?
15) There is a lack of awareness and understanding of disabilities and medical conditions (especially invisible conditions) amongst staff and passengers, despite the fact that awareness is crucial for having a comfortable journey. Fear of judgement or lack of understanding can be a barrier to travelling on public transport. This can result in disabled people travelling less and being unable to fully participate in society.	1) More awareness and understanding of the different types of seizures / how they represent differently 2) Training / first-aid training 3) Recognising sunflower lanyard scheme and other similar schemes 4) Communicating to disabled people to increase confidence 5) Disability confidence scheme or similar 6) Increasing messaging to passengers about invisible conditions (e.g. about priority seating) 7) Symbol / marketing to show that staff have been trained	1) Contacting charities to undertake training 2) Organisations to sign up to the sunflower lanyard scheme 3) Bring charities in to legitimise similar schemes 4) Bring in a scheme to increase confidence of using services
Where would it be delivered? 1, 2, 3, 4, 5, 6, 7 - Buses and trains – many people are unable to drive - Rural areas where people are more isolated	**How would you measure success?** 1) Positive word of mouth – the more disabled people having a good experience, the more they share and keep using 1, 2, 3, 4, 5, 6, 7 - The number of disabled people using services - Reported complaints / incidents falling, with proper support after a seizure - Looking for assurance that change has happened and there is a commitment to do better next time - People feeling less discomfort Customer surveys to understand improvements	**What are the challenges?** 1, 2, 3, 4, 5, 6, 7 - There will still be incidents – just got to make sure, through the complaints system, that incidents are recorded and changes are made - Resistance from transport operators – there is always room for improvement - Difficult to get across information to the public 4) Trying to convince people that things are different. Bad experiences means people are unlikely to trust again. Need to win back trust again.

Table 4-6 - Policy Canvas 6 (Workshop 2)

What is the challenge?	What is the solution?	How would it be delivered?
11) The lack of regular and connected transport in rural areas increases isolation and exacerbates feelings of being disconnected from the wider community and causes people to lose confidence. In extreme cases it can affect someone's ability to make essential journeys such as those to medical appointments, which can affect their healthcare.	1) More regular buses 2) More bus routes 3) Having bus stops closer to train stations 4) Lining up the timings of the trains and buses – shorter waiting times 5) Identifying and prioritising the times that people need buses / trains. It is not just the commute to work – schools, health appointments 6) DRT services – would relieve pressure on the other systems	1, 2, 3, 4, 5, 6 – Better planning – knowing the places people need to go to – Closer working between train and bus companies, not as cross purposes or working against each other. They are serving the same customers and would benefit from working together. 1) Depending on how busy the route is, minimum timings could be put in place. These could vary between areas, but one bus every hour is too infrequent 4) Joint planning of bus tickets, train tickets, trams and underground – instead of buying tickets for individual journeys 5) Consulting local people about what is needed and not just letting them figure it out themselves
Where would it be delivered?	**How would you measure success?**	**What are the challenges?**
1, 2, 3, 4, 5, 6 – Rural areas, e.g. disabled people who need to regularly get to hospital appointments with no car - Any town – 10-minute minimum frequency. Depending on times the services are most used - Villages / more rural areas – 30-minute minimum frequency - Radial services – not just about connecting to the town. It is about giving people freedom. Connecting as many places as possible	1, 2, 3, 4, 5, 6 - Number of people using the service - Less people complaining - Measuring the impact of connectivity - Increase in the quality of people's lives - Less isolation - Improving people's mental health – not worrying about a 2 ½ hour journey to the hospital, instead getting there as close to the appointment time as possible. In some cases, because of the way the timing works, you end up there an hour earlier than you need to be.	1, 2, 3, 4, 5, 6 - Funding - If frequency dies down, trusting the planning and not being impacted by small changes. No knee jerk reactions - Political challenges. Buses are not a priority. You can make more money on trains. Trains are more expensive. At a national level, buses are low down the agenda until you get to a local council level - Staffing, particularly time taken to gain qualifications for larger vehicles (e.g. trains) 1) DRT services – flexibility and making people aware, changes can be tricky to adjust to, difficulties registering b) Multiple apps – not accessible, people would prefer calling someone

5. Missions

As referred to in the Introduction, co-creation is integral to the approach being taken by TfSE for the Transport Strategy Refresh. It has been intended from the start that the activities from the workshops would gather insight from the participants, which would subsequently inform the development of the Strategy. However, at this project's inception, the form of the emerging Strategy was unclear, as this was simultaneously being developed by TfSE colleagues with support from Steer and Arup as part of a parallel work package.

Towards the end of this project, it was determined that TfSE would adopt a mission-based strategy, in which the transport strategy would be communicated by several core mission statements. AtkinsRéalis determined that adopting a mission led approach to this project would be beneficial to ensure alignment with the overarching Transport Strategy Refresh.

In order to develop a set of missions from the data collected during the workshops, the methodology outlined by Figure 5-1 was iteratively developed. This began by taking the higher impact and/or larger scale challenge statements, and developing a set of outcome statements which reflect the desired 'end state' for each of the identified challenges. The outcome statements were then used to develop a set of five initial draft missions which represented the thematic outcomes required to meet the challenges identified by the participants. These five initial missions were then iterated and ideated during workshop sessions between AtkinsRéalis, Steer and TfSE to develop three overarching missions which represent the scale and breadth of the challenges participants identified. The three missions, and the associated outcome statements and challenge statements are presented in Table 5-1.

Figure 5-1 - Mission Development Process

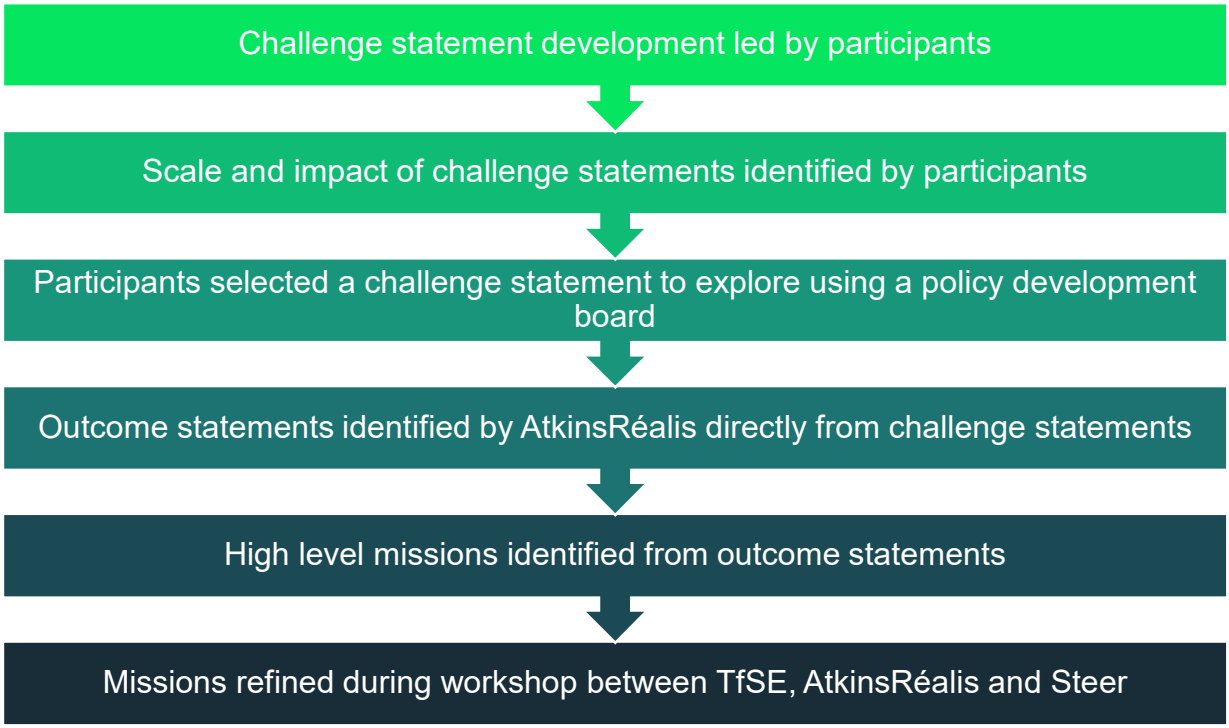


Table 5-1 - Challenge Statement, Outcome Statement and Mission Mapping

Challenge Statements	Outcome Statements	Missions
LGBTQ+ people perceive safety issues on public transport. Consequently, people just don't want to risk travel or do so in some level of fear. This makes them feel unsupported, disempowered, unable to get to work, and can affect their mental health.	Create a safe and secure transport system, where no one experiences fear or discrimination while travelling	Transport in the South East is customer centric and inclusive of difference
The accessibility of rail, ferries and aviation relies heavily on staff being available, trained and empowered. The extent to which staff are available, trained and empowered varies greatly, creating an inconsistent customer experience which generates worry, stress and anxiety, which ultimately can be off-putting, meaning disabled people travel less and are unable to fully participate in society.	Support and empower transport staff through training and mentoring to provide an inclusive and accessible experience for diverse customer groups	
There is a lack of awareness and understanding of disabilities and medical conditions (especially invisible conditions) amongst staff and passengers, despite the fact that awareness is crucial for having a comfortable journey. Fear of judgement or lack of understanding can be a barrier to travelling on public transport. This can result in disabled people travelling less and being unable to fully participate in society.	Create an inclusive and supportive transport network, where people with visible and non-visible disabilities feel safe and confident to travel	
Public transport vehicles are perceived to be unhygienic. People either do not travel, travel by another mode, or by public transport while feeling discomfort.		
Infrastructure is inaccessible, resulting in disabled people being shut out from transport links, making them feel isolated and excluded.	Prioritise infrastructure investment, maintenance and renewal which will improve equality of access	
Accessible facilities can be out of order, with little urgency to undertake repairs. This prevents disabled people from accessing transport services on an equitable standing. Disabled people are made to feel like second class citizens because their needs are not being considered or seen as urgent.		
The complaints process can be inaccessible, so when journeys do go wrong, disabled people can't access compensation or have meaningful change enacted from their bad experiences. No change means transport remains inaccessible. With no recourse, disabled people are left without compensation. They feel unheard, disadvantaged, and unimportant to society.	Support transport operators on their journey to becoming more customer centric through the development of a pan-region inclusive transport charter	
People are not able to use concessionary bus passes before 9am. This is a barrier to commuting, going out and socialising, or travelling for volunteering/caring roles. This restriction disempowers older people – it is unmotivating, prevents social opportunities, can be isolating, and places restrictions on people's lives.	Create a consistent experience for concessionary public transport users by establishing pan-regional standards and information provision which recognise the diversity of journeys and empower concessionary pass holders	Transport in the South East offers equitable fares and inclusive, easy journey planning
Information on concessionary fares and passes can often be quite hidden, despite the fact there is a large proportion of disabled people in the country. Spreading the word more would help raise awareness, tackling isolation and exclusion.		
Some price reductions, such as 50% off travel for care leavers, are only available in certain boroughs . Travel expenses are huge, especially for those who don't have much disposable income. This creates a sense of discrimination / unfairness based on where people have been placed geographically.		
Calculating the total cost of a journey can be unnecessarily complex, particularly when the journey has multiple legs and there is no single place to work out payments. This can be particularly difficult for young people and may mean people	Work towards the development of an inclusive and integrated transport network, where people can seamlessly	

Challenge Statements	Outcome Statements	Missions
pay more than necessary. The complexity of planning and paying for a journey is off-putting, and some may just not travel to avoid the headache.	plan and book travel, including extra assistance where needed	
The lack of regular and connected transport in rural areas increases isolation and exacerbates feelings of being disconnected from the wider community and causes people to lose confidence. In extreme cases it can affect someone's ability to make essential journeys such as those to medical appointments, which can affect their healthcare.	Ensure residents of rural areas are connected and able to access essential services, and social and economic opportunities	Transport in the South East is universally accessible and accountable
Transport costs are high, especially in the context of the cost of living crisis, which has disproportionately impacted marginalised groups such as disabled people. People can't afford even essential journeys, such as journeys to work, trapping individuals in a cycle of poverty and precarity, leading people to feel excluded from society.	Develop a usable and coherent transport network which caters for all budgets and journey purposes	
Many older and disabled people are disproportionately reliant on bus services. Cuts to bus services mean that even if vehicles themselves are accessible, the service is not useable for routine journeys. It is difficult to quantify exactly, but the number of disabled people travelling, and the frequency and distance of their journeys, (especially by public transport) has reduced. This leaves older and disabled people isolated and unable to access essential support and services.		
People’s ability to travel by bike is dependent upon the availability of a bike, suitable cycle routes, and destination cycle storage being available. Bikes, especially e-bikes, are expensive to purchase, and outside of large cities infrastructure provision is often poor. This discourages people from travelling by bike, discouraging people from making better choices.		
The are no pricing adjustments made in public transport to help people seeking asylum. This results in exclusion from support networks and isolation from communities. Increased isolation results in loneliness and mental health issues.		

6. Policy Packages

As part of the co-creation of policy development boards in the Develop and Do workshop (see section 2.5), participants were asked to suggest potential solutions to the challenge statement they selected. To sift and further develop these potential solutions, a workshop was held between AtkinsRéalis, Steer, and TfSE. The aim of this workshop was to develop a set of policy packages, drawing upon the solutions identified by the participants, which would address the three missions. To develop the policy packages, the solutions were categorised using a framework that included the following action areas, which correspond to the range of policy and operational 'levers' that may be available to TfSE and transport operators:

- Communications and marketing
- Operational service provision
- Legislation
- Regulation
- Guidelines
- Fiscal
- Infrastructure
- Technology
- Planning controls

The solutions were also categorised against potential implementation timeframes:

- Short term (before 2030)
- Medium term (between 2030 and 2035)
- Long term (between 2035 and 2040)

Finally, the identified solutions were grouped them into six overarching themes, which were iteratively identified through familiarisation with the data:

- Fares and ticketing
- Journey planning and information
- People, skills and awareness
- Built environment
- Operation and service provision
- Regulation and oversight

These six overarching themes constitute proposed "policy packages", which will be taken forward for potential inclusion in the refreshed Transport Strategy. Table 6-1 provides an overview of the identified policy packages.

Table 6-1 - Policy Packages

Policy Package	Intervention	Description	Short Term > 2030	Medium Term > 2035	Long Term >2040
People, Skills and Awareness	More visible staff presence	Greater staff presence (and awareness of presence amongst customers) onboard transport services and at stops to offer physical/emotional support if needed.			
	Training for customer facing staff on equality, diversity and inclusion	Training for staff to help them better understand and empathise with diverse customers, enabling them to act in a non-judgemental, non-discriminatory and supportive manner. Training should encompass visible and hidden conditions and disabilities, awareness of issue facing certain groups e.g., women and LGBTQ+ people, and be delivered drawing upon conceptual foundations of Disability Equality Training.			
	Campaigns to increase the awareness of invisible and medical conditions	Campaigns to educate public transport customers on the needs and experiences of people with visible and hidden conditions and disabilities, building greater empathy and reducing discriminatory behaviours on public transport.			
	Promotion and advertising of support service contact numbers through posters	Better advertising of existing safety and support services (such as the BTP) across all modes of transport, raising awareness of existing support services.			
	Marketing and communications to show that staff have been trained	Promote that training has been undertaken amongst frontline staff to help disabled people travel with confidence.			
	Raise awareness of active bystander techniques	Campaign targeted at members of the public to raise awareness of active bystander techniques, supporting them to intervene when there's an incident on public transport, with minimal risk.			
Operation and Service Provision	Anonymous, accessible and easy feedback mechanisms for complaints	Bureaucratic processes should be minimised, reducing friction and facilitating easier submission of comments and complaints, with greater transparency around resulting outcomes and changes.			
	Capture of ED&I variables during complaints and incident reporting processes to support monitoring of trends and clear recourse following incidents	Most ED&I dimensions are not recorded as part of the complaints or incident reporting process, making it difficult to track or measure the extent of issues encountered by some groups.			
	Introduction of DRT services to provide enhanced transport access to isolated communities	DRT services can be used to enhance the existing public transport offer, providing connectivity to areas at present not served by public transport services, reducing isolation and improving accessibility.			
	Lower friction refund and delay repay processes	Wider rollout of automated delay repay, reducing friction and the burden on the individual to submit a request.			
	Screens or posters indicating that CCTV filming is taking place	Provides reassurance, especially for lone customers, and acts as a deterrence.			
	MaaS system for TfSE area	Multiple modes are joined up using a centralised MaaS platform, making journey planning and fare payment much easier and more customer friendly.			
	Identifying and prioritising the times that people need buses and trains, not just considering the commute to work but also other journeys	Improved services outside of traditional peaks (driven by commuting demand), recognising the variety and value of other journeys such as caregiving or leisure.			
	More bus routes, especially radial routes between smaller towns	While routes between main towns are recognised as having sufficient public transport options, radial journeys between smaller towns or outlying areas are often not catered for, reducing choice and increasing isolation.			

Policy Package	Intervention	Description	Short Term > 2030	Medium Term > 2035	Long Term >2040
	Align the timings of trains and buses so there are shorter waiting times	Improve customer experience, and public transport accessibility, by integrating bus and train services at key interchange nodes. Provide guaranteed connections into bus services to ensure customer confidence and reduce uncertainty.			
Fares and Ticketing	Unified concessionary fare schemes across the South East	Work with Local Transport Authorities to simplify and unify concessionary pass schemes across the region.			
	Introduce railcard discounts on contactless transport payments	Support rollout of railcard discounts for contactless rail fares.			
	Better advertisement of concessionary bus passes and rail cards	Raise awareness of existing products which reduce travel costs, which sometimes do not have good levels of awareness.			
	Enhanced concessionary pass schemes	Removal of time restrictions, and addition of free travel companion fares for concessionary pass holders.			
	Multi-modal ticketing	Simplified fares for public transport journeys involving multiple modes.			
	Simplified pricing structures	More transparency when it comes to pricing which can sometimes be opaque for certain modes e.g. trains.			
Journey Planning and Information	Cameras / posters in stations and / or on public transport indicating that filming is taking place	Provides a sense of someone else being there and offers comfort. Also acts as a deterrence against incidents.			
	Central repository for accessible travel information, e.g. on an app or website	Create a centralised platform where individuals can attain information about accessibility across all transport modes, for example, wheelchair access, helping with their journey planning.			
	Information on timings for each stage of the journey e.g. time to arrive at platform, time of departure, walking times	Modifications to journey planners to show specific timings, for example by stating how long it takes to get from the ticket machine to the platform, and the time doors will close, alongside the time of departure. This would provide neurodivergent people with beneficial information.			
	Online directory to view and understand travelling environment across all modes and vehicles	Building upon accessibility audits undertaken of UK railway network, information on other modes, and associated stops and infrastructure, should be made available to reassure and enable customers to visualise the journey prior to commencing travel. This would provide reassurance, especially to neurodiverse or disabled people.			
Built Environment	An 'accessible and inclusive' zone on public transport services, with greater staff presence, spaces for wheelchairs and companions, and a calmer environment	A designated section onboard public transport vehicles designed for individuals with visible and hidden conditions, or who would feel more comfortable travelling in a quieter environment with additional space and staff presence.			
	Retrofitting infrastructure to enhance accessibility, e.g. tactile paving	Retrofit programme for existing transport infrastructure to enhance accessibility with the aim of total compliance where possible.			
	Improved toilet facilities at transport hubs, including gender neutral and changing places facilities	Improvements to toilet facilities at transport hubs to ensure gender neutral and fully accessible facilities become the default provision, ensuring accessibility, inclusion and comfort for all.			
	Safe spaces in transport hubs (e.g. with working cameras, lights, calm and safe environment)	Dedicated quieter spaces would ensure neurodivergent people, and others with sensory needs, would have a comfortable and safe place to wait or seek refuge when travelling by public transport.	e		

Policy Package	Intervention	Description	Short Term > 2030	Medium Term > 2035	Long Term >2040
	Improved vehicle design to ensure passive surveillance and enhance feelings of safety	Research has identified the upper decks of buses can be particularly intimidating if they only have one exit. Improvements to existing vehicles, and design modifications to future vehicles, should be considered to enhance surveillance and improve accessibility and comfort.			
	Review of train/local transport interchanges	Review the location of bus stops, and other multi-modal interchanges, to provide more seamless interchange, reducing walking distances to improve accessibility.			
	Equitable infrastructure design	Facilities such as ticket machines are not always designed with a range of heights in mind. Future infrastructure should be designed with equity in mind. .			
Regulation and Oversight	Evidence of enacted change	Sharing information about improvements made will increase confidence in services and encourage use of public transport.			
	Development and enforcement of a single regulation for accessibility, encompassing all transport modes	Regulation gives users with access requirements a consistent experience in which their needs are accounted for, across all modes.			
	Regional customer experience charter to hold transport operators to account	Transport operators become increasingly responsible and accountable for dimensions of customer experience.			
	Introduction of regulations for journey planning apps to ensure accessible	Currently a wide range of journey planning apps are in circulation, with few adjustments to provide an accessible and inclusive experience. Greater standardisation, and accessibility standards, would improve customer experience.			
	Greater consistency of vision across local transport authorities	Individual Local Transport Authorities each currently have separate priorities and policies. Greater standardisation across the region would improve the customer experience and ensure consistency of benefits and approaches to accessible and inclusive travel.			
	Review and refresh of national concessionary travel scheme from central government	The current concessionary travel scheme is fragmented, inconsistent, and does not fully support the journeys recipients need to make. A review and refresh of the scheme should focus on ensuring it meets the needs of recipients, supports equitable outcomes in society, and provides an equitable experience for all.			
	Collaboration between transport services and Government agencies e.g. the Home Office to increase transport services where asylum seekers are housed	Asylum seekers are often disproportionately excluded from transport and have no control over where they are geographically based. Individual agencies working together to provide essential services could make a huge difference to these individual's lives.			

Table 6-2 provides an overview of how the policy packages map onto the three core missions. It provides some general commentary on what is required, in terms of skills, staff, technology, finance and delivery partners for each of the missions / policy packages.

Table 6-2 - Policy Package Assessment

Mission	Policy Package	Skills	Staff	Technology	Financial	Potential Delivery Partners
Transport in the South East is customer centric and inclusive of difference	People, Skills and Awareness	An easy first step would be the provision of prompt cards to front line staff on common challenges people with different characteristics face. Longer term, training should be co-developed with representative groups to support the development of a rich understanding of the challenges faced by different customers.	Limited additional resource required to deliver prompt cards. Longer term, some additional resource would be required to develop and deliver more in-depth training.	Digital channels should be explored to disseminate awareness raising information, and for the delivery of training in the longer term.	Training for front-line staff could be included as part of continuous professional development, minimising costs. Marketing campaigns may incur small costs for production of materials and advertising space.	Local Transport Authorities Transport Operators Neurodiversity, Medical and EDI specialists eg charities
	Operation and Service Provision	Some proposals, such as automated delay repay, and capture of ED&I variables during complaints process are already being trialled or rolled out by some operators. Wider deployment, including lessons learned, should therefore be straightforward. Introduction of new services will draw upon existing industry skills.	All suggested interventions will draw upon existing industry skills. Development of MaaS system likely to draw upon supply chain and technology developers/providers.	Some interventions will draw upon mature technology. Others e.g. MaaS are in their infancy, however TfSE are at an advantage and can draw upon lessons learned from FTZ programme.	Deployment of MaaS and additional transport services will require significant funding. Other interventions can be deployed at low cost e.g. capture of ED&I variables during complaints process.	Local Transport Authorities Transport operators External specialists and supply chain
Transport in the South East offers equitable fares and inclusive, easy journey planning	Fares and Ticketing	Required skills are in existence across the industry. Some interventions are proposed for delivery by other authorities, enabling TfSE to draw upon mature deployment options.	Most interventions are incremental improvements to existing products, therefore could be delivered as business as usual, with small additional resource.	The required technology exists elsewhere, but may not yet be fully deployed across TfSE area e.g. contactless payments for public transport.	Revenue implications for changes to concessionary fares. Changes to fares may affect farebox revenue. Capital investment required for new and improved technology.	Local Transport Authorities Transport operators TfSE (oversight)
	Journey Planning and Information	Most interventions can be easily delivered through incremental tweaks to journey planning apps e.g. information on time to arrive at platform. Information on travelling environment would require audits to be undertaken, but this is within existing industry skillset.	Most interventions are incremental improvements, however additional staffing resource would be required for deployment at scale.	Required technology is mature.	The revenue required to enact these simple interventions is minimal, suggesting this is an area where quick wins can be attained.	Local Transport Authorities Transport operators

Mission	Policy Package	Skills	Staff	Technology	Financial	Potential Delivery Partners
Transport in the South East is universally accessible and accountable	Built Environment	Likely a wide range of skills will be required to deliver the suggested interventions, however these are skills which already exist and can be recruited.	It is unlikely that staff training will play a large role in many of these interventions, as many will involve drawing upon external skills.	The proposed interventions largely relate to infrastructure rather than technology, however some simple technologies like CCTV would be used. Technology is unlikely to be a barrier to deployment.	Improving accessibility of existing assets will require funding.	Local Transport Authorities Transport operators External specialists to deliver the infrastructural changes, and specialist advice on what changes to make
	Regulation and Oversight	Specialist skills will be required to design new regulatory regimes, and monitor compliance. These skills are in existence, however.	Significant collaboration will be required to deliver, likely at a senior level within respective organisations.	Minimal technology will be involved in the proposed regulatory changes.	Costs incurred to operators and infrastructure providers due to regulation changes could be substantial, particularly for network-wide implementation.	Local Transport Authorities Transport operators Regulatory/legal bodies TfSE providing oversight and coordination

7. Conclusions and Next Steps

This report has detailed the findings and key outputs from research, engagement and co-creation activities undertaken in partnership with underrepresented and protected characteristic groups in support of the refresh of TfSE's Transport Strategy. High-level conclusions, identified gaps, and next steps arising from both the evidence base and co-creation workshops are detailed below, alongside general recommendations.

Evidence base findings relevant to the strategy refresh

The evidence base has helped TfSE better understand the diversity of the population across the region, as well the relative densities of these characteristics. The analysis undertaken as part of the evidence base development has identified where certain policies and interventions may be most effective. Most notably, there were substantial north - south and east - west divides for certain characteristics, suggesting the potential for certain interventions to be focused in specific parts of the region. Below are some of the key findings most pertinent to the strategy refresh:

- The north of the region has a much higher proportion of younger people (under 19), while the south has a higher proportion older people (over 80). Berkshire and north Kent have particularly high proportions of younger people, while the rural and coastal regions in the south of the region have higher proportions of older people.
- Another contrast between north and south was the prevalence of individuals from BAME (Black, Asian, Middle Eastern) ethnic groups. The north of the region has a much larger proportion of BAME people than the south of the region. Places in the north of the region with the highest proportions of BAME people included Slough and Reading.
- Health was another example of a north-south divide, however it also had clear elements of an east-west divide, where the south generally, also stretching across the coastal east, had much higher proportions of individuals classified as having "bad or very bad health". Likely connected to this is disability, which exhibited similar pattern – high density in the south, low in the north and stretching east along the coast. These two traits are likely connected, where individuals who are classed as disabled are also likely to be considered in worse health. The main areas where this observation can be seen include Brighton, Hastings, Eastbourne, Portsmouth and Dover.
- There was also a notable east-west divide when it came to transport related social exclusion, where the east (especially the coast) has substantially higher levels of exclusion than the north. This is particularly so for Hastings and the area to the east, Canterbury and the surrounding area northeast of Chatham. The Isle of Wight on the other hand is an exception to this.

Gaps in data

The evidence base produced a rich account of the spatial distribution of many protected characteristic groups, and identified some useful secondary sources. Over recent years, there has been increasing attention paid to how disability, gender and sexuality shape experiences of using transport services. This is reflected in the availability of data, and other secondary sources.

The evidence base has also highlighted gaps in existing knowledge on several characteristics which shape people's ability to access transport services, and their experience of travelling:

- It was highlighted that information surrounding neurodiversity and mental health was lacking. Specific data on these characteristics is not captured by the census, meaning it was not possible to fully understand their prevalence and spatial distribution. This is something which may have partially been a product of the historic low societal awareness of, and importance attached to mental health and neurodiversity, which is currently undergoing a societal reappraisal. The research, engagement and co-creation undertaken by this project has begun to explore experiences of neurodiversity and mental health on a person's ability to access transport services, however further work in this area is required. A key theme which did arise from the workshops was the importance of psychological safety, ease, and lack of friction as an enabler for people with these characteristics.
- Digital exclusion is also under-explored. It is likely to be an important variable when it comes to a range of different intersecting characteristics. For example, some forms of neurodivergence may create difficulties using certain technologies without assistance. Additionally, individuals who are economically disadvantaged may be more likely to be more digitally excluded, for example if they are unable to afford a smartphone, laptop or internet connection, which are increasingly necessary for booking and planning public transport journeys. Digital exclusion may also impact older individuals disproportionately. However, not enough research has been done to confirm and clarify these connections, and accordingly it is not certain which areas in the South East may have a particular prevalence of these issues.

Next steps

TfSE, working with Steer and Arup, should incorporate the three missions developed by this study into the emerging Transport Strategy. This will enable the voices of the individuals from protected characteristic groups who participated in this study to be captured within TfSE's Transport Strategy, and ensures the veracity of the co-creation element of the research. They are the solutions that participants felt would make the most difference to delivering an inclusive and equitable transport system in the south east, which meets the diverse needs of all users. Some are ideas that can be taken forward immediately, while many of the ideas require further development, consideration and consultation.

Additionally, the research uncovered a number of key evidence gaps, as outlined above. TfSE may wish to consider further research to gain a better understanding of the experiences and needs of:

- Neurodiverse people and those with mental health conditions
- The digital divide and digital exclusion.
- Intersectionality and the ways certain characteristics interact to influence experience of the transport system.

Building upon, and disseminating, this work

TfSE should consider positioning and raising awareness of this work as a novel and innovative approach which proved successful in providing a deeper understanding of the experiences and needs of people from across protected characteristic groups. We recommend that TfSE take steps to share the approach with other local transport authorities and sub-national transport bodies who may benefit, for example through sharing at conferences. Such dissemination may improve the experiences of diverse individuals far beyond the South East.

APPENDICES

Appendix A. Evidence Base Technical Note

TECHNICAL NOTE

Transport Strategy Refresh Engagement with EDI and Socially Excluded Groups

SUBJECT	PROJECT NO.	DATE
Evidence Base	5226841	April 2024

AUTHOR

Freddie Bennet, Molly Heywood and Matt Smith

Document history

Revision	Purpose description	Originated	Checked	Reviewed	Authorised	Date
1.0	Draft Evidence Base	FB, MH	MS	JB	MS	14/03/24
2.0	Final Evidence Base	MH, MS	FB	JB	MS	23/04/24

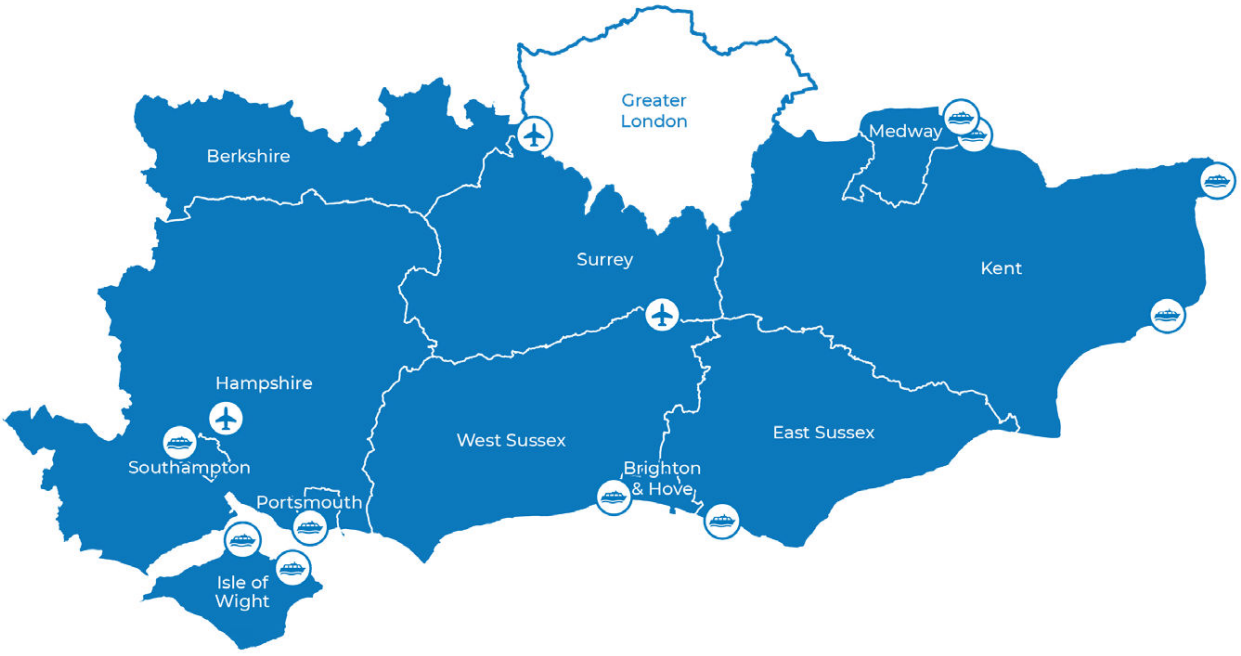
Client signoff

Client	Transport for the South East		
Project	Transport Strategy Refresh Engagement with EDI and Socially Excluded Groups	**Project No.**	5226841
Client signature date	/		

1. Introduction

Transport for the South East (TfSE) is a sub-national transport body which constitutes a partnership of 16 local authorities across the South East of England. TfSE's purpose is to create a better transport network which connects people with jobs and training, helps businesses reach markets, unlocks new housing, improves quality of life, opens up opportunities and brings family and friends closer together. TfSE seek to achieve this by determining the investment needed for their transport network across the South East of England.

Figure 1-1 - Transport for the South East Area



TfSE recognises there are a diverse range of people in the South East, each with different needs and preferences. As the sub-national transport body which governs the region, TfSE recognise it as their duty to represent the needs of all transport users. In July 2023, TfSE began the process of updating its transport strategy and have committed to developing a better understanding of the needs and experiences of individuals from groups with protected characteristics[1], and other characteristics which may leave them at risk of transport related social exclusion. The new transport strategy emphasises a renewed focus on co-design and strong evidence about the users of the transport network across the region. TfSE's

[1] Protected characteristics is as defined by the Equalities Act 2010: https://www.gov.uk/guidance/equality-act-2010-guidance

vision is to ensure complete equity within the region, where all groups have **equal access** to and **use of** the South East's transport network.

The characteristics of interest to this research are:

- Age
- Disability
- Neurodiversity
- Mental health
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnerships
- Digital exclusion
- Socioeconomic disadvantage
- Poor transport access

To achieve this goal, TfSE commissioned AtkinsRéalis to undertake an engagement and co-creation exercise with underrepresented and protected characteristic groups to support the refresh of TfSE's Transport Strategy.

AtkinsRéalis' work in support of the strategy has five distinct phases:

1. Stakeholder identification and early engagement – to identify groups who would potentially be interested in participating in the co-creation exercise, and secure their attendance.
2. **Development of an evidence base** – to understand the prevalence of protected characteristic groups within the TfSE area, identify their location, and begin to understand the barriers they may be facing when using the South East's transport network. This technical note primarily covers the work up to this phase.
3. Discovery and definition workshop – draw on the knowledge of stakeholders to identify examples of current issues and barriers preventing equitable access to transport, and the co-creation of challenge statements.
4. Develop and do workshop – draw on the knowledge of stakeholders and the outcomes of the Discovery and Definition Workshop to co-create policy route maps which address the challenge statements.
5. Analysis and reporting – a summary report providing an overview of all activities and outputs of the project.

This technical note provides an overview of the methodology used to prepare the study evidence base, and details the findings of this phase of the project. A baseline can be described as an initial assessment conducted before the implementation of an intervention to gather data on the current situation of the target population. In this case, the goal of the baseline is to interrogate datasets and existing research, to understand the spatial distribution of the 14 characteristics of interest across the region. A section of the technical note is dedicated to each of the characteristics, often with accompanying maps or data to explore spatial distributions of the population. This enabled an initial understanding of which areas in the South East may be at increased risk of exclusion, and can signal where bespoke interventions might be best placed.

2. Methodology

2.1 Conceptual Underpinnings

A key part of this study is its epistemological approach. This study draws upon three key concepts: grounded theory, the social model of disability and intersectionality. These concepts are outlined below.

Grounded Theory

Recognising that individuals participating in this study will have lived experiences and embodied knowledge, we are taking a "grounded theory" approach to the research. Unlike methods which involve the development of hypotheses and the collection of data to 'test', 'prove' or 'disprove' a hypothesis, grounded theory places the experiences of the research participant at the centre. This means not imposing prior assumptions onto the experiences of the groups involved. Instead, it means starting with no assumptions, and allowing the participants and subsequent data gathering to lead us to conclusions.

Such an approach is useful because it provides a rich understanding of:

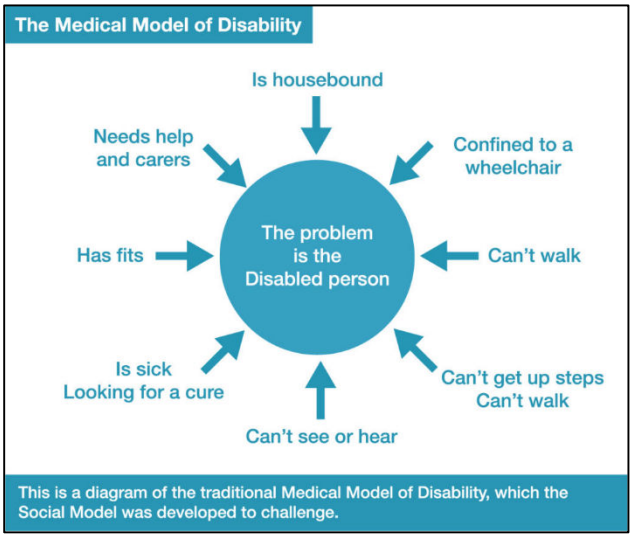
- The needs and preferences of each of the 14 characteristics of interest.
- The challenges and barriers these groups face when using different modes of transport.
- The barriers which are preventing equitable use of transport.
- The facilitators which may enable equitable use of transport.

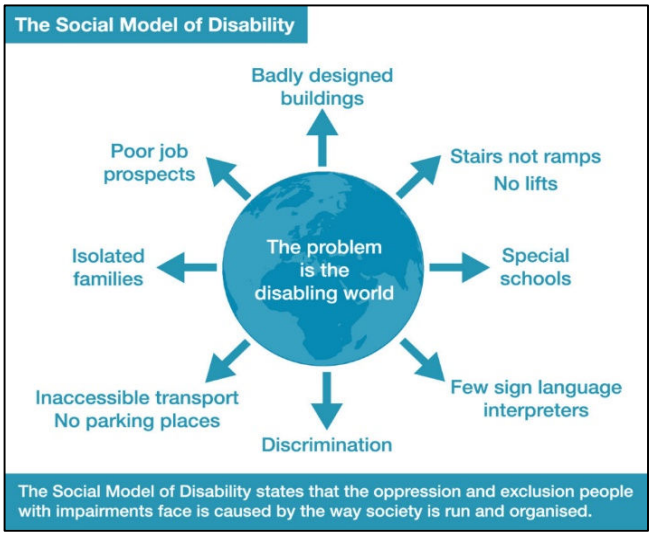
The social model of disability

The social model of disability was developed by people with disabilities, in recognition that barriers in society disable people, rather than their medical conditions. This contrasts with the medical model of disability which conceptualises the person's disability as the problem.

The social model of disability proposes that disability is a social construct, not an individual problem, and that people with disability can achieve their potential if society is more accessible and inclusive. The social model of disability therefore helps identify the societal factors which need to be changed to facilitate equitable participation of all.

Figure 2-1 - The medical and social models of disability





People with a disability face these issues accessing the strategic transport network and services because their disability means that they have specific needs.

These aspects of the strategic transport network and services provide barriers to people with disabilities, which can manifest themselves in different ways according to that disability.

Source: *The Social Model of Disability - Inclusion London*

Intersectionality

An additional consideration for this research is the concept of intersectionality. Intersectionality acknowledges that characteristics may "intersect" with one another, making the effects of multiple characteristics combine. For example, a person who is both disabled and economically disadvantaged could potentially experience the agglomerated difficulties of both disability and economic disadvantage, and consequently experience worse outcomes. Intersectionality should therefore be considered in the research as a potentially important theme. In light of this, the grounded theory approach becomes more important, as it will facilitate the understanding of individuals with intersecting characteristics, ensuring prior assumptions about how and why characteristics intersect are not made.

2.2 Data analysis

AtkinsRéalis used a combination of secondary data sources to inform the evidence base. These were determined by the characteristics and factors identified above. Datasets identified include:

- Census 2021
- National Statistics (ONS) and the English Indices of Deprivation (2019)
- Lloyds Bank Essential Digital Skills survey (conducted by Ipsos MORI)
- Transport for the North transport-related social exclusion (TRSE)

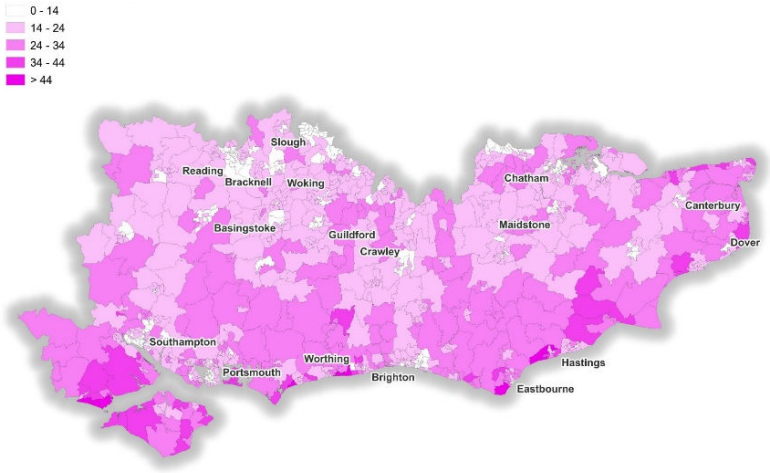
The primary stage of analysis sought to understand the characteristics impacting the TfSE area. These characteristics were matched up with the relevant data sets, shown in Table 2-1.

Table 2-1 – Mapping the characteristics of interest against relevant datasets

	Age	Disability	Neurodiversity	Mental health	Gender Reassignment	Pregnancy and maternity	Race	Religion or belief	Sex	Sexual orientation	Marriage and civil partnerships	Digital exclusion	Socio-economic disadvantage	Poor transport access
Census 2021	✓	✓		✓	✓		✓	✓	✓	✓	✓			
NOMIS (ONS)						✓								
Lloyds Bank Essential Digital Skills Survey												✓		
English Indices of Deprivation (2019)													✓	
Transport for the North TRSE														✓
Other sources (articles)			✓											

The data was filtered by the 16 local transport authorities in the TfSE area. This was processed using QGIS where all data sets were matched to their associated MSOA / LSOA shapefile available on the ONS Open Geography Portal. Where possible, data was obtained, processed and presented at 2021 Middle Layer Super Output Area (MSOA) level. However, 'live births' was only available at 2011 MSOA level, while IMD and TfN TRSE were at 2011 Lower Super Output Area (LSOA) level. The data was used to generate choropleth maps (maps which use different shading and colours) to visually illustrate the geographical distribution of each variable across the South East and enable identification of areas where clusters of people from protected characteristic groups are located. An example is shown below:

Figure 2-1. Percentage of population over 65 years old



Source: Age by five-year bands; Census 2021

Each map uses a scale designed to show the prevalence of a variable in each area, in this example, the percentage of the population over 65 years old, with a scale showing bands from 0-14% to over 44%. Across the body of the findings section, three different methods were used for classifying the data and determining the scale:

1. Natural breaks – which finds natural groupings based on data distribution.
2. Equal intervals – which divides the data range into equal intervals.
3. Quantiles – which divides data into equal numbers of data points.

For each map, the scale was decided based upon case-by-case consideration of each dataset. In the vast majority of cases, natural breaks were used because they are useful for showing natural clusters within the data. However, for variables such as "socio-economic disadvantage", quantiles were used. These maps illustrate the national-level quantiles for deprivation as they are distributed across the South East region. In general, five-point scales were used, however in some cases this number was changed to better illustrate differences between sub-groups of the population. For example, a four-point scale was used for "self-identified disability" which helped draw out differences which were otherwise too subtle using a five-point scale.

AtkinsRéalis also undertook desk research to gather further evidence and inform analysis. This included reports from relevant organisations such as Transport for All and Compaid to generate a wider understanding of how the transport

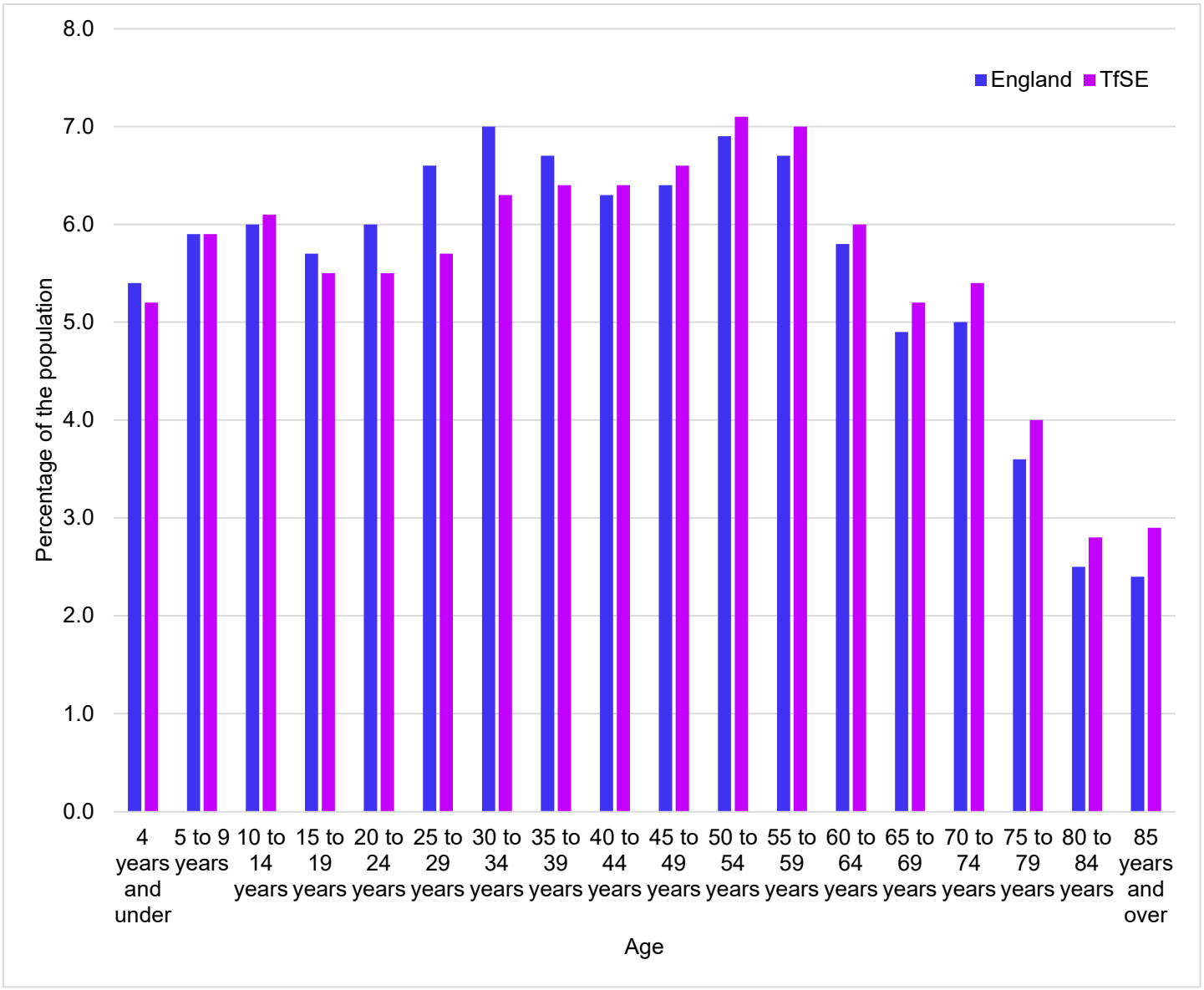
system can meet the needs of its diverse users. Due to the lack of data available on neurodiversity, sources from Harvard Health and West Midlands Railway were used to explain the potential challenges that this group may face when travelling.

The technical note provides a synthesis of secondary data and any other sources that AtkinsRéalis explored. Therefore, it is possible to understand the spatial distributions of the population and help identify bespoke interventions for each of the protected characteristics across the region.

3. Findings

3.1 Age

Figure 3-1 - Proportion of population by age band within the Transport for the South East area in 2021

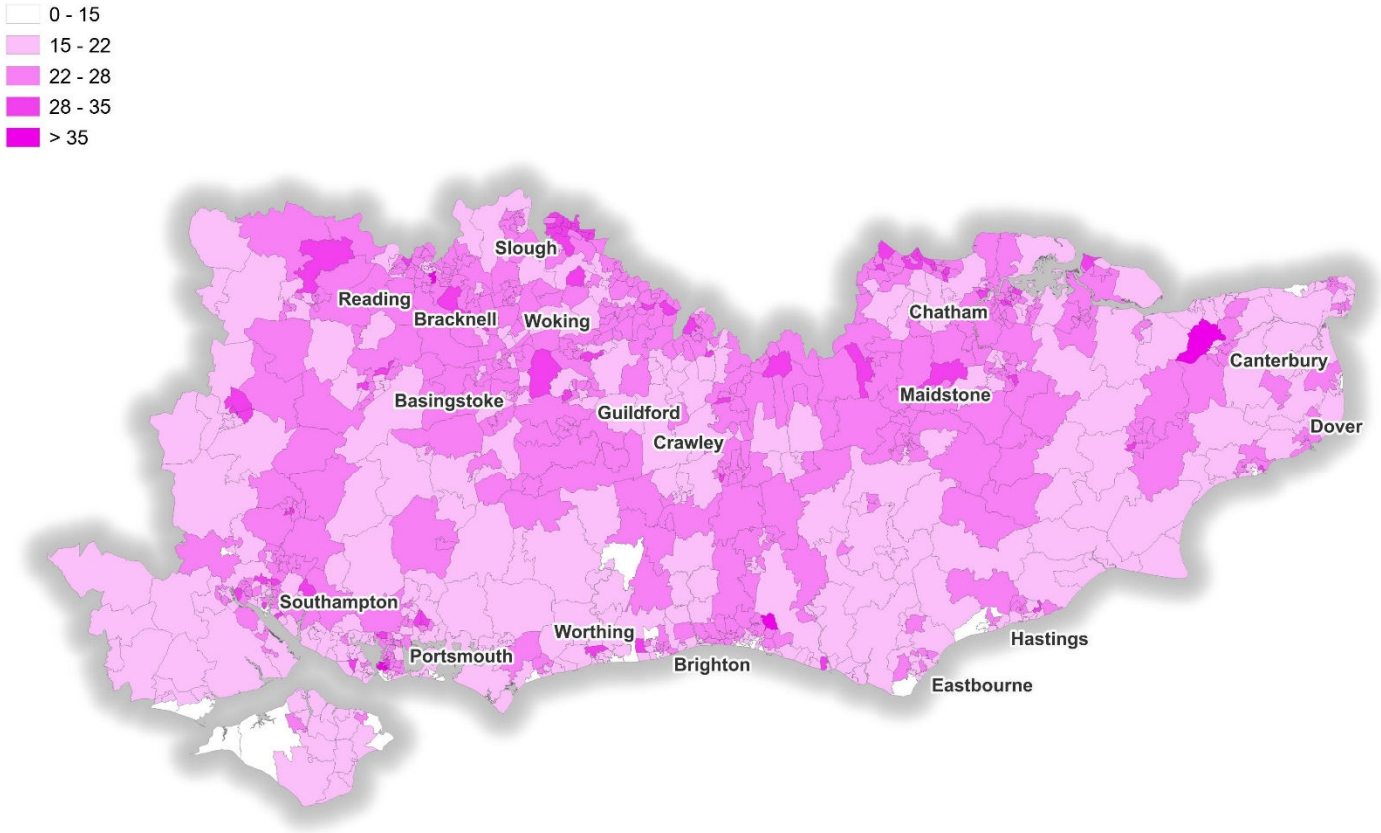


Source: Age by five-year bands; Census 2021

Figure 3-1 shows the proportion of the population in each age category within the TfSE area. In general, the overall age profile of the South East is skewed towards older age groups, with the South East having a higher proportion of the population aged 40 and over in comparison to the national average. According to Census 2021, the largest single five-

year age band in the South East was those aged 50-54 (7.1%), which is higher than the national average (6.9%). Nationally, the five-year age band with the largest proportion was those aged 30-34 (7.0%), however within the TfSE area only 6.3% of the population fall within this category. The proportion of the population aged 75 and over (9.7%) is higher than the national average (8.5%). Moreover, 5.7% of the population within the TfSE area are aged over 80; this is higher than the proportion of the population within this age group nationally (4.9%). As the population in the South East is older than the national average, specific intervention may be required to increase accessibility to the transport network.

Figure 3-2 - Percentage of population under 19 years old



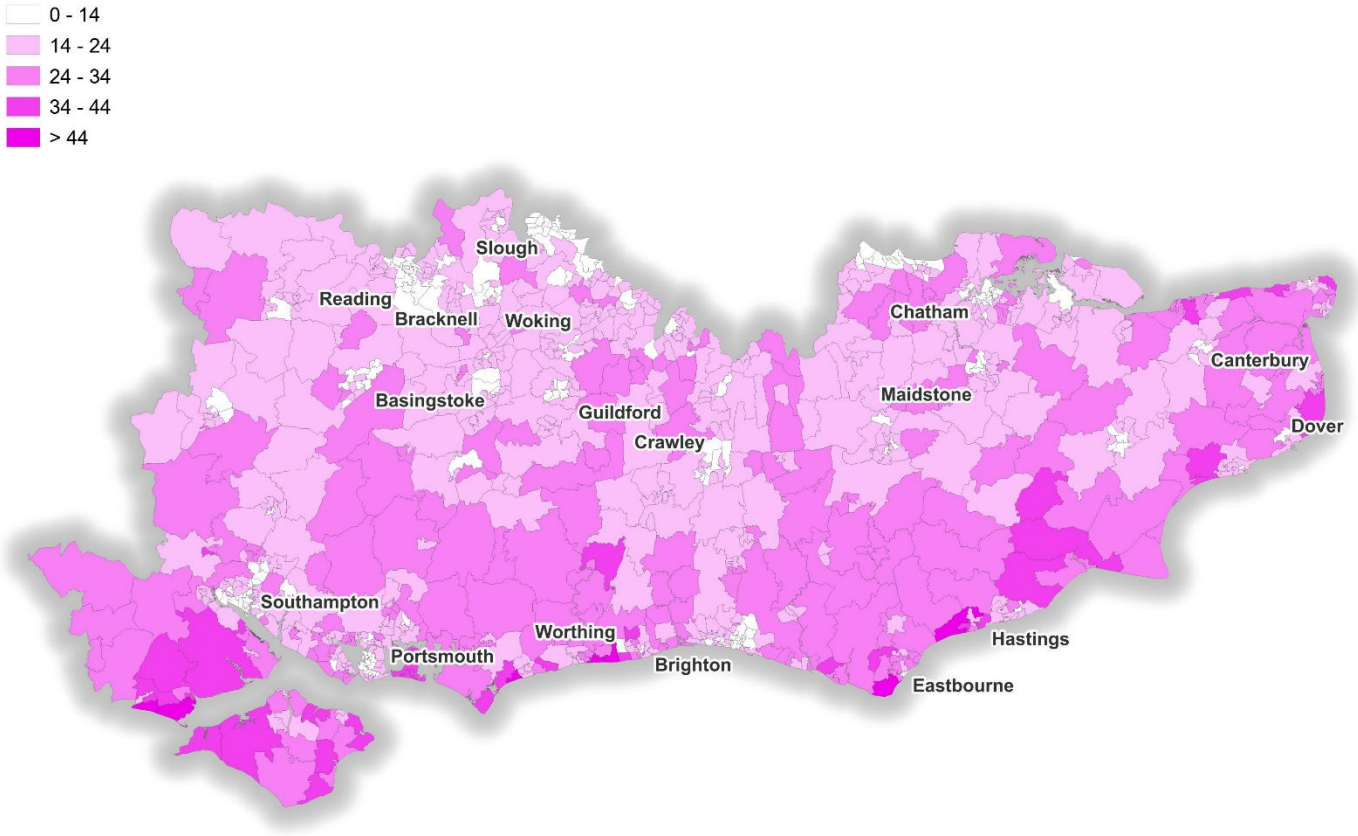
Source: Age by five-year bands; Census 2021

Figure 3-2 shows the proportion of the population within the TfSE area who are 19 years of age and under. Areas with higher proportions of the population aged 19 and under are generally found towards the north of the area, and in areas of population concentration such as Portsmouth (41%), Brighton (40%), Canterbury (37%) and Guildford (31%). Each of these places has at least one university, but equally this could also be a result of high proportions of families and children. Some of the larger conurbations have localised variations in the proportions of young people, with some of the highest proportion areas found next to areas with the lowest proportions of young people.

Brighton has a variable proportion of the population under 19. This is as high as 40% in university residential areas but as low as 10% in the centre and coastal areas.

On the other hand, there are low proportions of under 19-year-olds on the Isle of Wight and coastal areas in Sussex (Brighton town centre, Eastbourne and Hastings). In many of these places, the proportion is below 15%.

Figure 3-3 - Percentage of population over 65 years old



Source: Age by five-year bands; Census 2021

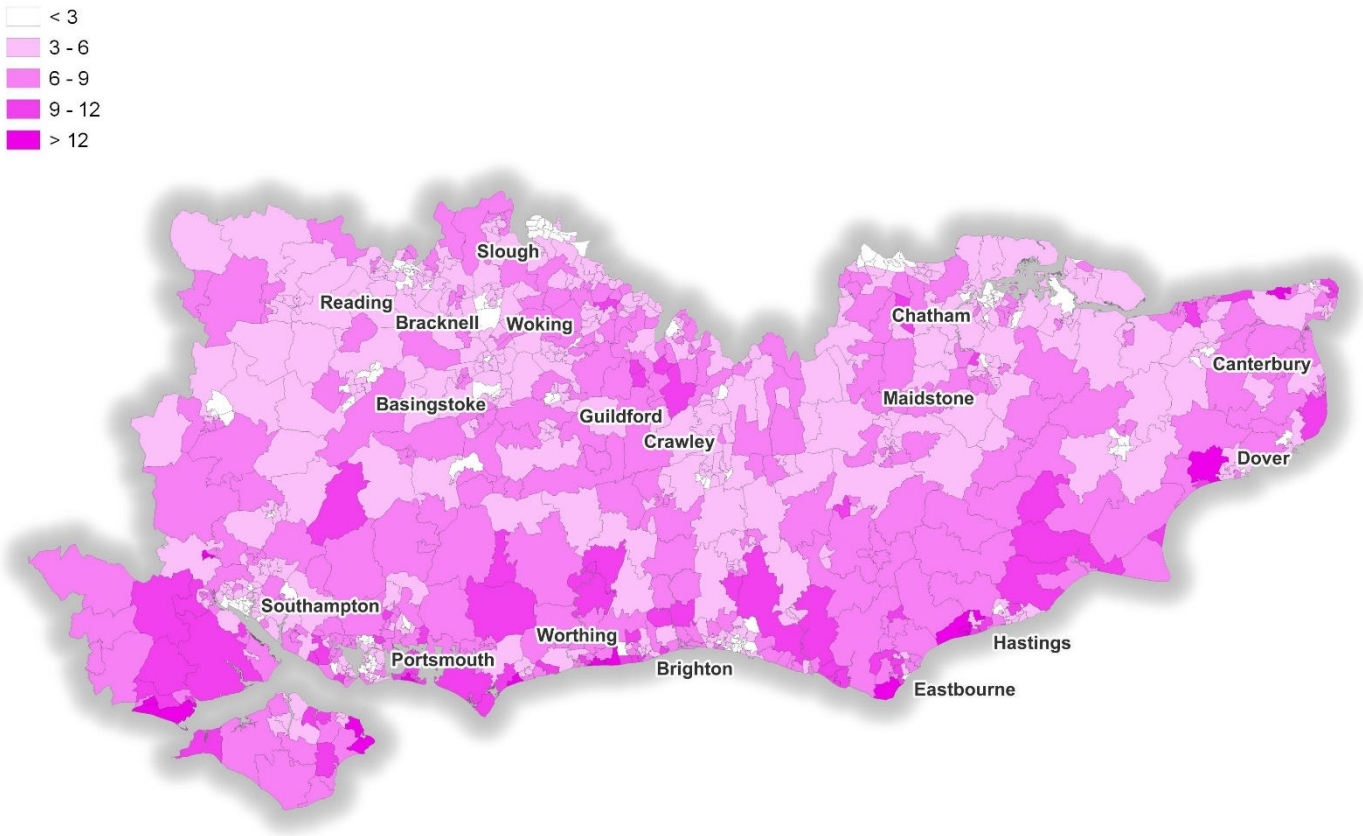
Figure 3-3 shows the proportion of the population over 65-years-old. Many of the areas with the highest proportions of people aged 65 years and over are found to the south of the TfSE area, close to the coast. This includes the Isle of Wight, which has a much higher average age (51 years) than the national average (40 years)[2]. Additionally, many coastal areas in Hampshire, East Sussex and West Sussex also have high proportions of people aged over 65. This includes the New Forest district of Hampshire, where several MSOAs have proportions above 34% and in some cases up to 50%. Several coastal areas in the East, such as Dover (39%) and Canterbury (37%), also have high proportions of people

[2] An older Isle of Wight – Census 2021 How life has changed on Isle of Wight: Census 2021 (ons.gov.uk)

aged over 65. This is likely the result of these areas being popular retirement destinations and therefore having older populations.

The north of the TfSE area generally has lower proportions of the population aged 65 and over. For example, in many areas across Berkshire less than 14% of the population is above 65. The cities of Brighton (6%) and Southampton (4%), located in the south of the TfSE area are exceptions and also have lower proportions of people aged 65.

Figure 3-4 - Percentage of population over 80 years old



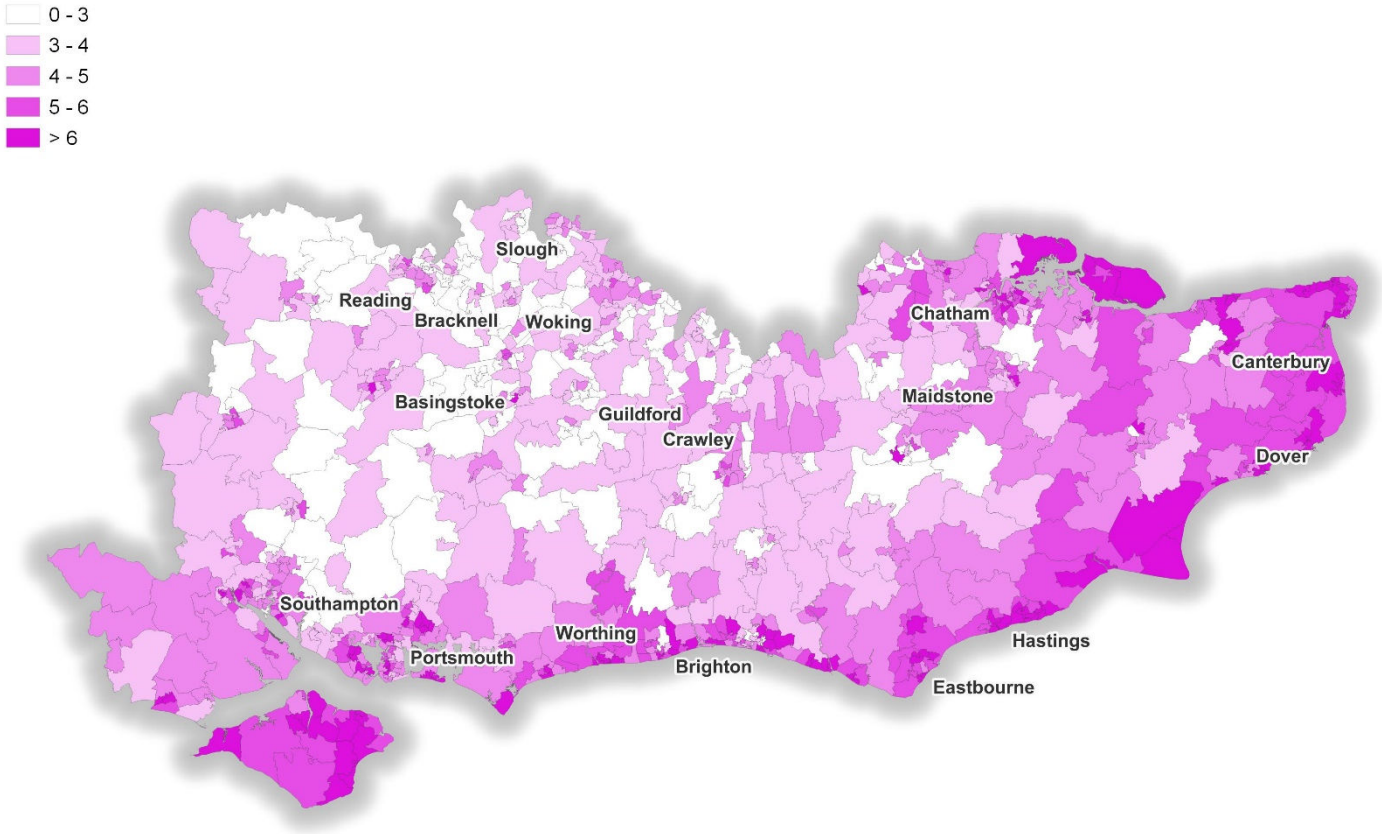
Source: Age by five-year bands; Census 2021

Figure 3-4 shows the proportion of the population within the TfSE area who are over 80 years of age. Similar to the population over 65, many of the areas with the highest proportions of people aged 80 years and over are found to the south of the TfSE area, close to the coast. This includes many coastal areas in Hampshire, East Sussex and West Sussex. For example, Eastbourne, Hastings and some areas of Dover have particularly high proportions of people aged over 80 (generally over 12%). This population is likely to be impacted by low accessibility to the transport network due to having a higher likelihood of health issues (see section 3.2) and generally a lower ability / willingness to drive.

The North of the TfSE area generally has lower proportions of the population aged 80 and over. For example, in Slough, Bracknell and several areas across Northern Kent (Swanscombe and Northfleet) less than 3% of the population is above 80. The cities of Brighton and Southampton, located in the south of the TfSE area, buck the overall trend like in the map above (see figure 3-3). For these cities, there are lower proportions of people aged 80 and over (generally less than 3%).

3.2 General health

Figure 3-5 - Percentage of population with 'bad' or 'very bad' health



Source: General Health; Census 2021

Figure 3-5 shows the percentage of the population in the TfSE area that assessed their general state of health to be 'bad' or 'very bad' when asked to assess their general health on a five-point scale, from 'very good' to 'very bad'. This assessment is made by each individual as part of their Census response, therefore is subject to their lived experience and interpretation of the scale. It should also be noted that mental health is not directly captured within the Census, therefore it is difficult to determine how the term 'health' has been interpreted by each population group (see more in section 3.3). This variable may or may not include responses related to mental health depending upon how the individual conceptualises 'health'. Additionally, Census 2021 was conducted during the COVID-19 pandemic. This might have

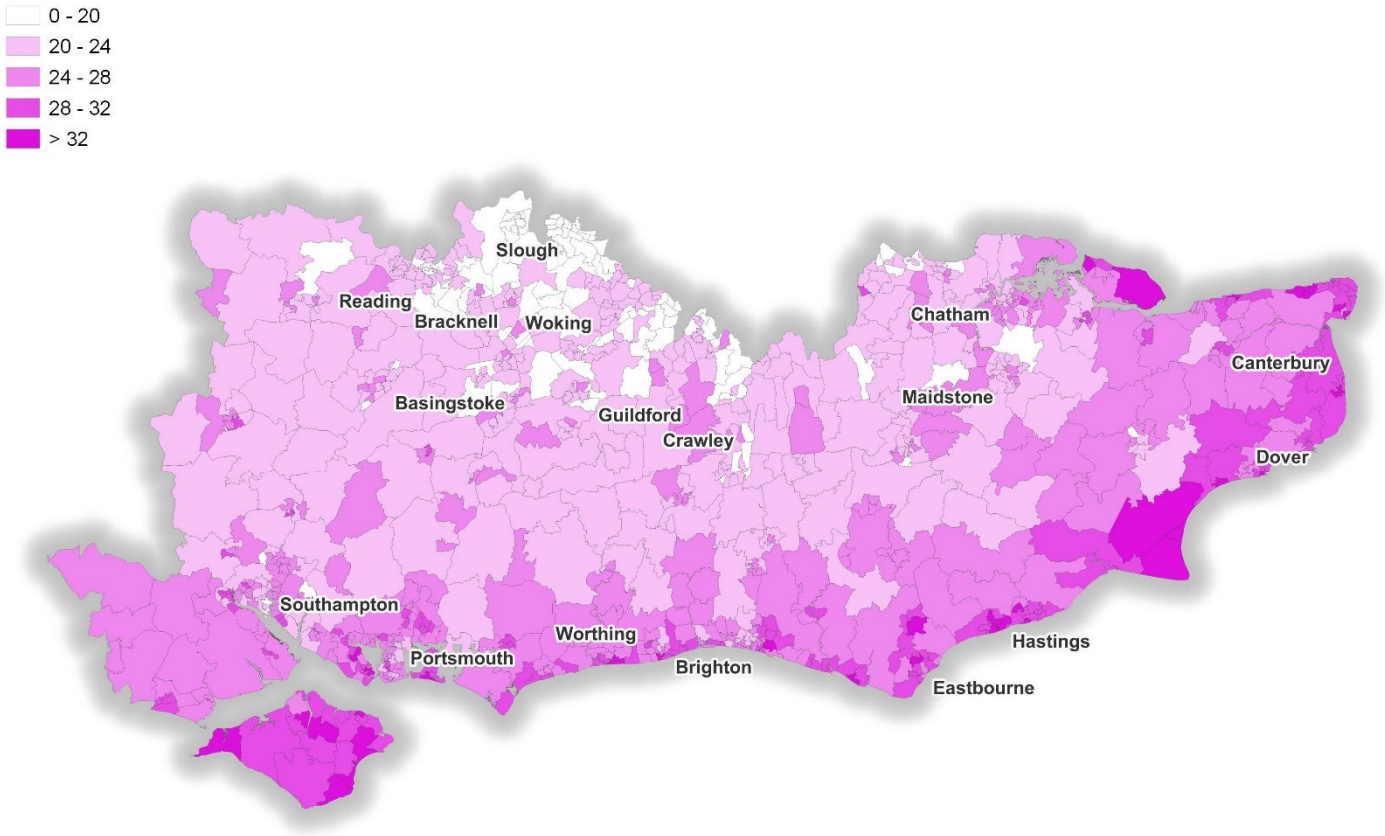
impacted perceptions of health and therefore affected the way people chose to respond, such as through higher proportions of people indicating poorer health due to fear or worry[3].

The data shows that a higher percentage of the population rated their health as 'bad' or 'very bad' in coastal areas across the south and east of the TfSE area. In particular, Hastings (9%), Lydd-On-Sea (7%) and several areas in the Isle of Wight feature sizeable proportions of the population stating they have 'bad' or 'very bad' health. In many areas of the Isle of Wight, over 6% of the population assess their health to be 'bad' or 'very bad'. This likely reflects the larger proportion of the population in these areas aged over 65 who are more likely to be experiencing poor health due to illness, impairment and/or ageing. Due to poor health, a greater proportion of the population in these areas may face barriers accessing the transport network. This intersects with relatively high levels of deprivation in Dover, Hastings and the Isle of Wight (see section 3.13). In comparison, a smaller proportion of the population in the West rated their health this way and in many cases this was below 3%.

[3] General health, England and Wales - Office for National Statistics (ons.gov.uk)

3.3 Disability

Figure 3-6 – Percentage of population who are recognised as disabled by the Equality Act 2010



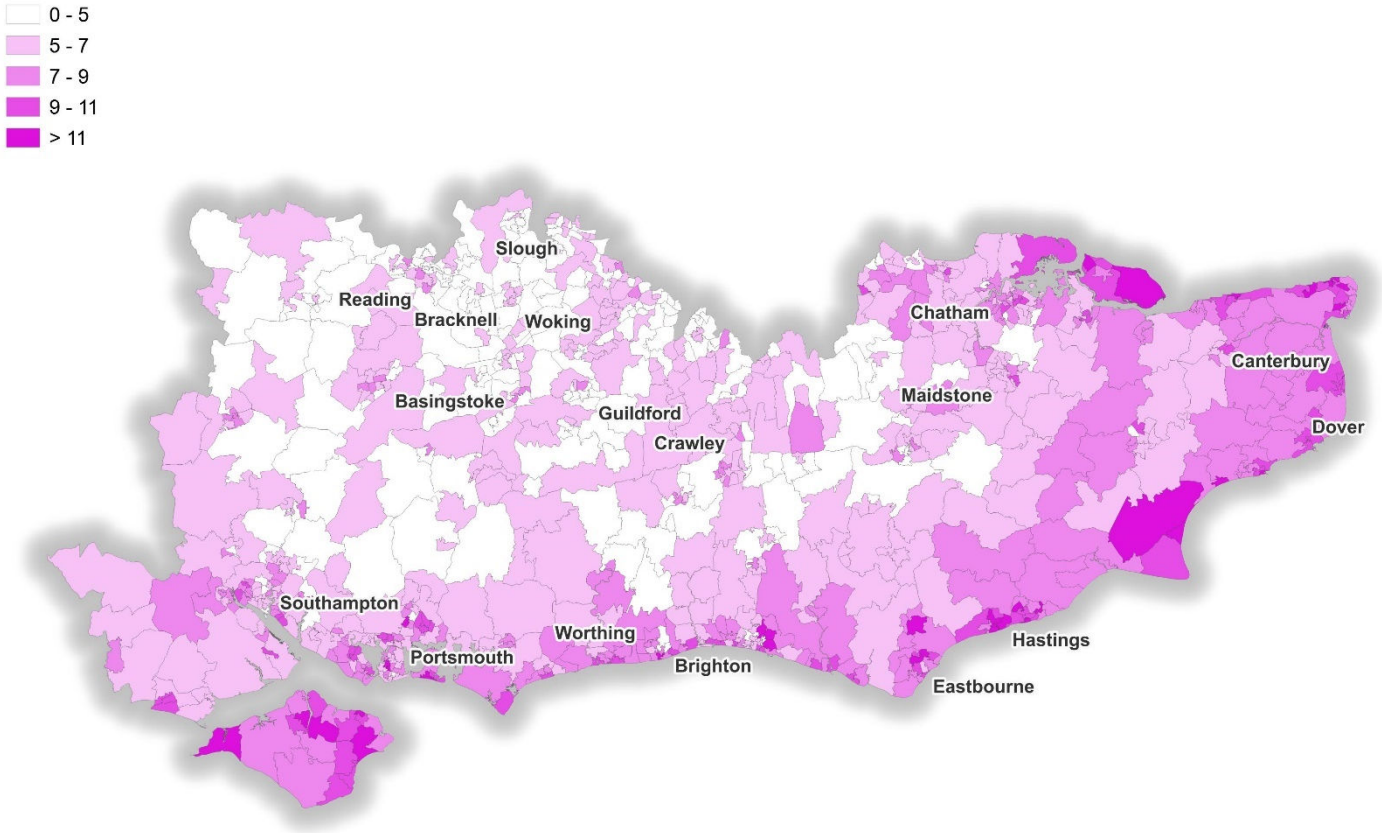
Source: Disability; Census 2021

Figure 3-6 outlines 2021 Census data showing the proportion of the population who are considered disabled according to the Equality Act (2010), where their day-to-day activities are limited 'a lot' or 'a little' by their disability. It also includes those not considered disabled under the Equality Act, but who have a long term physical or mental health condition. Respondents are asked "Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?". If they answered yes, a further question was presented "Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?". This measurement of disability is an improvement from Census 2011, where respondents were asked "are your day-to-day activities limited because of a health problem or disability which has lasted, or expected to last, at least 12 months".

As previously mentioned, data on mental health is not discretely captured within the Census. Instead, respondents are asked about their mental and physical health in the round. Consequently, an 15ggregated overview of the ways that physical and mental health conditions impact people's abilities to undertake day-to-day activities can be obtained.

The lowest proportions of people identifying as living with a disability can be found in Berkshire, where many areas across Slough (13%), Reading (16%) and Bracknell (17%) have less than 20% of the population identifying as having a disability. This may be linked to the larger proportion of younger populations in these areas who are perhaps less likely to be experiencing physical impairment. Additionally, these areas are in closer proximity to London and this may be associated with greater affluence. In comparison, areas with the highest proportion of the population identifying as disabled can be found in the south and east of the TFSE area; this coexists with relatively high levels of deprivation in these areas. For example, the Isle of Wight and the coast of Kent show that more than 32% of the population of some areas identify as disabled. For these areas, physical access to the transport system is likely to be more difficult.

Figure 3-7 - Percentage of population disabled under the Equality Act where day-to-day activities are limited a lot

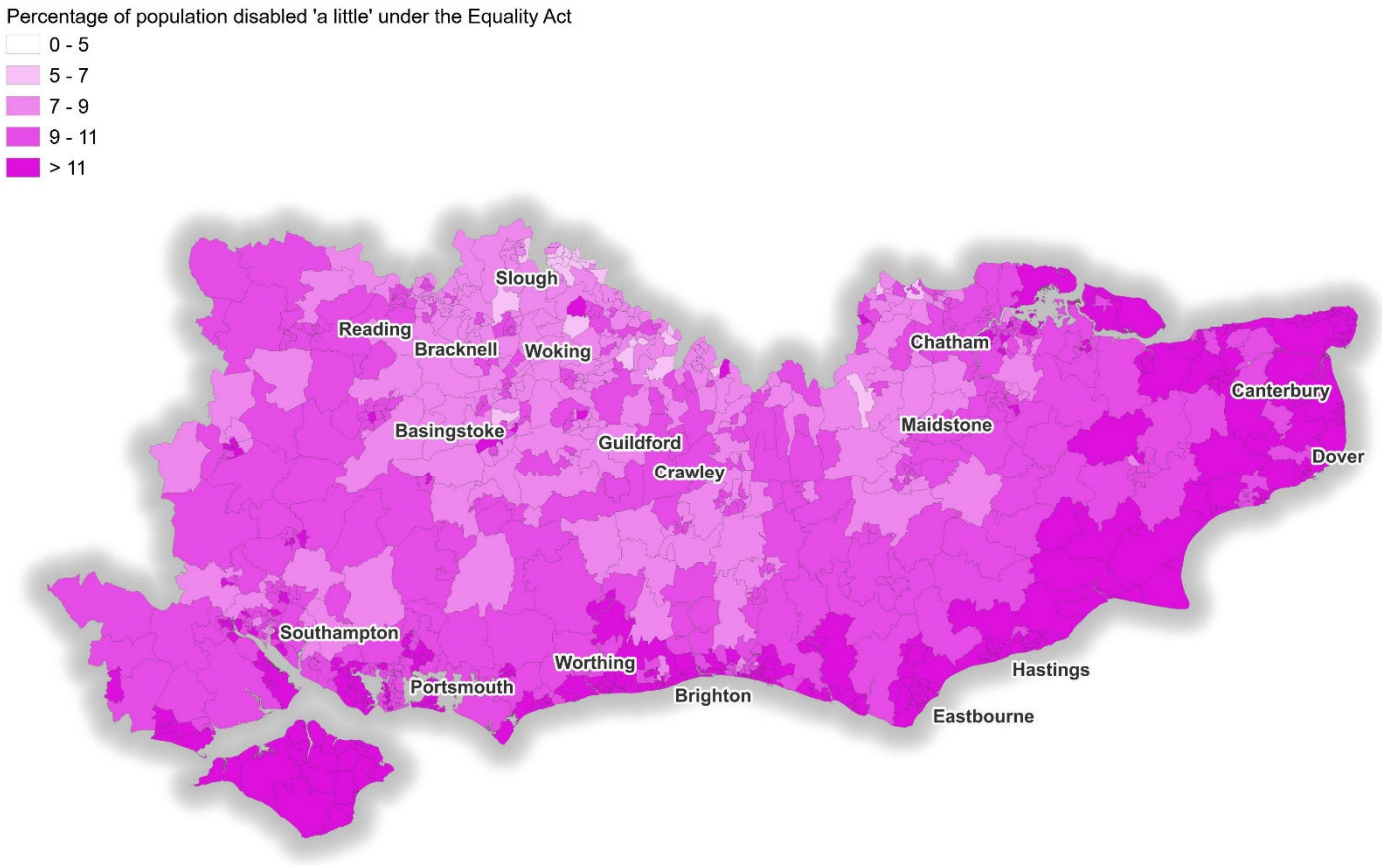


Source: Disability; Census 2021

Figure 3-7 shows the proportion of the population who assess their day-to-day activities as limited 'a lot' by long-term physical or mental health conditions, indicating that the highest proportions are found in areas across the coast of Kent and Isle of Wight (generally over 11%). Additionally, larger towns such as Brighton and Portsmouth show variable proportions, with some areas having higher proportions of up to 14% and others as low as 4%. This may be a result of varying age groups (see 3.1) and deprivation levels in these areas (see 3.13).

In comparison, there are lower proportions of the population identifying as having their day-to-day activities limited ‘a lot’ by long-term physical or mental health conditions in the west of the TfSE area. This is a similar pattern to those identifying with ‘bad’ or ‘very bad’ health as well as areas with lower levels of relative deprivation.

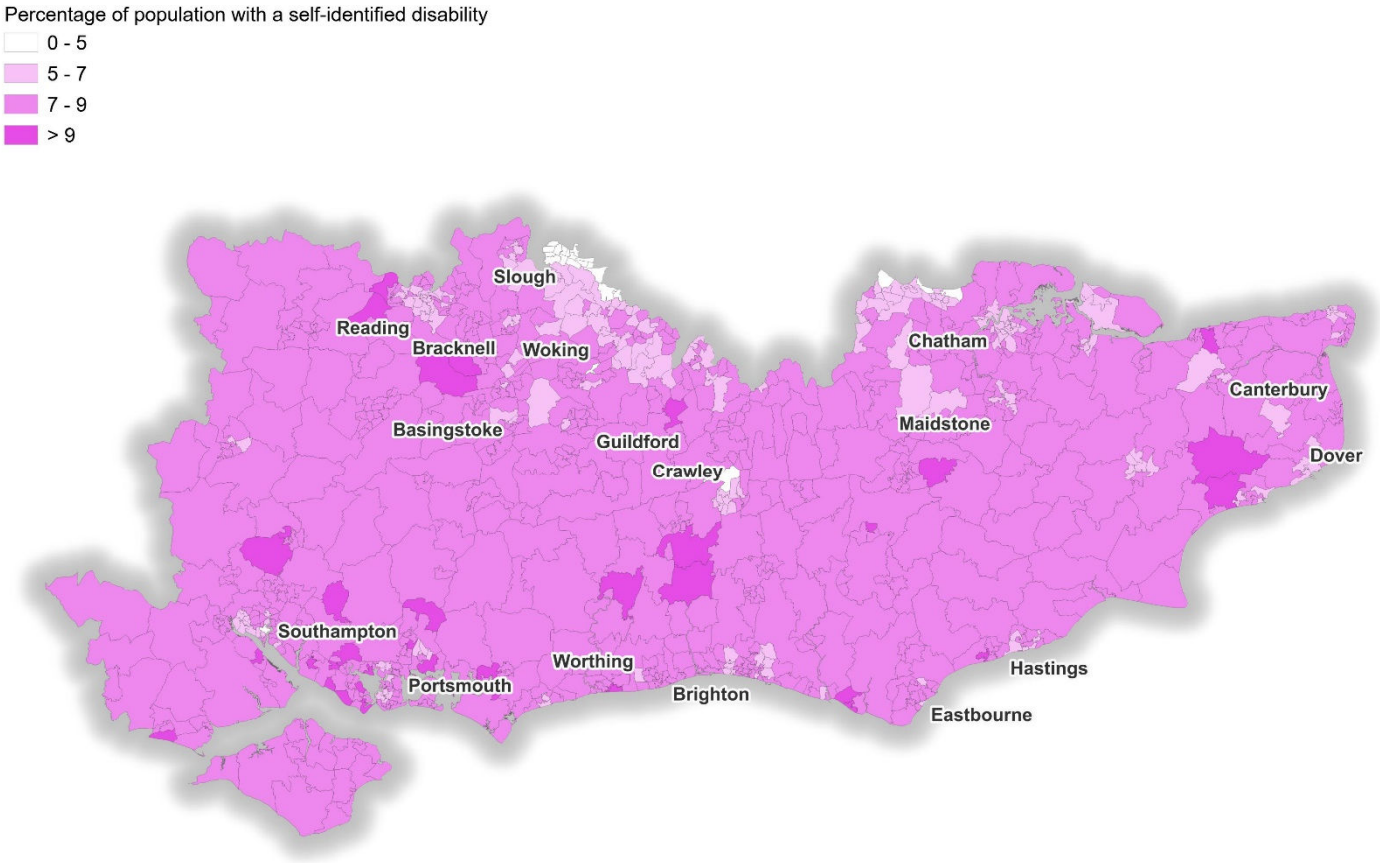
Figure 3-8 - Percentage of population recognised as disabled by the Equality Act where day-to-day activities are limited a little



Source: Disability; Census 2021

Figure 3-8 provides an overview of the spatial distribution of the population who identify as having a disability which limits their day-to-day activities ‘a little’. The spatial distribution is similar to Figure 3-7, with greater proportions of the population living with a disability in the south and east of the TfSE area, especially the Isle of Wight (up to 16%) and coastal areas. Again, the north and west of the TfSE area has lower proportions of the population living with a disability (generally under 10% and as low as 5% in towns such as Slough).

Figure 3-9 - Percentage of population with a self-identified disability



Source: Disability; Census 2021

Figure 3-9 shows the proportion of the population with a self-identified disability. In contrast to Figure 3-7 and Figure 3-8, which show the proportion of the population recognised as living with a disability under the Equality Act (2010), a relatively greater proportion of the population in the central and western parts of the TfSE area self-identify as living with a disability. This includes the rural hinterlands of East Sussex and West Sussex, and parts of Berkshire, where in many areas the proportion of the population who self-identify with a disability is above 8%. It should also be noted that high proportions of self-identified disability also exist in some coastal areas along the Kent and South Coast, and in parts of the cities of Southampton and Brighton (up to 8% in both cases). The higher proportions of self-identified disability could indicate difficulties accessing services and support, and/or cultural barriers inhibiting access to these services.

3.4 Neurodivergence

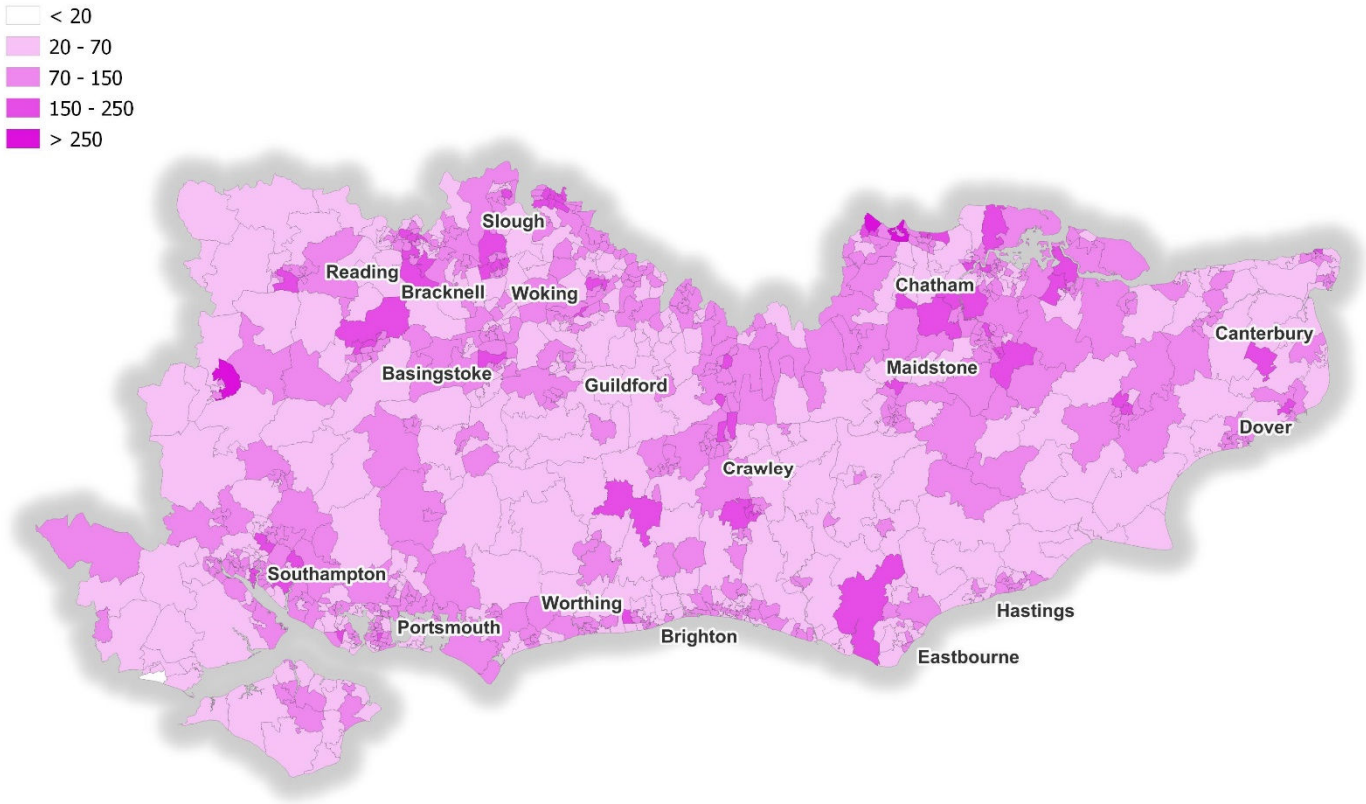
Neurodiversity represents the idea that there is no one 'right' way of experiencing and interacting with the world and that people can think, learn and behave in many different ways[4]. These differences can present barriers to accessing the transport network, such as feelings of anxiety when in busy environments. It is estimated around one in seven people are neurodiverse[5]. There is currently no data, incidences or reporting on the impacts of neurodivergence on accessing transport in the South East. However, there are a number of articles outlining support methods that are produced by local transport bodies and mental health charities across the UK[6,7]. In the case of accessing transport, these articles are often released during neurodiversity celebration week and therefore there is a call to more research in this area all year round.

For someone who is neurodiverse, there are potential challenges associated with travelling. These include difficulties in understanding station information and signage and feelings of anxiety created from lighting, noise and crowds on busy journeys[8]. Tasks such as booking a train ticket or making a connection during a journey are likely to be highly stressful and this may exclude certain individuals from the transport system. It is generally understood across transport organisations that more work needs to be done to increase accessibility and inclusivity for neurodivergent people[8].

[4] Harvard Health: What is neurodiversity? What is neurodiversity? - Harvard Health
[5] Neurodiversity | Local Government Association
[6] Accessible travel | Eurostar
[7] Building confidence: improving travel for people with mental impairments (publishing.service.gov.uk)
[8] Supporting passengers with neurodiversity – West Midlands Railway Supporting passengers with neurodiversity | West Midlands Railway

3.5 Pregnancy and maternity

Figure 3-10 - The number of live births recorded in 2021[9]



Source: Life events; ONS (NOMIS) 2021 (2011 MSOA boundaries)

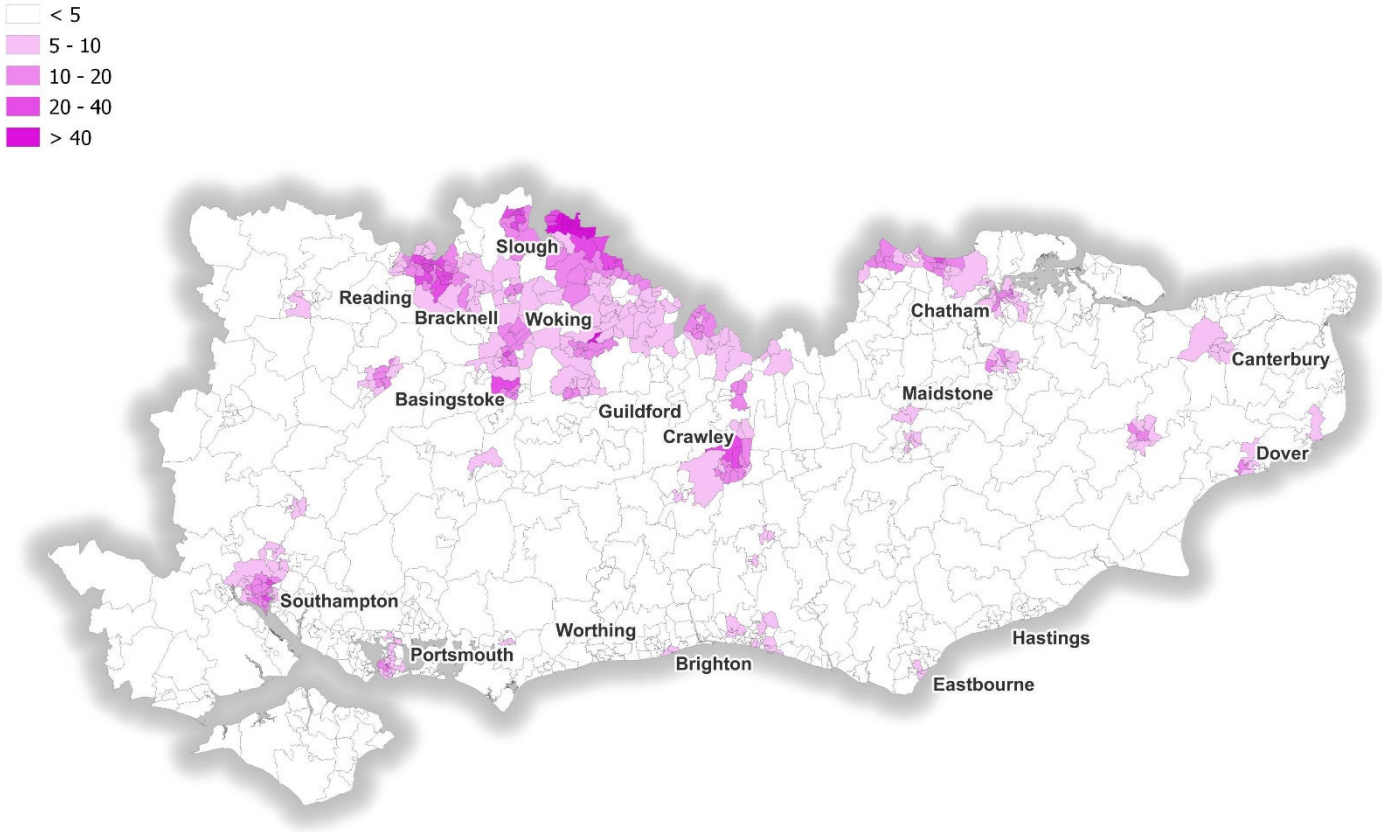
Figure 3-10 shows the number of births recorded across the TfSE area in 2021. As there is no direct source of data for pregnancy and maternity, live births has been used to measure this characteristic. Whilst there is a slightly larger number of live births in large towns and cities, there is generally no distinct pattern in numbers of live births, meaning that pregnancy should be considered across all localities within the region, rather than as a bespoke intervention at particular sub-regions. All transport operators must consider specific interventions to improve the experience pregnant women have when using transport networks, for example by using community finance schemes or dedicated vehicles for

[9] Live birth records from NOMIS (ONS) are not available to 2021 MSOA level. 2011 MSOAs have been used to map the number of live births recorded in 2021.

maternity care[10]. Another option could be using “baby on board” badges, which TFL have used to encourage people to give pregnant women seating on the tube[11].

3.6 Race and Ethnic Group

Figure 3-11 - Percentage of population from Asian ethnic groups



Source: Ethnic group; Census 2021

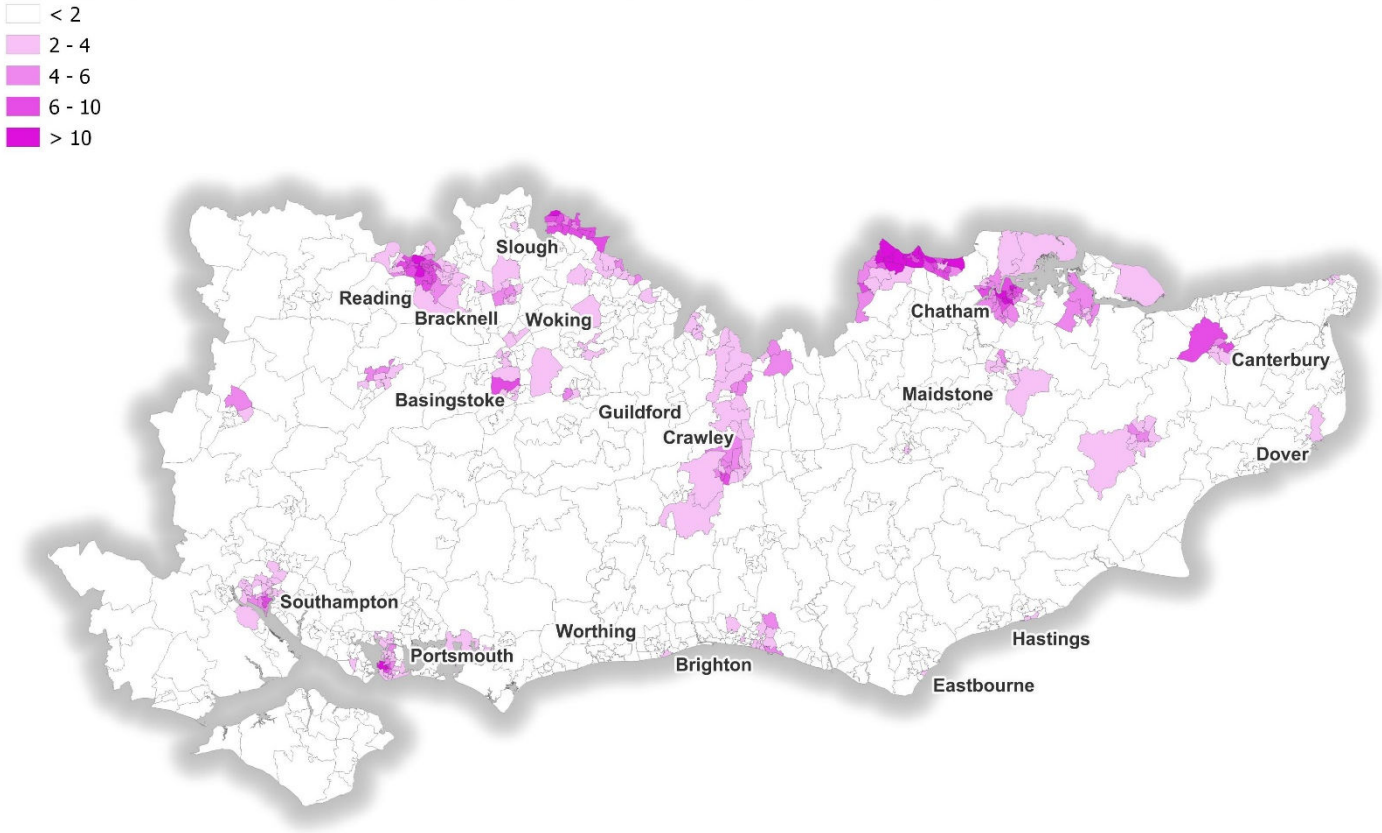
Figure 3-11 shows the proportion of the population from Asian ethnic groups, including Asian, Asian British and Asian Welsh. The area with the highest proportion of this ethnic group is Berkshire, where in some areas of Slough up to 65% of the population are from Asian ethnic groups and in Reading there are proportions of up to 33%.

[10] Rural transport interventions to improve maternal health outcomes – Department for International Development Rural transport interventions to improve maternal health outcomes - GOV.UK (www.gov.uk)
[11] TFL’s baby on board badges used to help pregnant women get seating on the tube https://statics.teams.cdn.office.net/evergreen-assets/safelinks/1/atp-safelinks.html

Moreover, North West Surrey has variable proportions of Asian ethnic groups, ranging from 2% in Guildford to 50% in Woking.

In comparison, for a large part of the TfSE area the population comprises less than 5% Asian heritage. People from Asian, Black or other ethnic groups are reported to be at risk of transport poverty, taking 'substantially fewer' (approximately 200 fewer) trips per person per year in 2017 than those from white or mixed groups[12].

Figure 3-12 - Percentage of population from Black ethnic groups



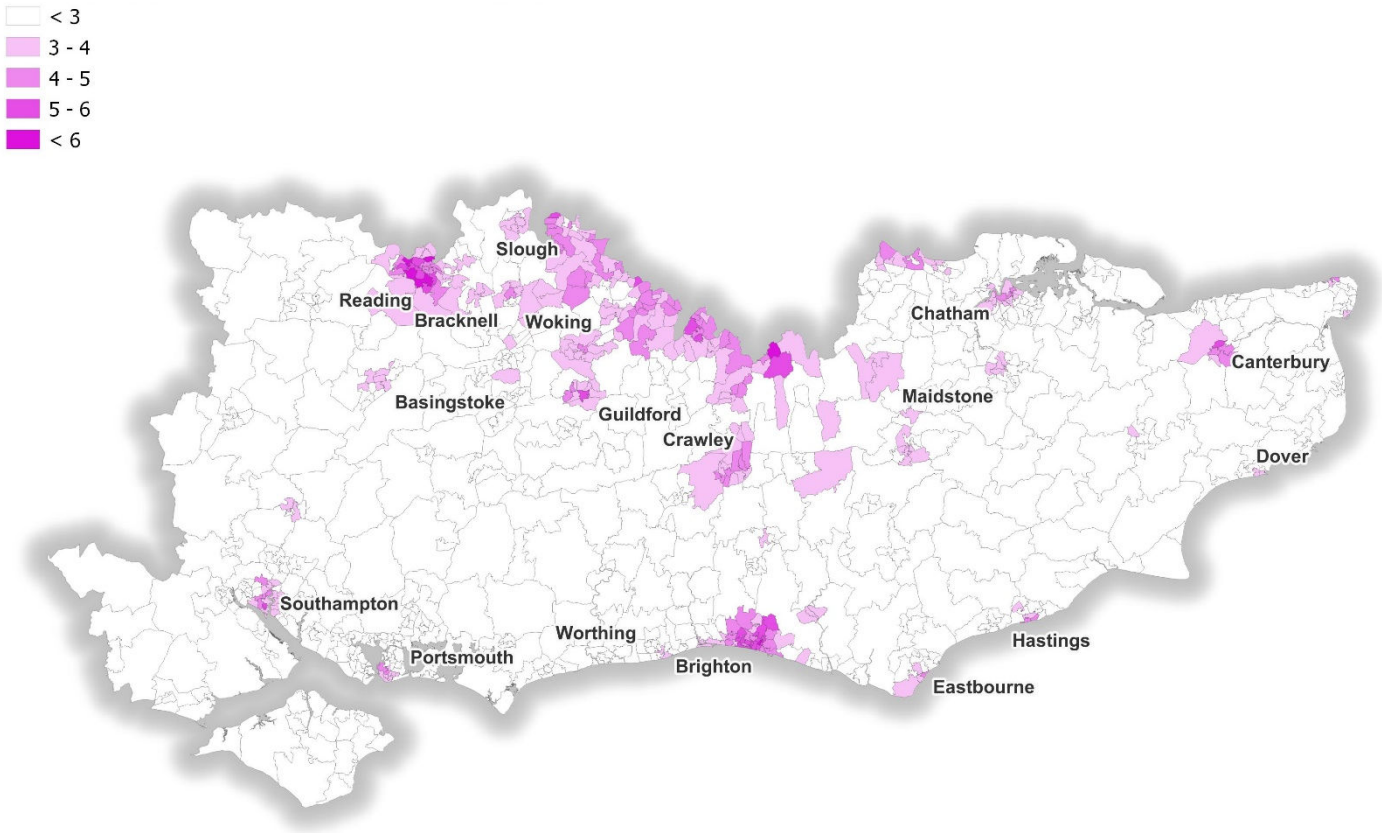
Source: Ethnic group; Census 2021

Figure 3-12 shows the proportion of the population from Black ethnic groups, including Black, Black British, Black Welsh, Caribbean or African. While this indicates a similar pattern to Asian ethnic groups, there are more focused areas showing a proportion above 10% within Slough, Reading and Dartford. Similarly, there is a low proportion (under 2%) of the population from Black ethnic groups across the majority of the South East. As Black ethnic groups are reported to be at

[12] Transport and inequality - Department for Transport Transport and inequality (publishing.service.gov.uk)

higher risk of transport poverty[12], targeted interventions are also suggested here to reduce discrimination and increase accessibility for these groups on the transport network.

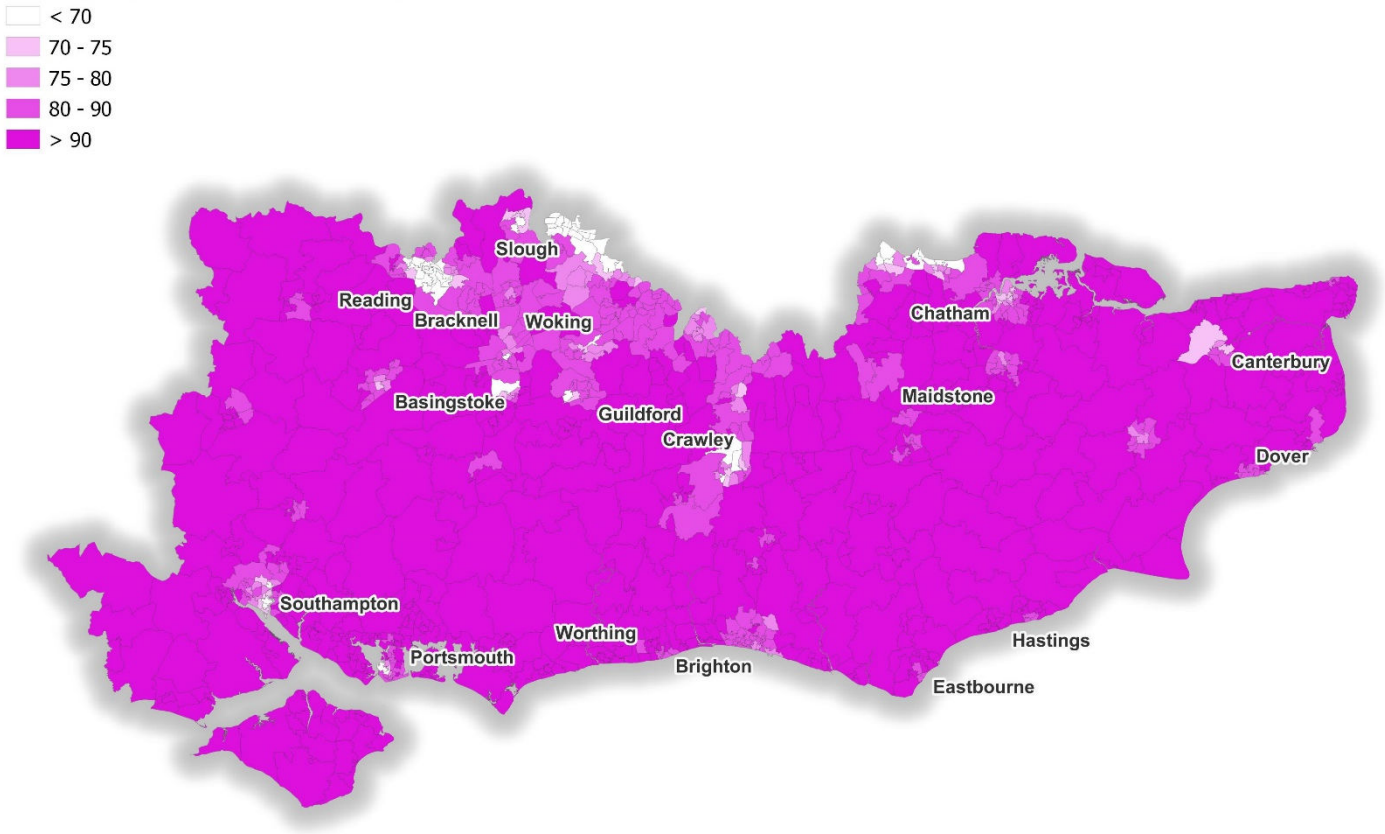
Figure 3-13 - Percentage of population from mixed or multiple ethnic groups



Source: Ethnic group; Census 2021

Figure 3-13 shows the proportion of the population from mixed or multiple ethnic groups. Generally, however there is a low proportion (under 3%) of the population from mixed or multiple ethnic groups across the majority of the South East. However, the largest proportion of the population identifying as having a mixed ethnic background can be found in the north of the TfSE area, in particular in Berkshire (up to 7%) and Surrey (up to 5%). However, Brighton also has a high proportion of mixed or multiple ethnic groups, accounting for over 5% in the city centre.

Figure 3-14 - Percentage of population from White ethnic groups



Source: Ethnic group; Census 2021

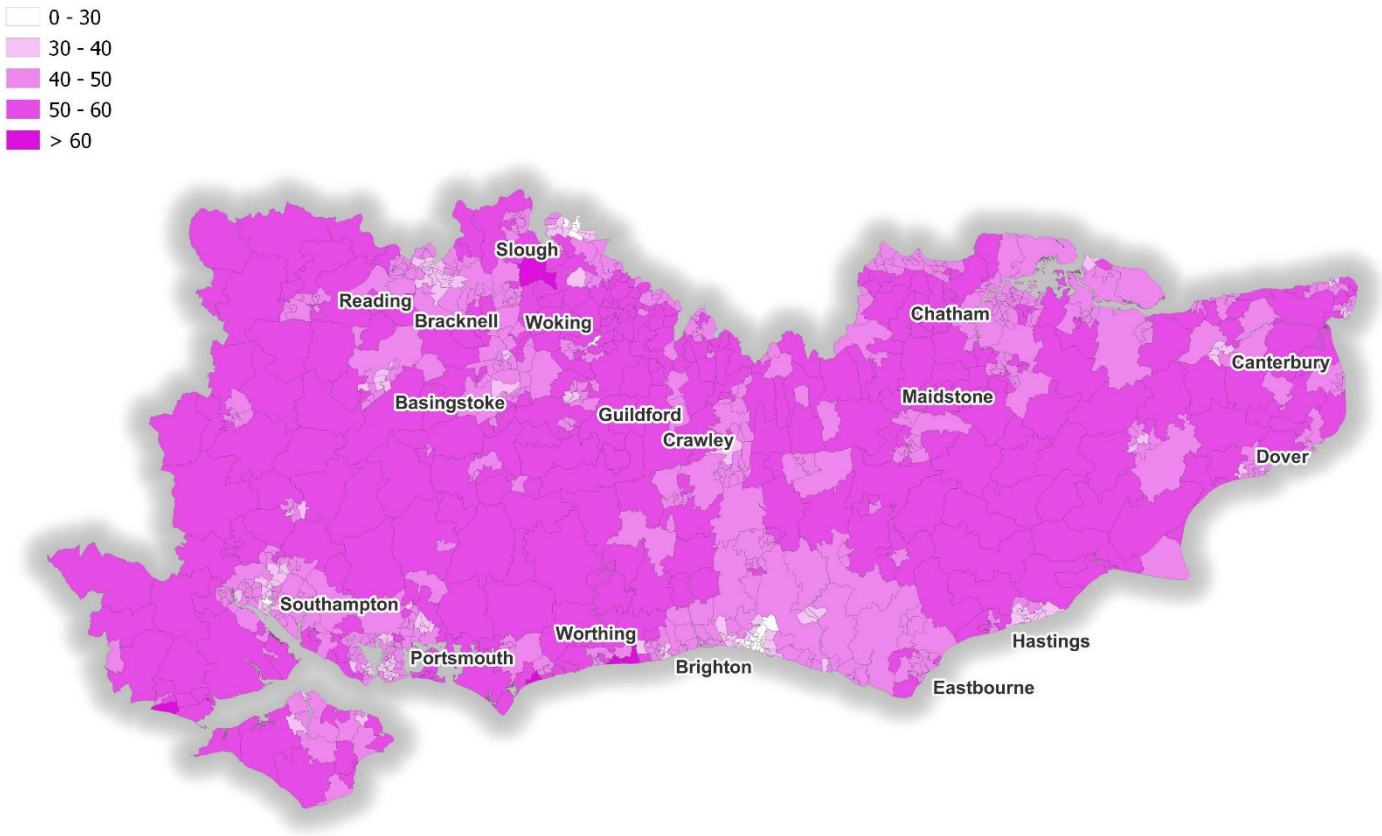
Figure 3-14 shows the proportion of the population from White ethnic groups. In many areas of the South East, this is above 90%. However, larger towns have a lower proportion, including Crawley and Reading (generally under 60%) and especially Slough (as low as 20%). Many areas with a lower proportion of White ethnic groups are found in the North West of the TfSE area, in line with the areas previously described which have higher levels of ethnic diversity.

3.7 Religion or belief

Social discrimination is a likely barrier impacting an individual's experience of travelling and accessibility of the transport network. Discrimination can appear in a variety of forms, including less favourable treatment, putting rules in place that will put someone with a protected characteristic at an unfair disadvantage, and unwanted behaviour such as staring or

victimisation[13]. Instances of intimidating behaviour and feeling unsafe when looking visibly different due to religious symbols and dress may mean that some religious groups experience exclusion from the transport network.

Figure 3-15 - Percentage of population identifying as Christian



Source: Religion; Census 2021

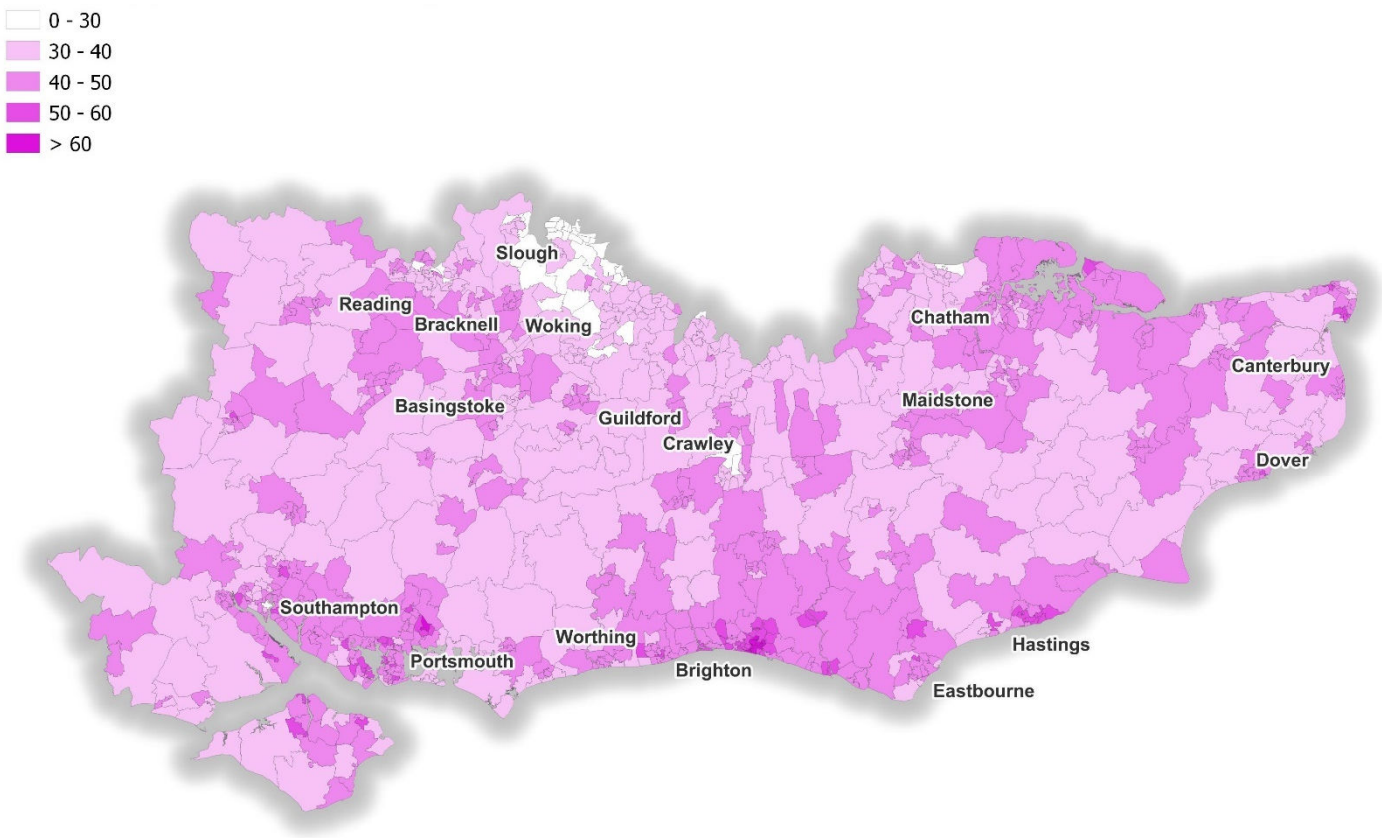
Figure 3-15 shows the proportion of the population identifying as Christian. Across both the east and west of the TfSE area, more than 50% of the residents of rural areas identify as a Christian.

There is a lower proportion of people identifying as Christian in East Sussex. For example, Brighton has a noticeably lower proportion of under 30% in parts of the city centre. There are also several areas in Slough which have a proportion below 30%.

[13] Discrimination: your rights: How you can be discriminated against - GOV.UK (www.gov.uk)

Additionally, many areas in the TfSE area are experiencing changes to their religious profile. For example, in 2021 47.7% of people on the Isle of Wight described themselves as Christian, down from 60.5% in 2011[14].

Figure 3-16 - Percentage of population who do not have a religion or belief



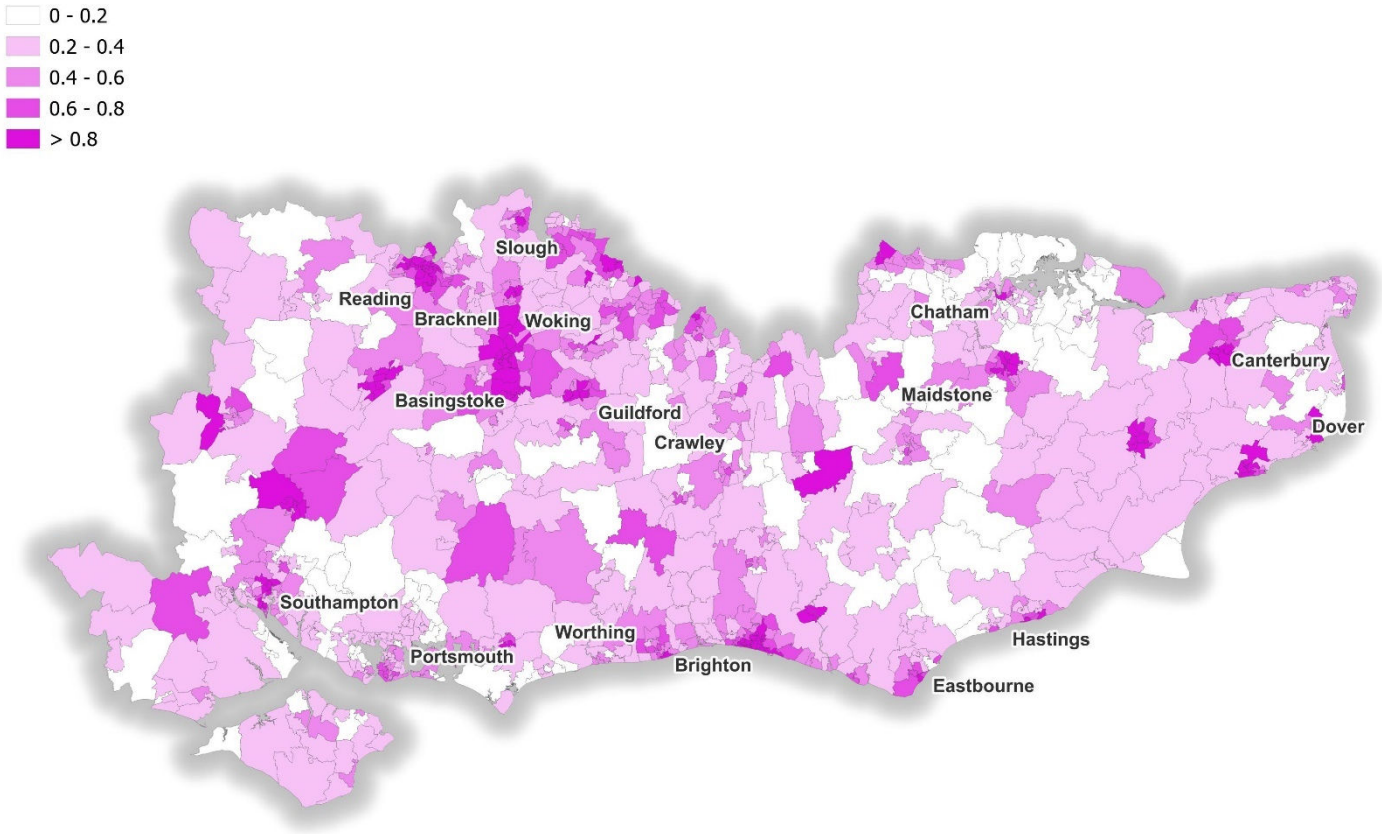
Source: Religion; Census 2021

Figure 3-16 shows the proportion of the population who do not have a religion or belief. The highest proportions can be found in large towns and cities on the South coast. For example, in parts of Brighton city centre more than 60% of the population identify as having no religion. This has increased by almost 13% since 2011[15].

In comparison, there is a lower proportion of people identifying without a religion in Berkshire. For example, many areas in Slough show that under 30% of the population have “no religion”.

[14] How life has changed on Isle of Wight: Census 2021 (ons.gov.uk)
[15] Religion in Brighton and Hove – Census 2021 How life has changed in Brighton and Hove: Census 2021 (ons.gov.uk)

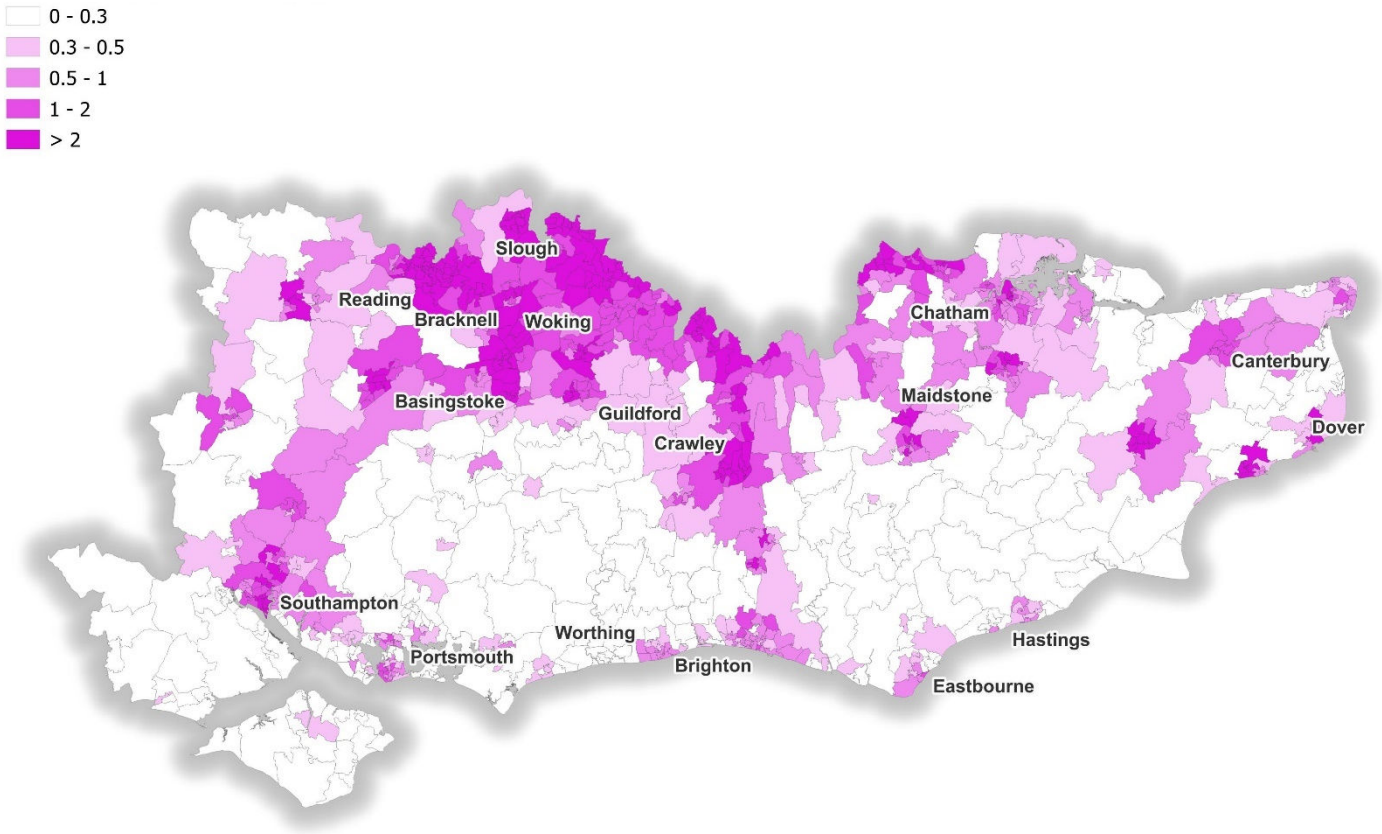
Figure 3-17 - Percentage of population identifying as Buddhist



Source: Religion; Census 2021

Figure 3-17 shows the proportion of the population identifying as Buddhist. Whilst there is no overall pattern, many areas in Hampshire show a higher proportion of up to 10% and Brighton also has proportions up to 2%.

Figure 3-18 - Percentage of population identifying as Hindu

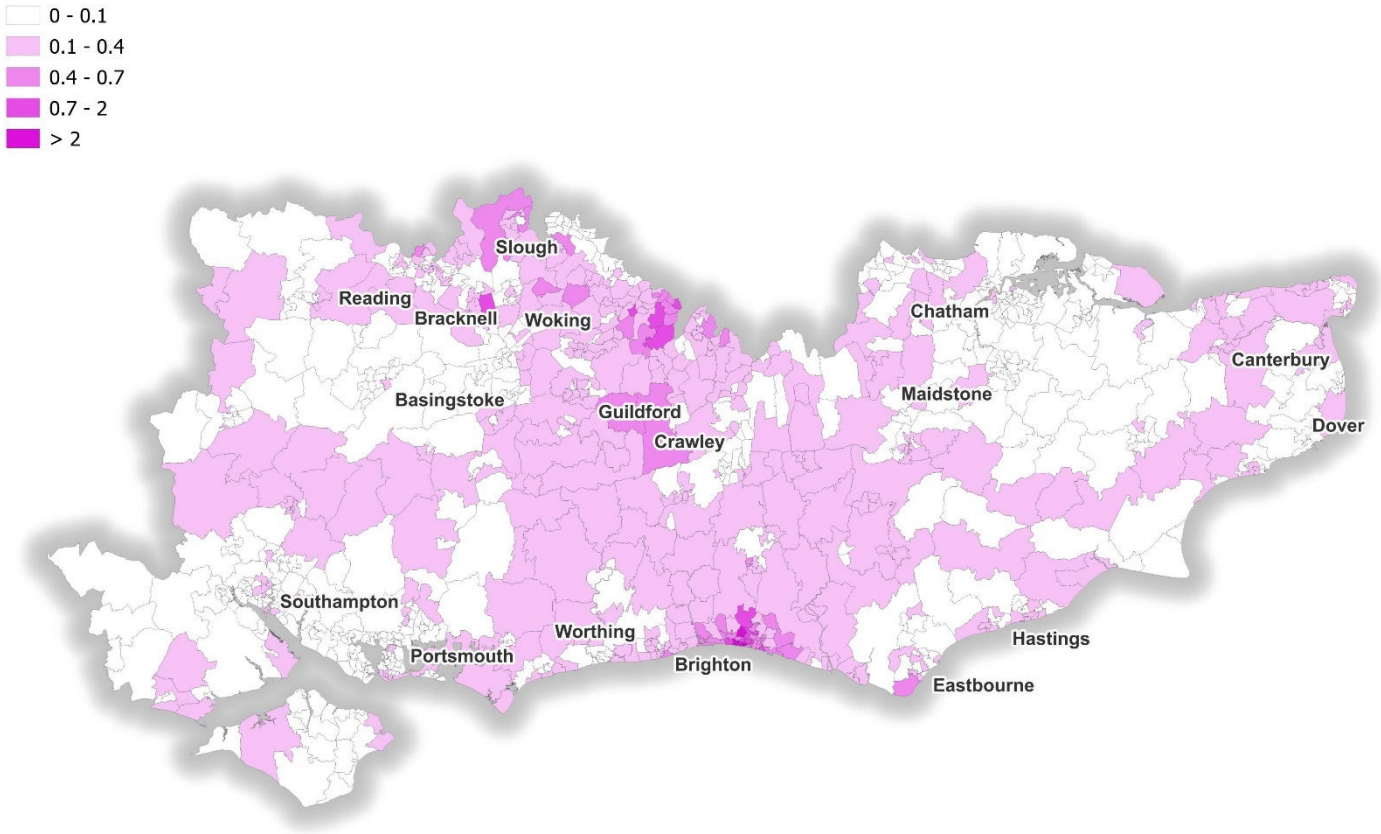


Source: Religion; Census 2021

Figure 3-18 shows the proportion of the population identifying as Hindu. There is a higher proportion of people identifying as Hindu in the North West of the TfSE area, especially in Berkshire (up to 15% in Slough). The higher proportion of Hindus in these areas may make interventions to reduce experiences of discrimination or the feeling of being unsafe when using public transport more important.

In comparison, the lowest proportions (below 0.3%) are found in the rural hinterlands of East and West Sussex. Additionally, the Isle of Wight also indicates a low proportion of people identifying as Hindu.

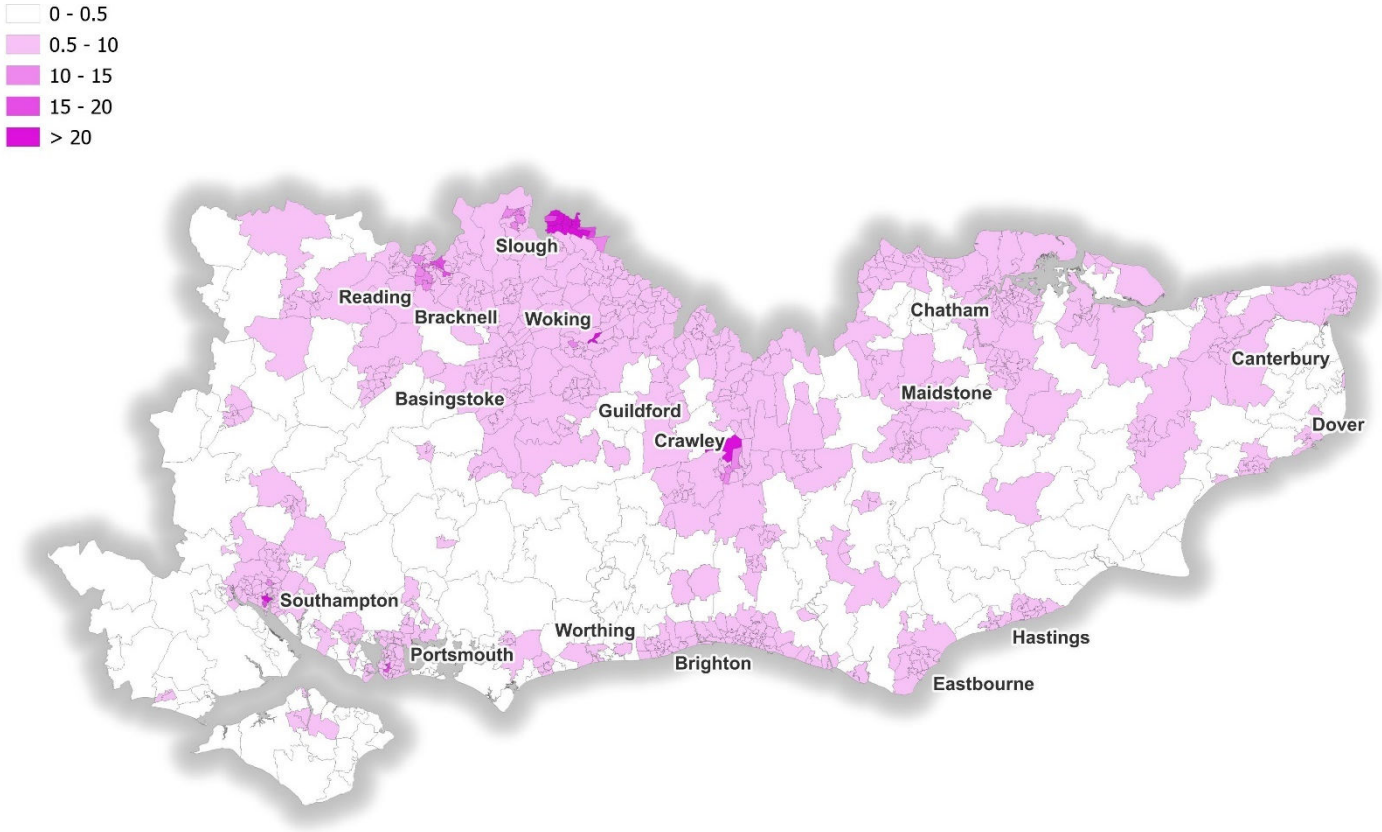
Figure 3-19 - Percentage of population identifying as Jewish



Source: Religion; Census 2021

Figure 3-19 shows the proportion of the population identifying as Jewish. There are higher proportions of Jewish populations living in Brighton (up to 2.6%). Additionally, several areas in Surrey also show a higher proportion of the Jewish community (over 0.7%). In comparison, Kent and Hampshire show the lowest proportion of Jewish populations (under 0.4%).

Figure 3-20 - Percentage of population identifying as Muslim

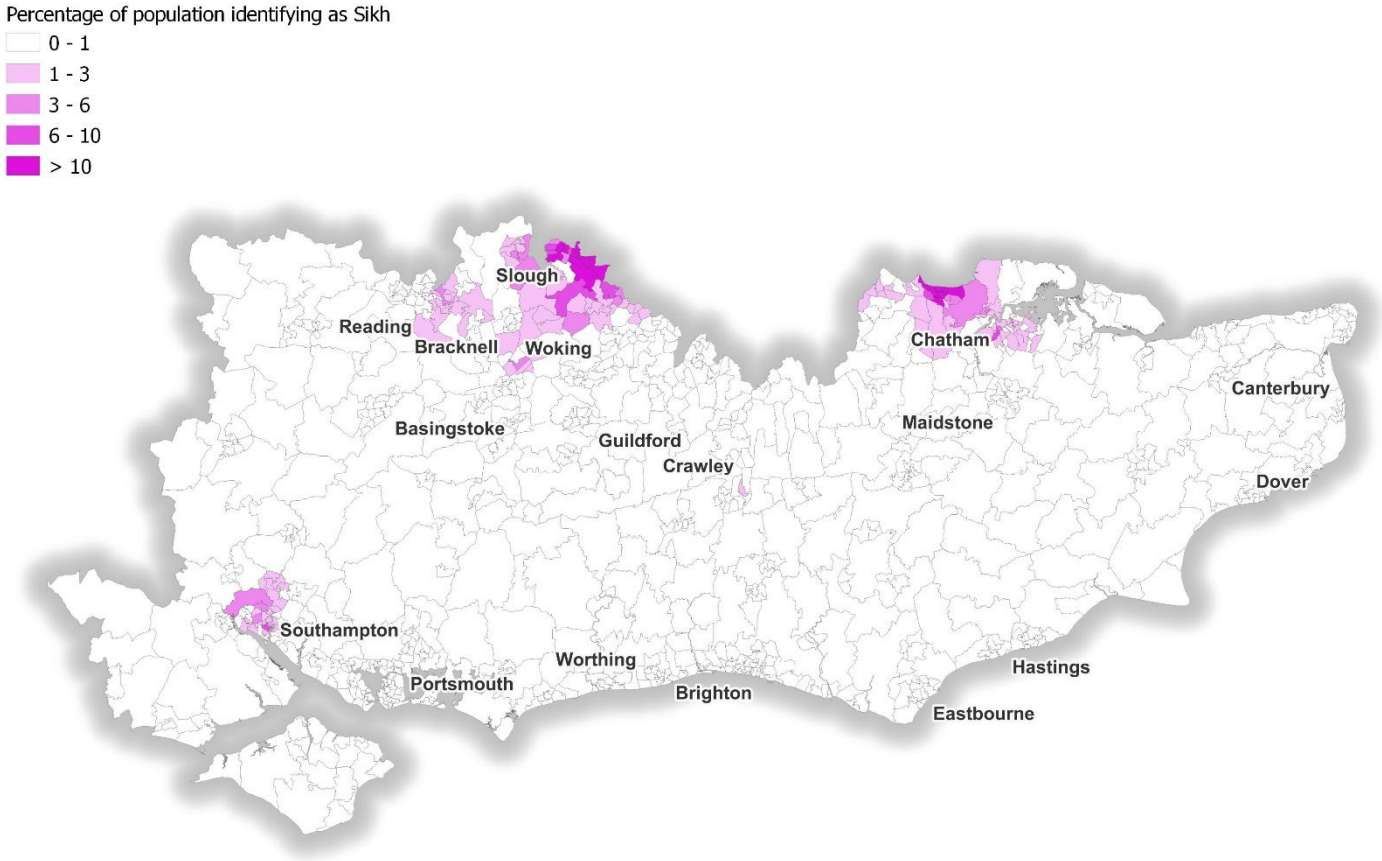


Source: Religion; Census 2021

Figure 3-20 shows the proportion of the population identifying as Muslim. Slough has a noticeably higher proportion, with over 20% of the population identifying as Muslim. This contrasts with the average across the TfSE area, which is below 10% excluding small areas of Crawley (13%), Portsmouth (16%), Southampton (17%) and Reading (18%).

The areas with the lowest proportion of this population are found in the rural hinterlands.

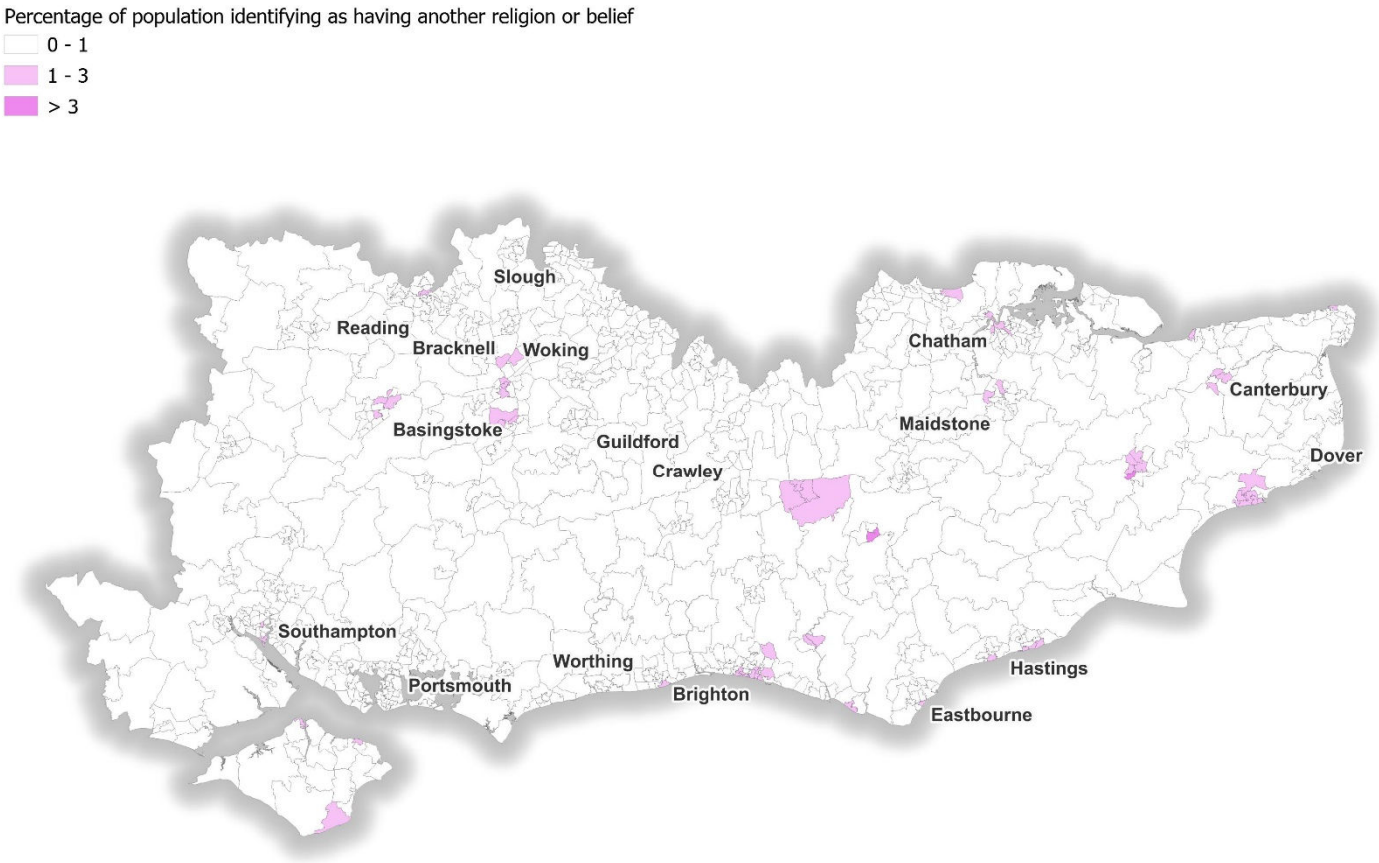
Figure 3-21 - Percentage of population identifying as Sikh



Source: Religion; Census 2021

Figure 3-21 shows the proportion of the population identifying as Sikh. Whilst overall there is a low proportion of people identifying with this religion across the South East (under 1%), the largest proportions of Sikhs can be found in Southampton, Chatham and across Berkshire (generally over 10%). For example, in several areas of Slough over 15% of the population identify as Sikh.

Figure 3-22 - Percentage of population identifying as having another religion or belief



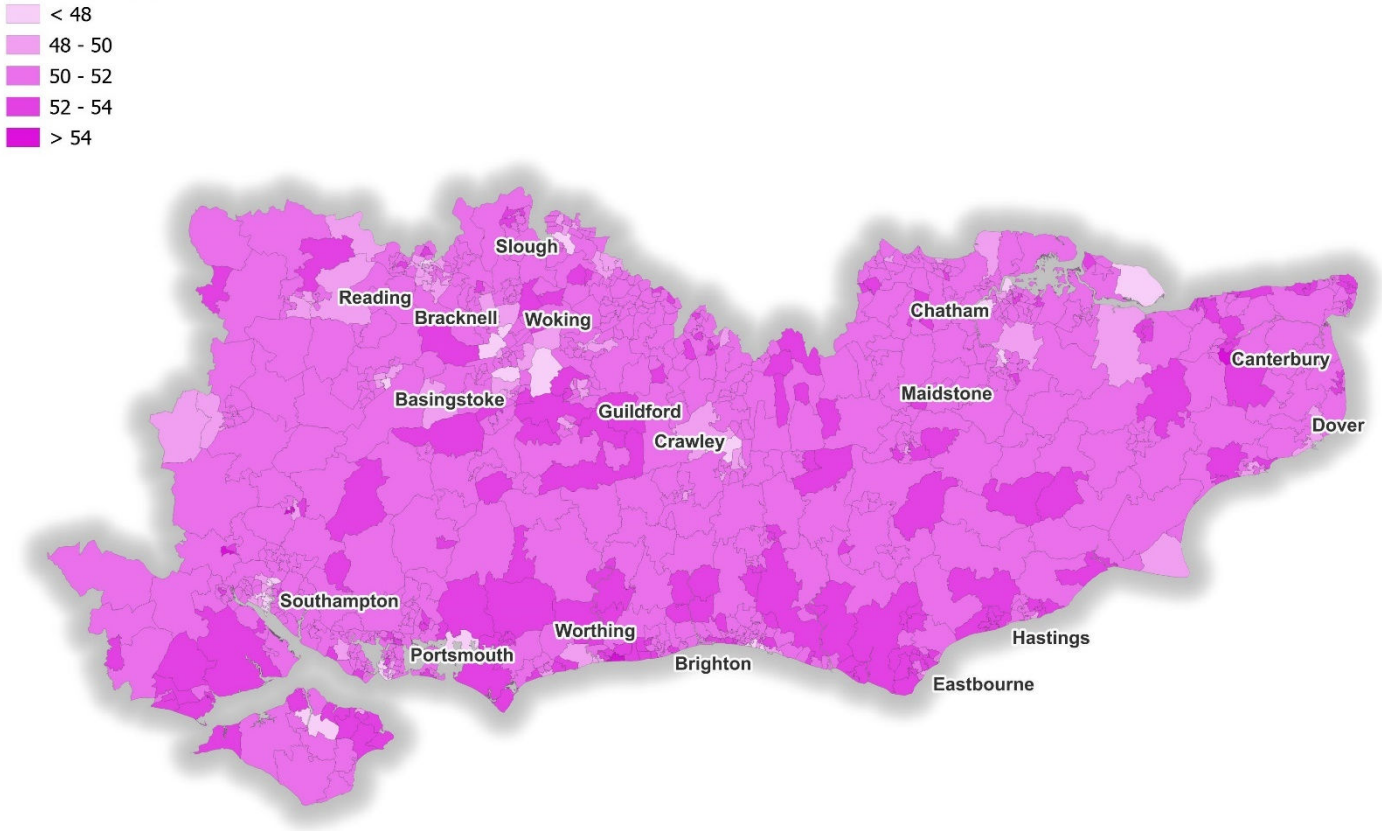
Source: Religion; Census 2021

Figure 3-22 shows the proportion of the population identifying as having another religion or belief. Whilst no pattern is observed, there are higher proportions in towns such as Brighton and the North of Wealden (up to 4.7%). In comparison, the lowest proportions are generally found in the rural hinterlands, such as one area in Elmbridge (Surrey) which has only 0.1% of the population identifying as having another religion or belief.

3.8 Sex

Sex refers to a person's sex that is recorded on legal documents, such as a birth certificate[16]. However, it is possible that the question, "What is your sex?" is open to interpretation by the individual. On the other hand, gender identity (see 3.10) refers to a person's sense of their own gender and identity[17]. Importantly, this may or may not be the same as their sex assigned and registered at birth. Gender is described within academic literature as a social construction; it is seen by academics as a social practice which is defined by 'bodies and what bodies do'[18]. Gender is seen as 'something one does repetitively in interactions with others'[19].

Figure 3-23 - Percentage of population that is female

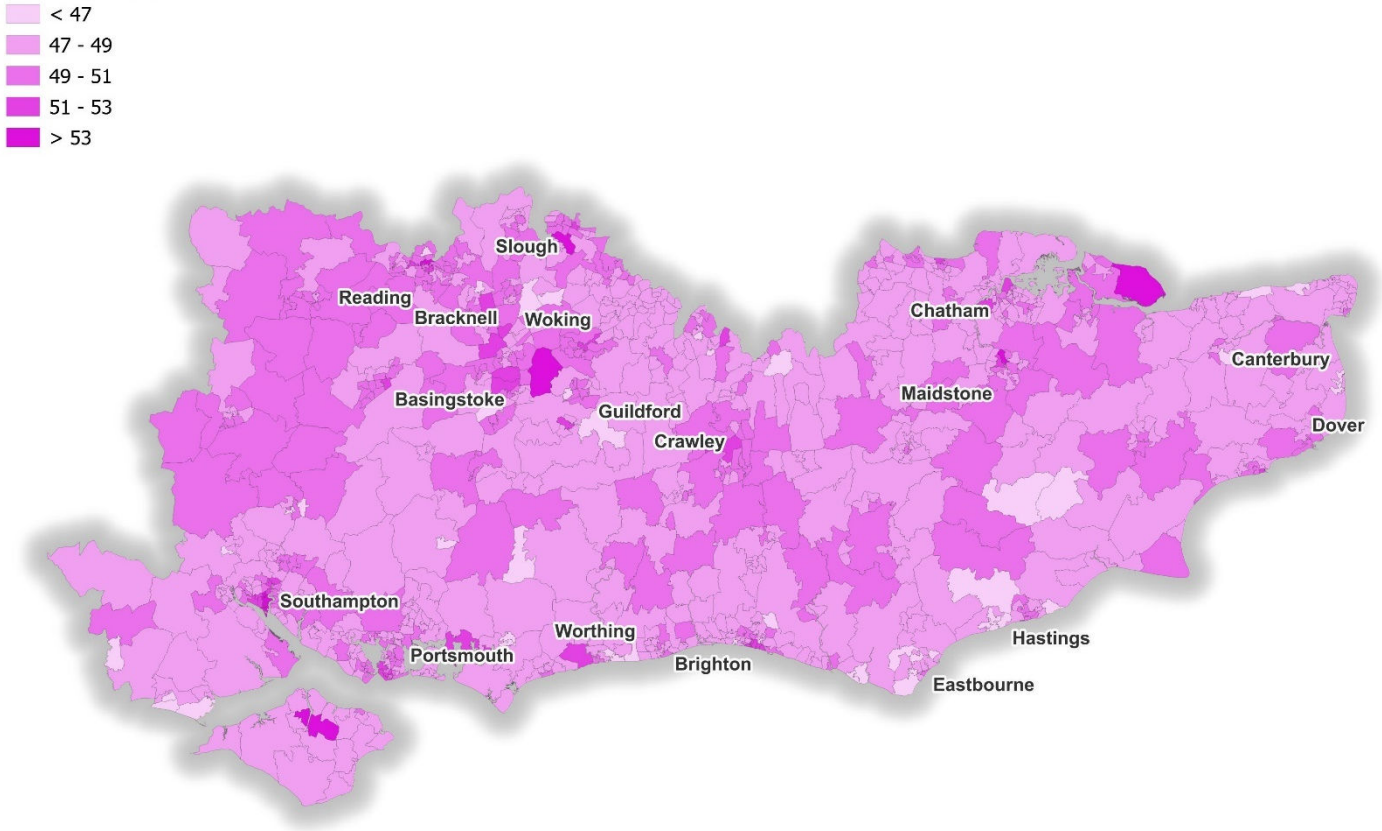


Source: Sex; Census 2021

[16] Census 2021: Final guidance for the question "What is your sex?" - Office for National Statistics (ons.gov.uk)
[17] Gender identity, England and Wales - Office for National Statistics (ons.gov.uk)
[18] Full article: Ways of Seeing: Sexism the Forgotten Prejudice? (tandfonline.com)
[19] Gender Trouble | Feminism and the Subversion of Identity | Judith Butl (taylorfrancis.com)

Figure 3-23 shows the proportion of the population that is female. East and West Sussex show a slightly higher proportion of females (above 52%). In comparison, areas with the lowest proportion of females include Brighton, Chichester and several areas across Surrey. In these areas, the proportion of women is below 48%.

Figure 3-24 - Percentage of population that is male

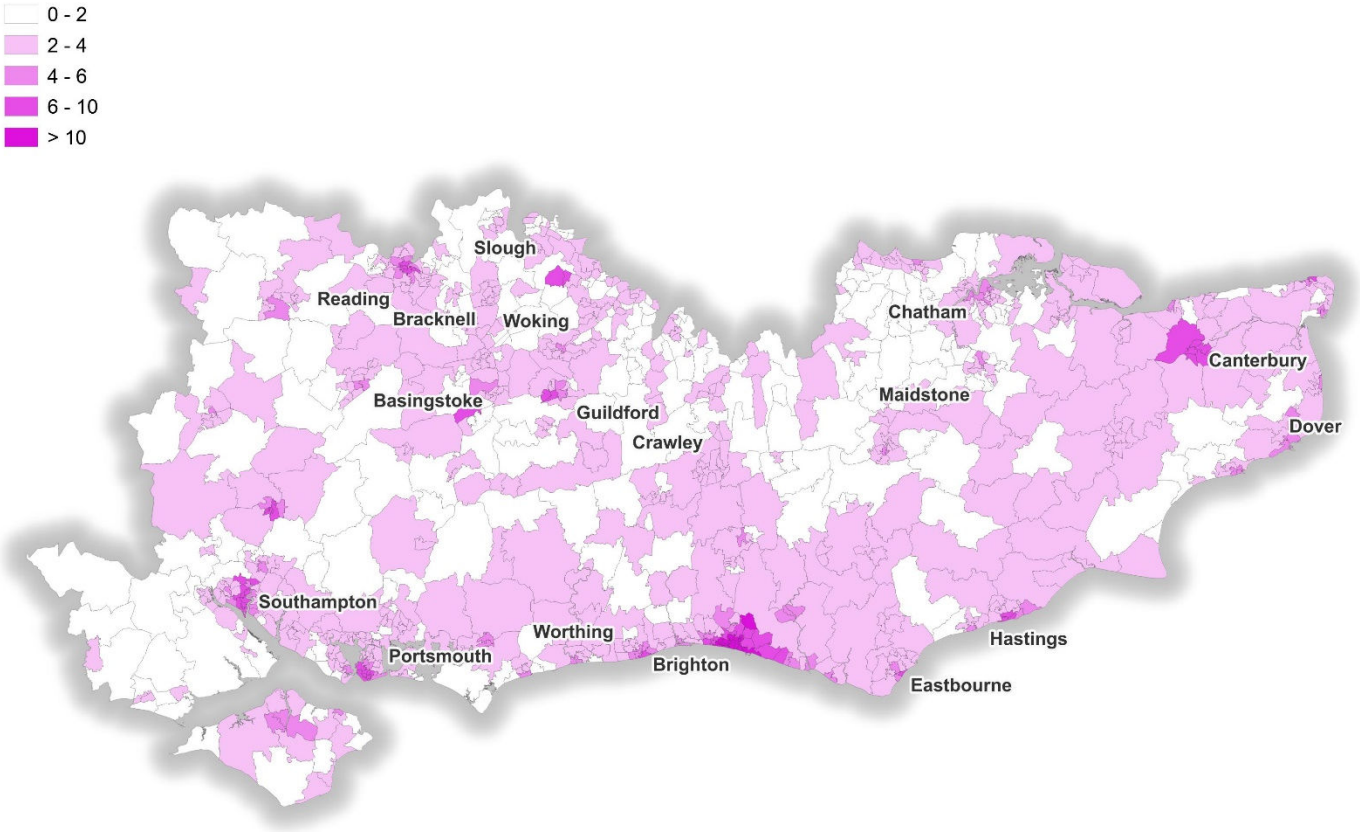


Source: Sex; Census 2021

Figure 3-24 shows the proportion of the population that is male. There is no overall pattern but there is a higher proportion of males found in places such as Brighton, Chichester, Leysdown-On-Sea and several areas across Surrey (generally over 53%). Areas with a lower proportion of males are scattered across the map. Several boroughs in Eastbourne, Hastings and Bracknell show a proportion below 47%.

3.9 Sexual orientation

Figure 3-25 - Percentage of population identifying as non-heterosexual



Source: Sexual orientation; Census 2021

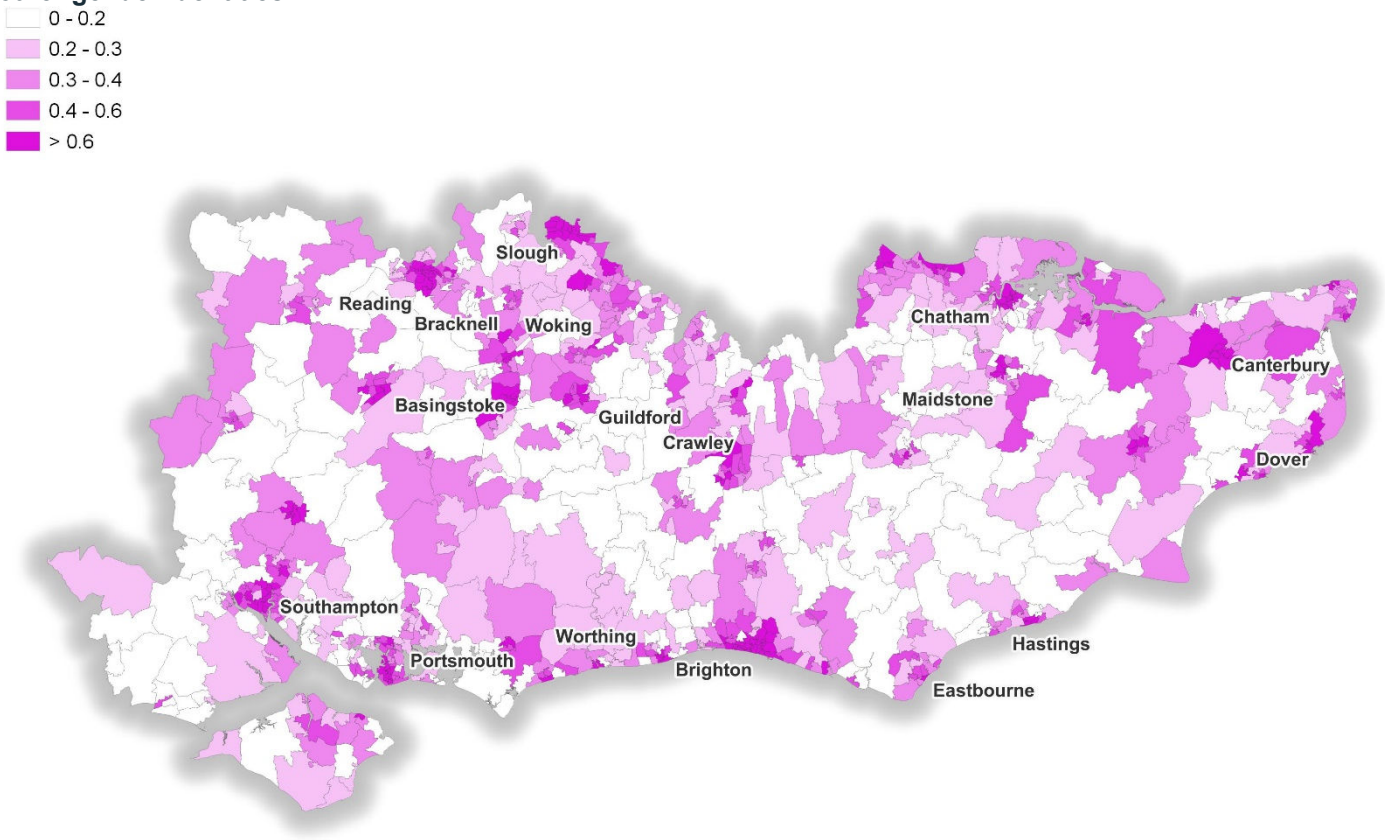
Figure 3-25 shows the proportion of population identifying as non-heterosexual. This includes those who answered “Gay or lesbian”, “Bisexual”, “Pansexual”, “Asexual”, “Queer” or “All other sexual orientations” when asked about their sexual orientation. This variable was introduced in the Census 2021[20]. Brighton has the highest proportion of people identifying as non-heterosexual (above 10%). This is followed closely by Canterbury, which has several boroughs with proportions of non-heterosexual people above 6%.

[20] Sexual orientation variable – Census 2021 Sexual orientation variable: Census 2021 - Office for National Statistics (ons.gov.uk)

In comparison, there is a lower proportion of people identifying as non-heterosexual in the north and west of the region. For example, the New Forest district of Hampshire shows a low proportion of people identifying with this category and this is under 2% for most of the district.

3.10 Gender reassignment

Figure 3-26 - Percentage of population identifying with a different sex than registered at birth, transgender or other gender identities

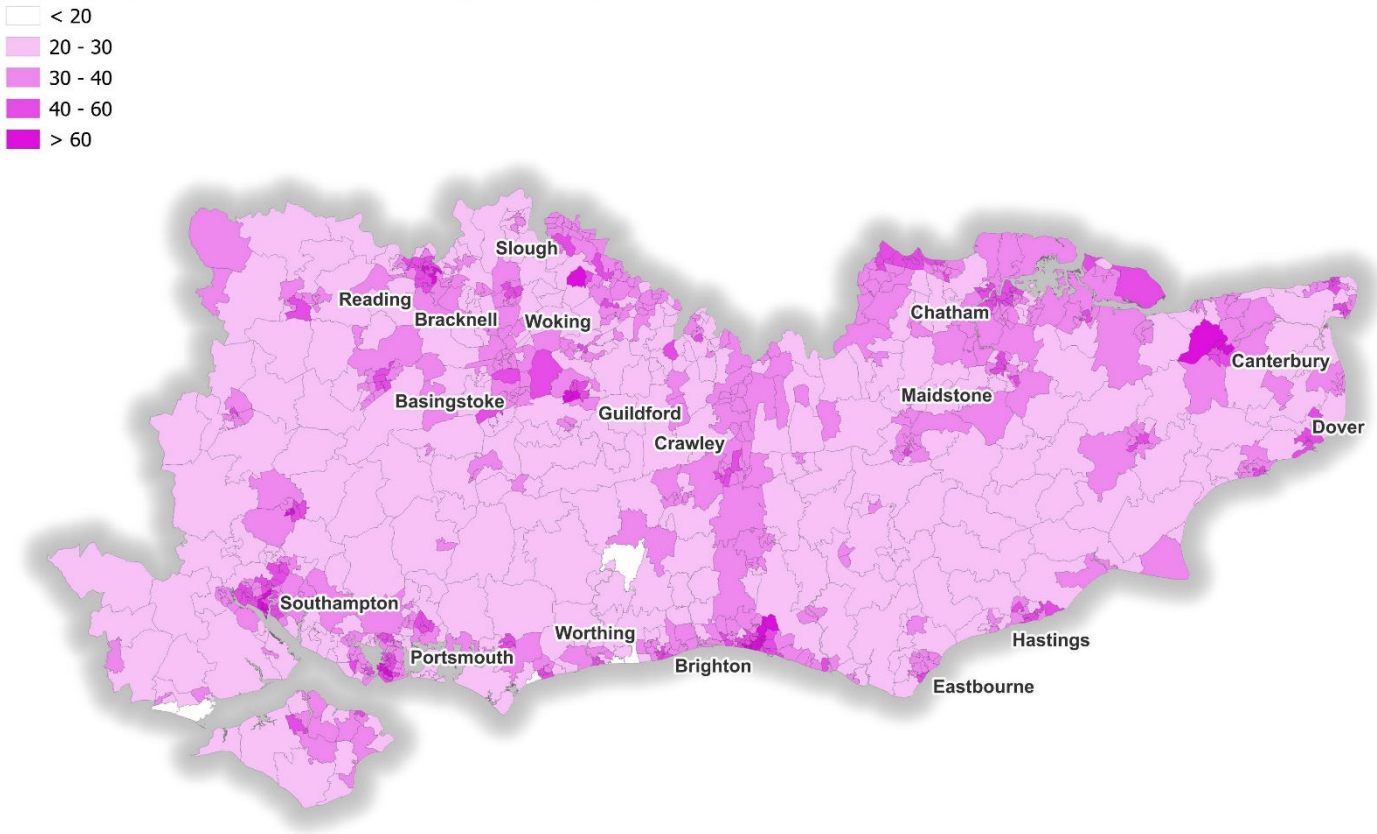


Source: Gender identity; Census 2021

Figure 3-26 indicates the proportion of the population that identified with a different sex than registered at birth, as a trans woman, trans man or 'other' gender identities. This shows that large towns and cities have higher proportions of trans people. In particular, greater numbers of trans people are resident in the cities of Brighton (up to 1.8%) and Southampton (up to 2.1%). In comparison, whilst there is a limited geographical pattern to the areas with the lowest proportion of trans identifying people, the rural hinterlands generally have the lowest proportions (in many cases, under 0.3%).

3.11 Marriage and civil partnerships

Figure 3-27 - Percentage of population never married or never registered a civil partnership

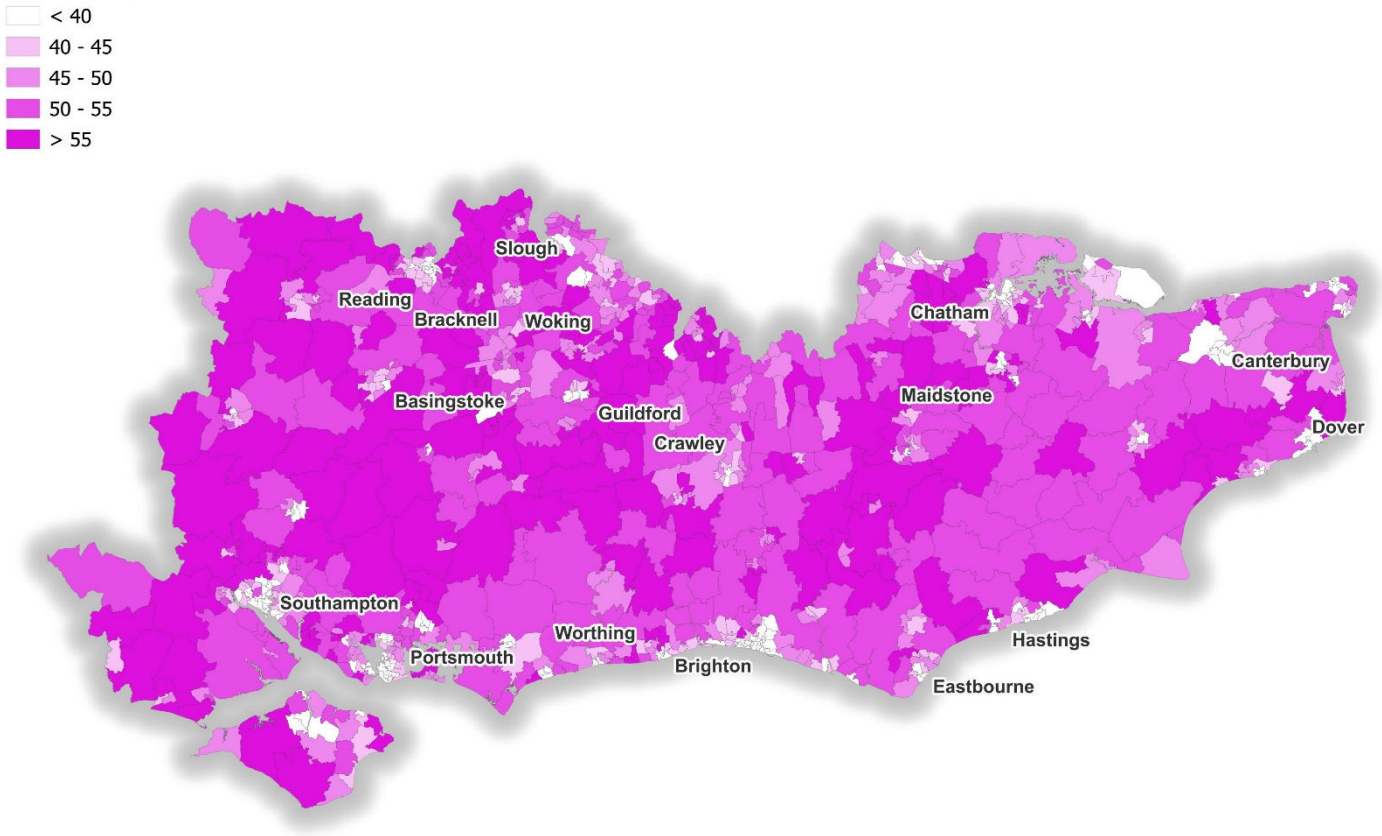


Source: Legal partnership status; ONS (NOMIS)

Figure 3-27 shows the proportion of the population aged 16 years old and over that have never been married or never registered in a civil partnership. There is a higher proportion of people in this category in larger towns and cities, in particular Brighton where in many parts of the city more than 60% of the population have never married or registered a civil partnership.

In comparison, there is a lower percentage of people that have never been married in the rural hinterlands. For example, in small areas of Horsham, Arun and New Forest less than 20% of the population have never married.

Figure 3-28 - Percentage of population who are married



Source: Legal partnership status; ONS (NOMIS)

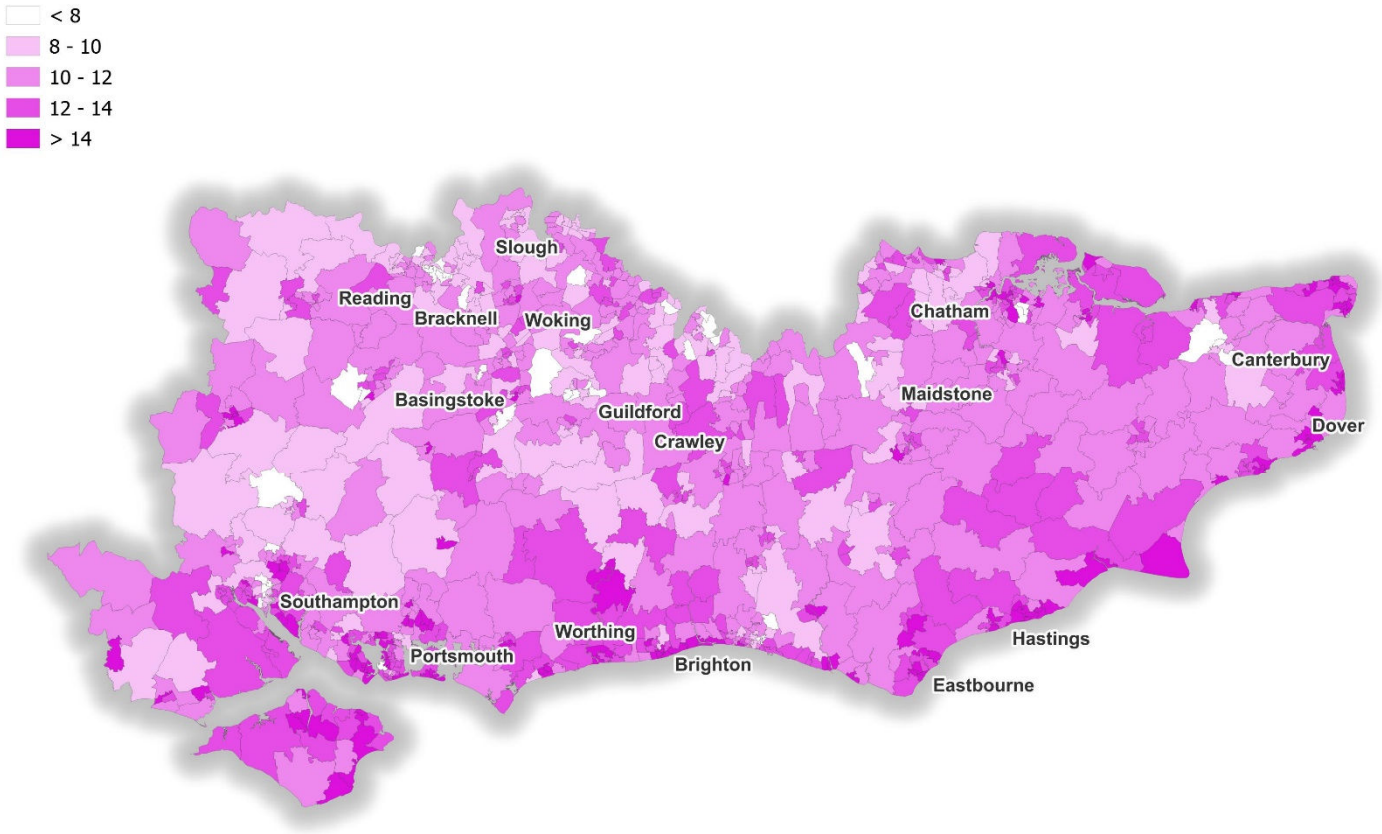
Figure 3-28 shows the proportion of the population aged 16 years old and over who are married. In many areas across the South East, this is above 55%. There is a high level of variance within most large towns and cities, however the rural hinterlands in the west of the area show a particularly high proportion.

In comparison, cities such as Southampton (16%), Brighton town centre (16%), Portsmouth (22%) and Canterbury (24%) show lower proportions of the population married in many cases. This may reflect a long-term decline in marriage since the early 1970s, perhaps meaning that younger populations moving to inner city areas are less likely to be married than they were 50 years ago[21]. For example, those aged 25 to 29 years nationally show the largest reduction in marriage and civil partnerships between 2011 and 2021 - this is especially the case for females which has decreased from 27.8% in 2011 to 17.5% in 2021[21].

[21] Marriage and civil partnership status in England and Wales - Office for National Statistics (ons.gov.uk)

The average age at which people get married has also increased nationally, with the average age of men marrying at 35.4 years and women at 33.2 years in 2020[22]. On average, those forming same-sex marriages were also older than those forming opposite-sex marriages[22].

Figure 3-29 - Percentage of population divorced or separated



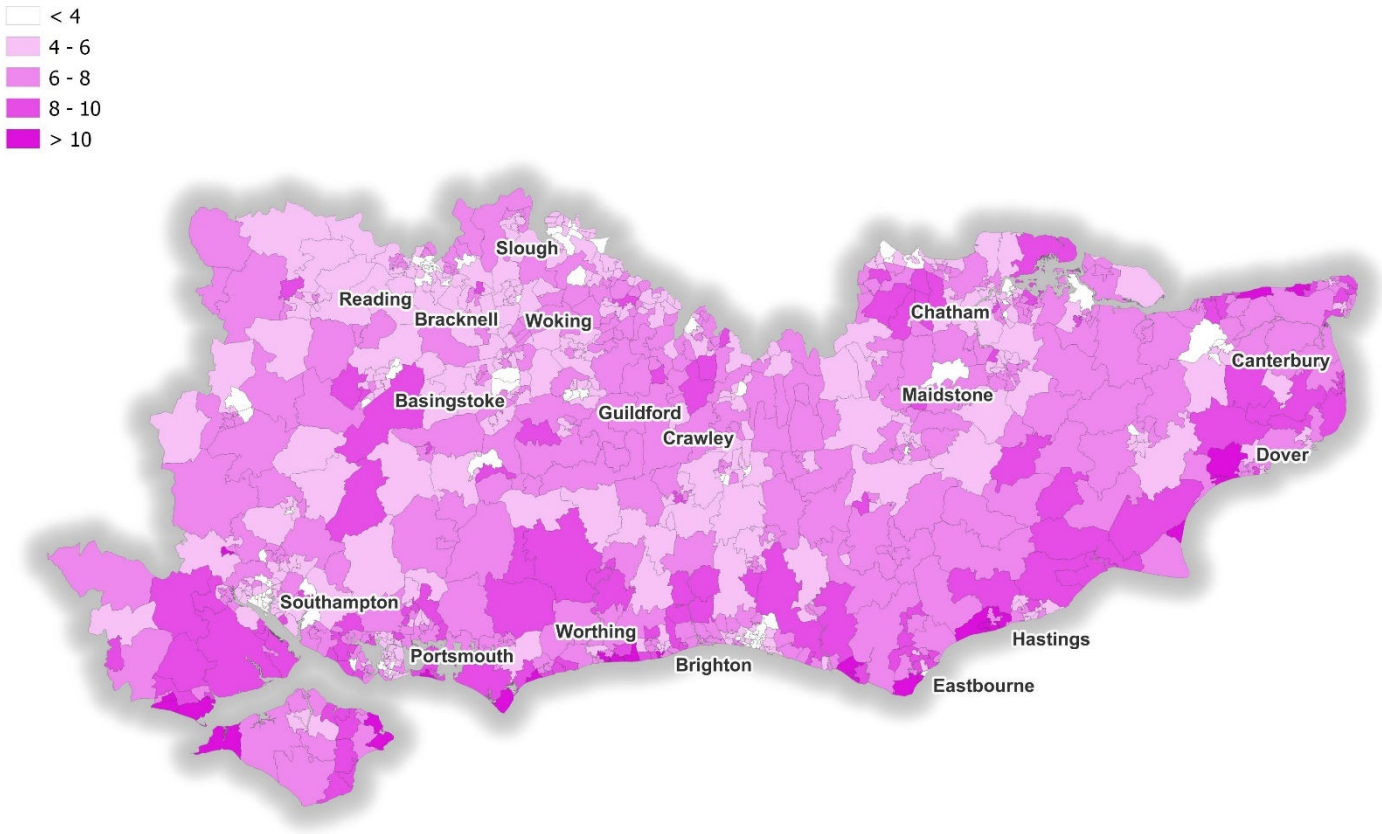
Source: Legal partnership status; ONS (NOMIS)

Figure 3-29 shows the proportion of the population aged 16 years old and over that are divorced or separated. This is higher in the south of the area, particularly in larger settlements across Hampshire, East and West Sussex and the Isle of Wight. For example, Worthing has a high proportion of people that are divorced or separated (above 14%).

In comparison, the north and west of the TfSE area shows a noticeably lower proportion of people that have been divorced or separated. For example, Guildford and Reading both have many areas with under 8%. Two outliers to this may be Canterbury and Chatham, which both have pockets of under 8% and are in the East.

[22] Marriages in England and Wales - Office for National Statistics (ons.gov.uk)

Figure 3-30 - Percentage of population who are widowed or are the surviving civil partnership partner



Source: Legal partnership status; ONS (NOMIS)

Figure 3-30 shows the proportion of the population aged 16 years old and over who are widowed or are the surviving civil partnership partner. This is higher in the south of the area, with many areas on the coast such as Eastbourne and Worthing showing proportions over 10%.

In comparison, the north and north west of the area show on average a lower proportion. For example, a large proportion of Slough and Reading show that under 4% of the population are widowed or the surviving civil partnership partner. However, one outlier to this is Brighton which shows under 4%.

3.12 Digital exclusion

Digital exclusion is an important risk factor that can affect access to the transport network. A digitally excluded person is somebody who is unable to, or chooses not to, go online, whether using mobile data or broadband, on any device[23]. Research based in London shows that digitally excluded people are more likely to be older (55+), white, disabled and have a lower income, and that intersectionality between these factors often occurs[23]. This is important to consider with many transport ticketing options becoming 'digital by default', alongside key travel information updates only being made available online. For digitally excluded population groups, it may be more difficult to access transport links due to increased difficulties whilst planning for these journeys.

In 2023, the Digital Skills Inclusion team at Lloyds Bank and Ipsos released the fifth annual measure of their Essential Digital Skills survey[24]. The research groups people into *three levels of Essential Digital Skills (EDS)[25],* including:

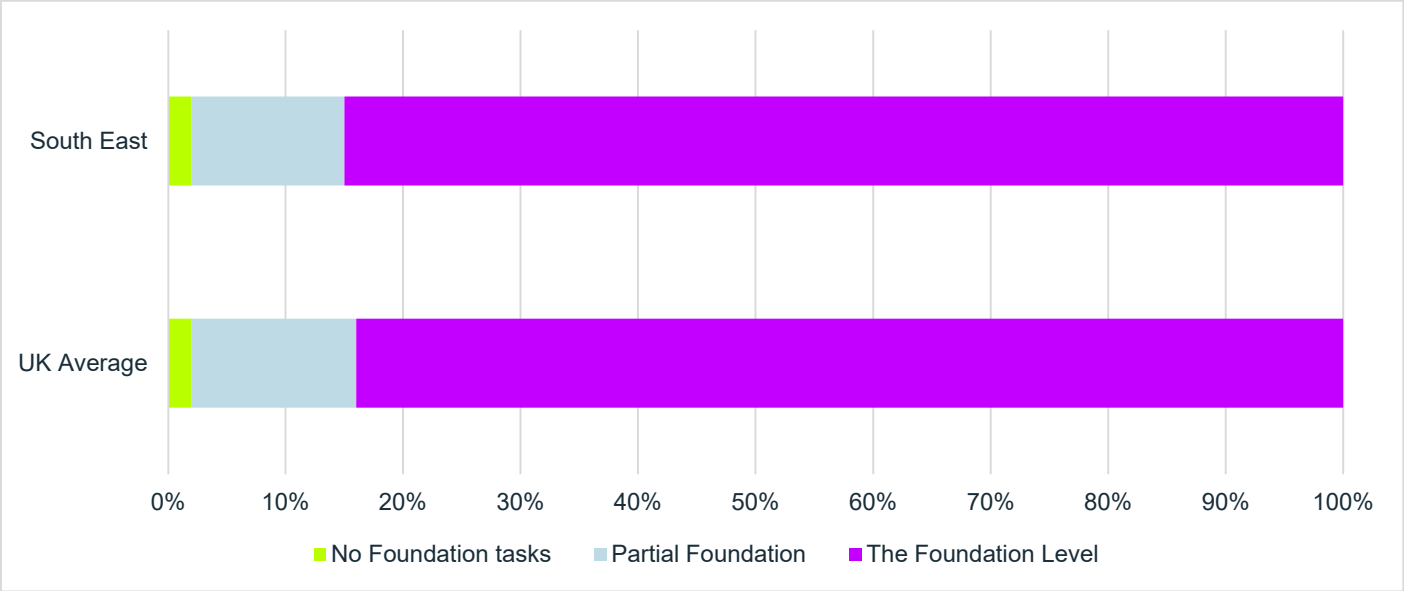
- **The Foundation level** – this level includes 8 digital tasks.
  - Turning on a device
  - Using available controls (e.g. mouse, keyboard)
  - Using different settings (e.g. font size, brightness)
  - Opening different applications
  - Setting up a connection to a Wi-Fi network
  - Opening an internet browser
  - Keeping login information and passwords secure
  - Updating passwords
- **Life EDS** – this assesses individuals based on 5 life skills:
  - ***Communicating*** – including using email, writing documents, making video calls etc.
  - ***Handling information and content*** – including recognising trustworthy information, backing up photos, streaming or downloading entertainment content etc.
  - ***Transacting*** – including setting up an account to buy goods, filling in forms and managing money online etc.
  - ***Problem solving*** – including using the internet to solve problems, such as through online tutorials or FAQs.
  - ***Being safe and legal online*** – including setting privacy settings, following data protection guidelines, recognising suspicious links, responding to requests for authentication etc.
- **Work EDS** – this assesses individuals on the same 5 skills as Life EDS, however these are related to work:
  - ***Communicating*** – including using messaging applications, workplace digital tools (Microsoft Teams, Office 365, Slack etc) and managing an account on a professional online network (LinkedIn, Indeed etc).
  - ***Handling information and content*** – including following an organisation's IT policies when sharing information or accessing and sharing information at work across different devices.
  - ***Transacting*** – including completing digital records (holidays, timesheets, expenses etc) and accessing salary and tax information digitally (password protected payslips, P60, P45)

[23] Left behind Londoners - London Travelwatch Left behind Londoners: Digital Exclusion and Disadvantage in London Transport (londontravelwatch.org.uk)
[24] Essential Digital Skills – Lloyds Bank Essential Digital Skills | Consumer Digital Index | Lloyds Bank
[25] Essential Digital Skills 2023: Technical Notes 231121-lloyds-ipsos-mori-essential-digital-skills-technical-note.pdf (lloydsbank.com)

- ***Problem solving*** – including finding information online to solve work-related problems and improve own ability (LinkedIn Learning, YouTube etc), using appropriate software (spreadsheets, online booking systems etc) or digital tools to improve productivity (Trello, Slack etc).
- ***Being safe and legal online*** - including setting privacy settings, following data protection guidelines, recognising suspicious links, responding to requests for authentication etc (similar to Life EDS).

Figure 3-31 shows that for the Foundation Level, 85% of the South East region reach all 8 tasks. This is higher than many other regions and is higher than the national average (84%).

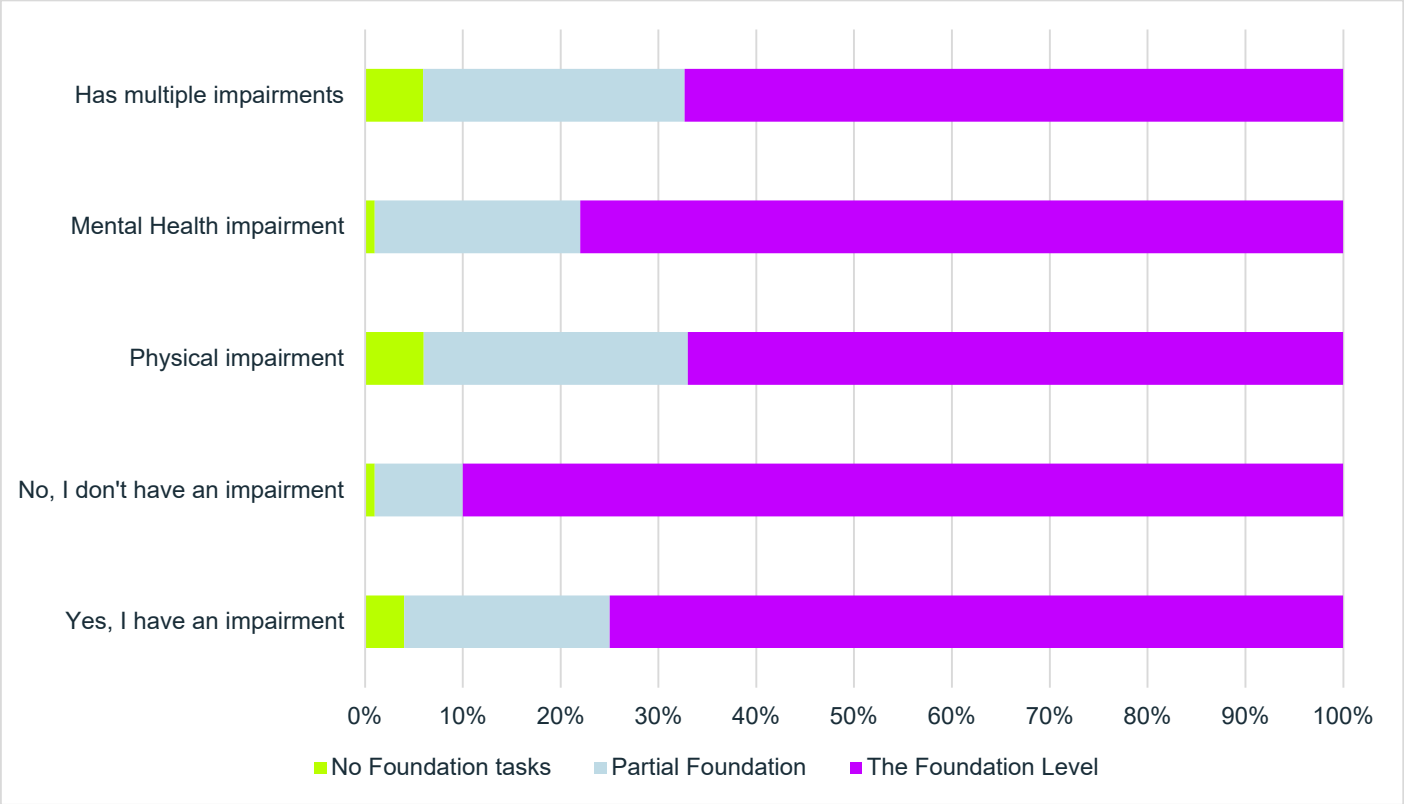
Figure 3-31 - The proportion of people who achieved The Foundation Level



Source: Essential Digital Skills Survey; Lloyds Bank

The Essential Digital Skills survey data also indicates that there are higher levels of potential digital exclusion amongst those with a physical and / or mental health impairment at national level (see Figure 3-32). Of those with a mental health impairment, 78% reached foundation level. Of those with a physical impairment, this was lower at 67%. With multiple impairments, only 68% of the population reach foundation level.

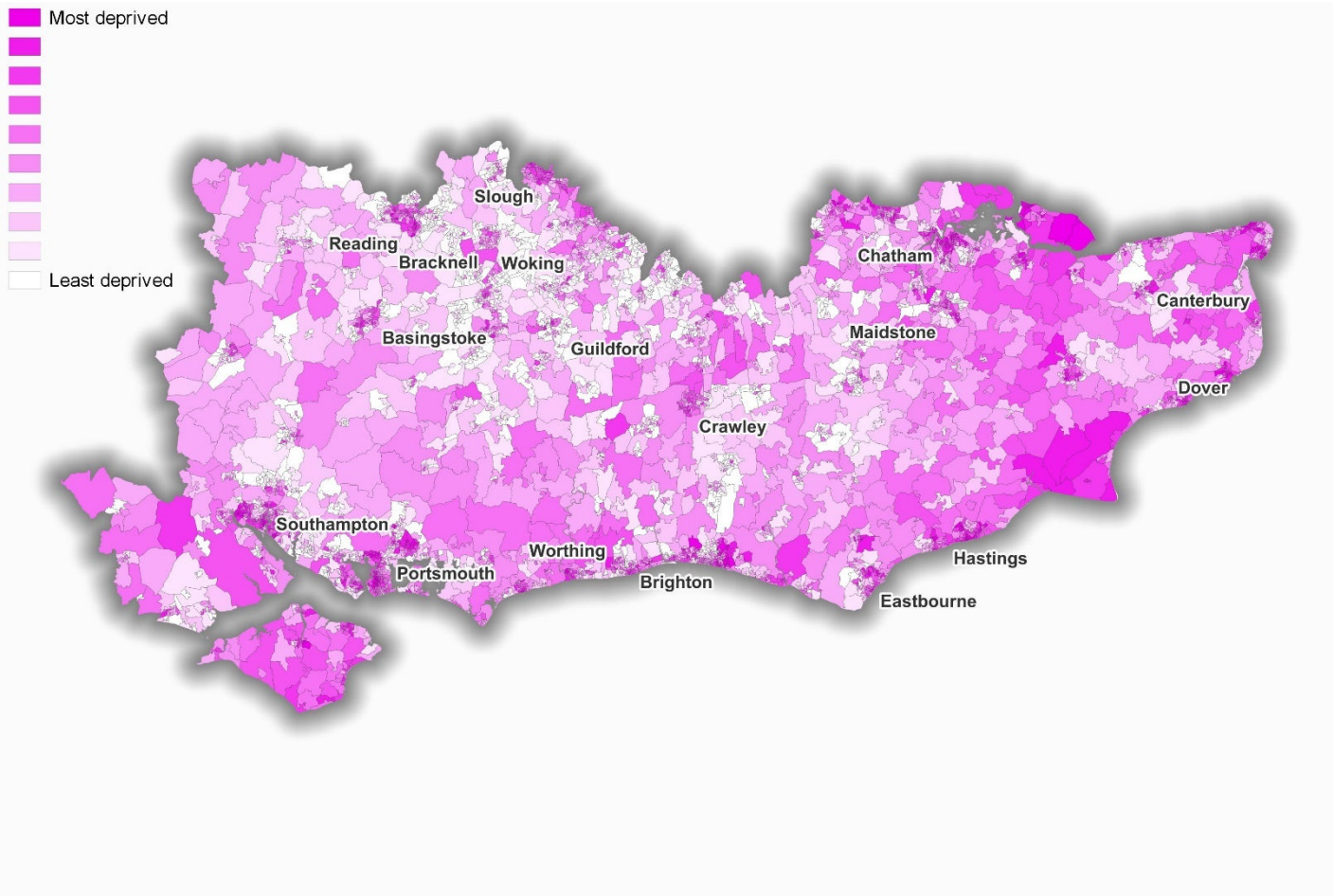
Figure 3-32 - The proportion of people who achieved The Foundation Level, depending on the impairments they may have



Source: Essential Digital Skills Survey; Lloyds Bank

3.13 Socio-economic disadvantage

Figure 3-33 Distribution of the Index of Multiple Deprivation (IMD) 2019 by LSOA



Source: English indices of deprivation (2019); National Statistics

Figure 3-33 shows the distribution of the national Index of Multiple Deprivation (IMD) deciles across the South East in 2019. The Index of Multiple Deprivation is the official measure of relative deprivation in England and it uses seven indicators to measure deprivation. These are:

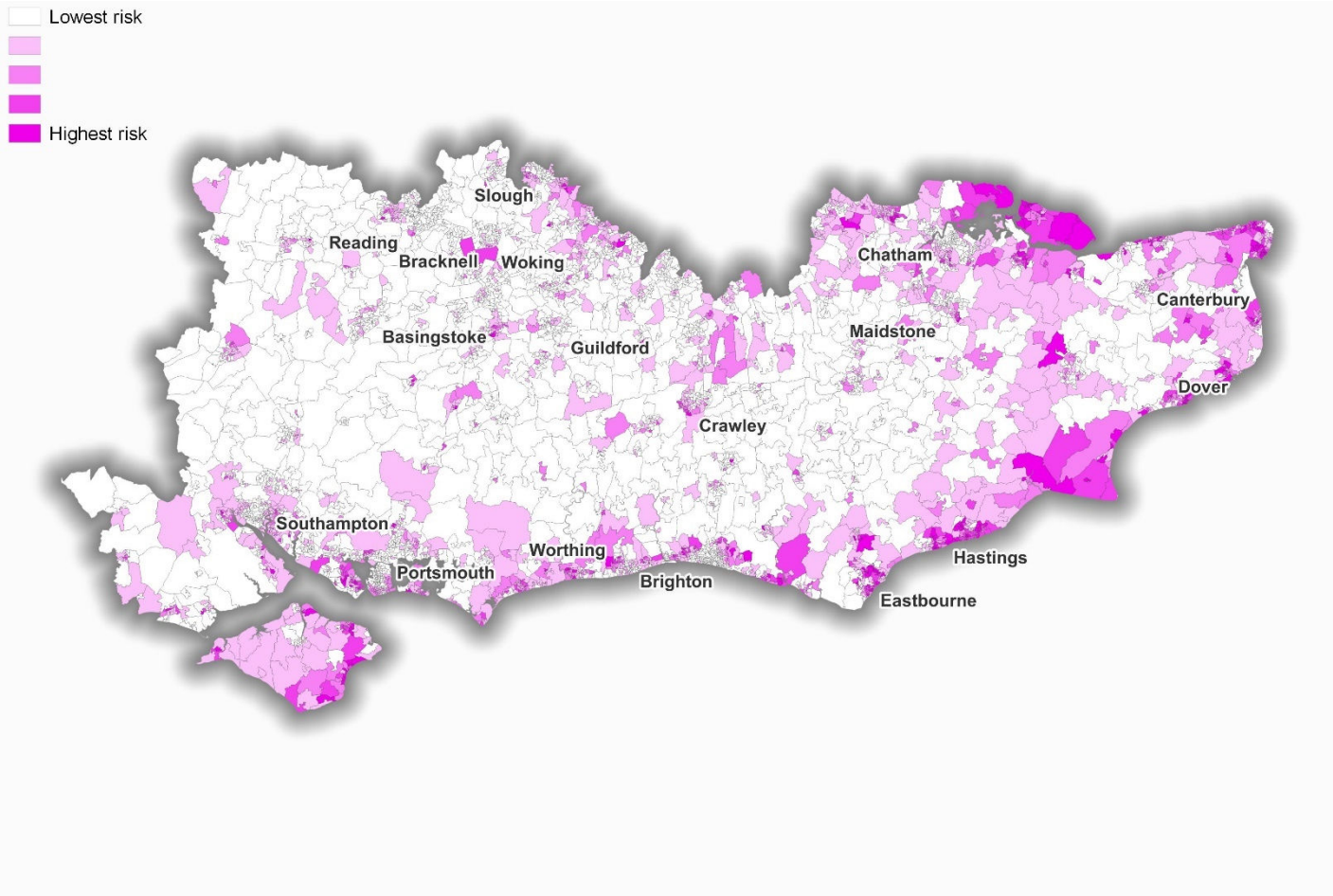
- Income
- Employment
- Health deprivation and disability
- Education and skills training
- Crime
- Barriers to housing and services
- Living environment

These indicators are then weighted to gather a measure of multiple deprivation experienced by people living in an area to Lower-Layer Super Output Area level. For interpretation purposes, higher ranking LSOAs are referred to as the 'most deprived'. IMD is a useful indicator for socio-economic disadvantage as many comparisons can be drawn between the seven domains of deprivation and data is released on NOMIS (ONS).

There are pockets of relative deprivation across the South East area. Urban areas include some of the most deprived areas, notably in Southampton, Portsmouth, Reading and Slough. However, other urban areas, such as Bracknell and Guilford, rank in the least deprived decile. Towns on the South East Coast (Hastings, Lydd and Dover), and areas across North Kent, also show high levels of deprivation. For example, a large proportion of Lydd ranks in the 2nd most deprived decile and this area also indicates high risk of Transport-Related Social Exclusion (see 3.14). There are also several rural areas ranking in higher deprived deciles, such as in some areas of the New Forest district and the Isle of Sheppey. This may suggest that there is a higher likelihood that these populations will experience difficulties accessing the transport network, for example due to costs, low social capital, and poor health/disability.

3.14 Poor transport access

Figure 3-34 - Transport-Related Social Exclusion Risk Level



Source: Transport-related social exclusion in England; Transport for the North

Figure 3-34 shows the Transport-Related Social Exclusion (TRSE) risk level across the South East at LSOA level. This data is produced by Transport for the North (TfN) and shows where populations are unable to access opportunities, key services and community life due to obstacles in travelling to access key destinations[26]. These transport issues can lead to further issues accessing childcare, good job opportunities or financial hardship. TRSE is an analysis of accessibility and vulnerability, combining Department for Transport journey time statistics with the English Indices of Deprivation to identify national and local risk variations. This data was produced during the COVID-19 pandemic, and therefore drew upon pre-pandemic public transport data from 2019. It is therefore likely that the data will have changed since this period, and therefore TfN are planning to comprehensively update the dataset during 2024.

The map shows that TRSE risk is higher in specific coastal towns. For example, Eastbourne, Hastings and Lydd indicate as having the highest TRSE risk. However, Northern Kent (particularly the Isle of Sheppey) also indicates a high risk. This may be due to a range of different factors, including age, disability and gender which have been discussed in previous sections of this report. This suggests that specific intervention is required in these areas to alleviate poor access to the transport network.

In comparison, a large proportion of the South East indicates the lowest risk. Only 16.4% of the whole South East population is at high risk of TRSE and this is comparatively low to the rest of the UK, where London is the only region lower at 6.3%[27]. Areas in the UK where the population is at the highest risk of TRSE include the North East (31.5%), East Midlands (22.8%) and Yorkshire and The Humber (21.8%).

[26] Transport-related social exclusion in England – Transport for the North Transport-related social exclusion in England (transportforthenorth.com)
[27] Transport-related social exclusion in the North of England – Transport for the North Transport-related-social-exclusion-in-the-North-of-England.pdf (transportforthenorth.com)

4. Discussion

In this section we will elucidate some of the key insights gained from the data analysed as part of the evidence base. The data presented in the body of the technical note provides a foundational understanding of how each of the characteristics of interest cluster and distribute across the TfSE area. Examining these findings gives us an idea of the landscape of characteristics of interest in the South East, and helps us identify patterns and hotspots which can be used to inform the subsequent workshops, as well as any future enquiries or research into related subjects in the TfSE area. Understanding the people in its area is an important goal for TfSE, and this landscape should be taken into consideration at all times.

While the baseline itself is objective and based entirely on data using the grounded theory approach, this discussion will also extend further into some directed speculation and questions about the implications of these data. The purpose of this is to raise important questions which can subsequently be discussed with individuals in the workshops, who have the lived experience of these matters. While this could be viewed as a departure from a truly grounded theory approach, it is hoped these questions can be used as useful prompts to stimulate, not direct, any subsequent discussions. Therefore, any speculation made is with the chief purpose of raising points of discussion for the workshops which can be critiqued and challenged by the participants. Where possible, these speculations are supplemented by alternative literature and studies; however they cannot necessarily be generalised to apply to all areas within the TfSE region, and do not recognise the intersectionality of lived experience.

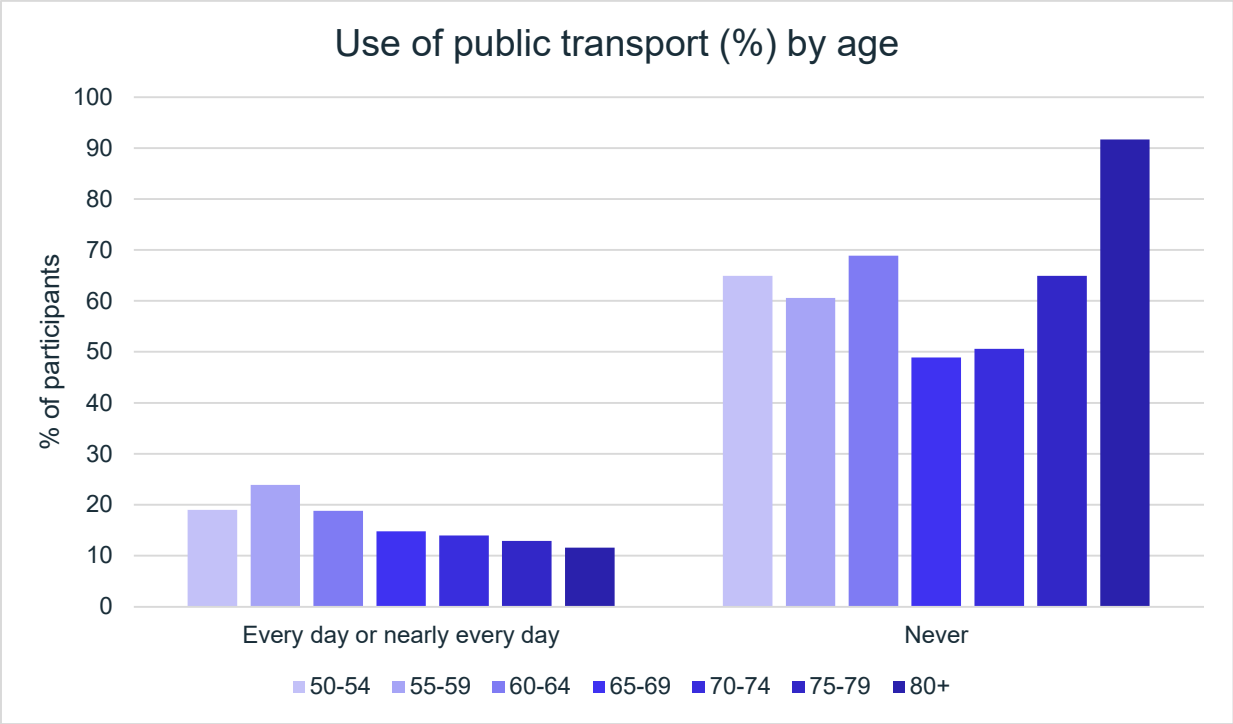
Age

Generally, the average age of the population in the TfSE area is higher than the national average - the largest single five-year-age band in the TfSE area is 50-54, compared to 30-34 nationally. The South East also has a higher proportion of people aged 40 and older in comparison to the rest of the country. Having analysed data on age spatially, it is also noted that urban areas in the north of the region generally have a younger age profile in comparison to rural areas in the south of the region, which generally have an older population.

As The English Longitudinal Study of Ageing[28] found that older populations struggle to use public transport, it would be interesting to understand more about the experiences of ageing populations in the South East. Due to limited mobility, elderly people may be disproportionately affected by poor access to public transport, which they may also be more reliant on than other age groups. While older populations (often more rural) may experience reduced access to public transport, perhaps younger populations (often more urban) may suffer from reduced affordability of public transport. There could additionally be some cross-over with variables like digital exclusion, in which older populations are generally less skilled with emerging technologies like digital tickets, while younger groups are likely to be more skilled. Figure 4-1 shows how older populations may use public transport less often, especially as they grow older. For example, approximately 92% of 80+ year olds in the English Longitudinal Study of Ageing said that they never use public transport[28].

[28] The Dynamics of Ageing: Evidence from the English Longitudinal Study of Ageing 2002-2019 (Wave 9) Microsoft Word - ELSA_Wave9_FINAL (elsa-project.ac.uk)

Figure 4-1 - Use of public transport by age[28]



Health

There are poorer levels of general health across the region's coastal areas - these populations are generally older and show higher levels of relative deprivation (e.g. Hastings and the Isle of Wight). This perhaps shows an example of the importance of intersectionality in the South East. On the one hand, older populations are generally more likely to experience health issues than younger populations, however it is also conceivable that deprived regions may experience more health issues than wealthier regions. The Health Foundation, for example, state that people with lower incomes are more likely to report their health as 'bad' or 'very bad'[29]. Although the reasons are not currently clear, some initial reasons could be that wealthier individuals may be able to afford higher quality food/ingredients, better quality accommodation, gym/sporting memberships etc, potentially contributing to improved health. When considering a variable like health, it would be important to understand what the precise (potentially intersecting) causes are of high/low levels of health, and how these impact transport use. Speculatively, those facing poor health may be more likely to find it more difficult to use transport, may require adjustments, and may face more severe consequences if excluded from transport, for example if urgently needing access to healthcare.

[29] Relationship between income and health https://www.health.org.uk/evidence-hub/money-and-resources/income/relationship-between-income-and-health#:~:text=Across%20the%20entire%20income%20distribution%2C%20higher%20income%20is,of%20income%2C%20more%20money%20correlates%20positively%20with%20health.

Marriage

There is a national decline in marriage, with more people not marrying or marrying at an older age than historically had been the case[30]. The South East is following this trend. Presently, rural areas have the highest rates of marriage. The numbers of unmarried individuals are highest in large towns and cities (especially Brighton). This might be linked to large towns having a higher proportion of younger people, and having a lower proportion of population identifying with or following a religion. It is unclear how marriage may affect transport use currently, however there may be car sharing dynamics in marriages. For example, if a couple only own one car between them, when one person uses the car, the other may become dependent on public transport for a certain period of time. Additionally, it would be interesting to know that the incidence of only one partner being able to drive, making the other person dependent. Another layer of intersectionality to explore would be if there have historically been, or still are gender differences in car ownership or driving. For example, more traditional marriage practices may include nuclear families with a “breadwinning” father, who may monopolise use of the car. As such practices differ across religions and cultures, this could play a more prominent role in some regions with higher proportions of different religious and cultural groups.

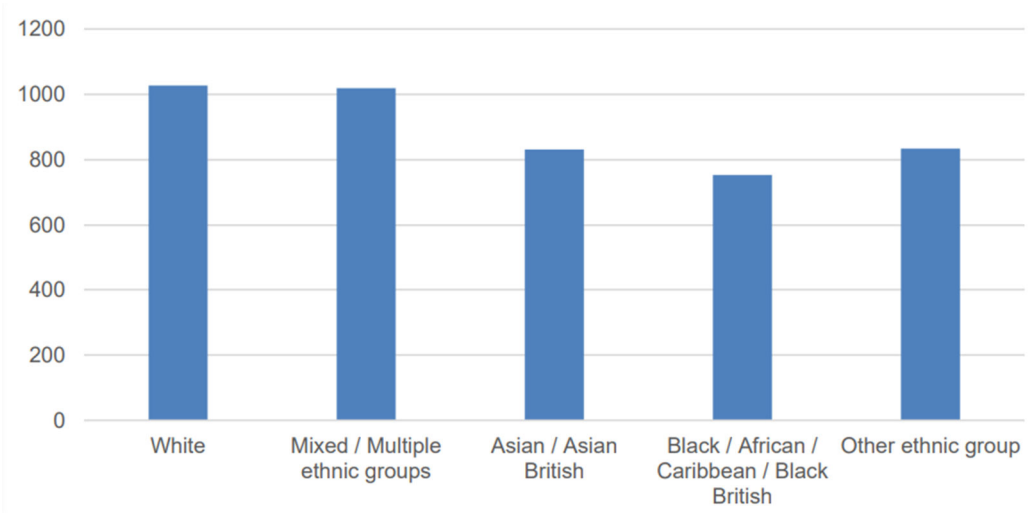
Race / ethnic groups

There were evident clusters of individuals from specific races or ethnicities within certain parts of the South East. For example, there were much higher proportions of individuals from ethnic minorities in the north, such as around Slough or Reading. In general, people from Asian, Black or other ethnic groups are reported to be at risk of transport poverty, taking ‘substantially fewer’ (approximately 200 fewer) trips per person per year in 2017 than those from white or mixed groups (see Figure 4-2)[31]. This suggests that targeted interventions could be explored as a possibility to increase accessibility and affordability to these groups, however, understanding the lived experiences of individuals from these groups would be essential, to learn the extent and nature of potential transport discrimination, and therefore design interventions which would meet the specific needs of each community.

[30] Marriage and civil partnership status in England and Wales: Census 2021: https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/marriagecohabitationandcivilpartnerships/articles/marriageandcivilpartnershipstatusenglandandwalescensus2021/2023-02-22

[31] Transport and inequality - Department for Transport Transport and inequality (publishing.service.gov.uk)

Figure 4-2 – Trips per person per year (individuals aged 17+), England 2017[31]



Source: National Travel Survey 2017. Produced for the Department for Transport 'Transport and inequality' evidence review.

Religion

In a similar vein, where there were clusters of ethnic minorities (particularly Asian), there were clusters of religious individuals in the same area, perhaps most notably Slough. In these locations there were high proportions of Hindu, Sikh and Muslim populations, however, there is no obvious evidence of discrimination. Similar to race/ethnic groups, the lived experiences of these individuals need to be explored.

Digital exclusion

Digital exclusion could very well be another important variable when it comes to intersecting experiences of accessing transport services, although this would have to be explored through discussions with the individuals experiencing it. Overall, the South East ranks higher than most other regions for digital inclusion. However, other indicators in the Lloyds Bank survey show that physical and mental health impairments can impact digital exclusion nationally. This may suggest that digital exclusion needs to be examined on a case-by-case basis. For example, it would be beneficial to learn more about the experiences of neurodivergent individuals, individuals with poor general health or disability, to understand how these characteristics intersect with digital exclusion. It could be plausible, for instance that some forms of neurodivergence create difficulties with using certain technologies unassisted. Additionally, individuals who are economically disadvantaged may be more likely to be more digitally excluded than those from wealthier areas, for example if they are unable to afford a smartphone, laptop or internet connection, which are increasingly necessary for booking and using transport tickets (for rail journeys in particular).

Sex

Overall there were generally more females than males in the South East, although not by a large proportion, and there were no remarkable clusters within the data. The presence of more women than men could be due to the older than average population of the South East; women have a slightly higher life expectancy than men nationally – 82.7 years for women and 78.7% for males (as of 2020). It is well documented that women can have different experiences of transport

to men. For example, research by Kamruzzaman and Hine 2012 shows that women experience more transport constraints, as childcare considerations mean that they were less likely to take longer journeys[32]. Women are also more likely to use buses than men so it may be helpful to consider how lighting could be improved at bus stops to increase safety when travelling at night. Additionally there can be concerns faced regarding safety travelling at night and alone which could impact the feelings of freedom to travel using certain modes and at certain times. The National Transport Survey 2021 also shows that women make more trips overall, while males make longer trips[33], which has implications for investment in different transport networks.

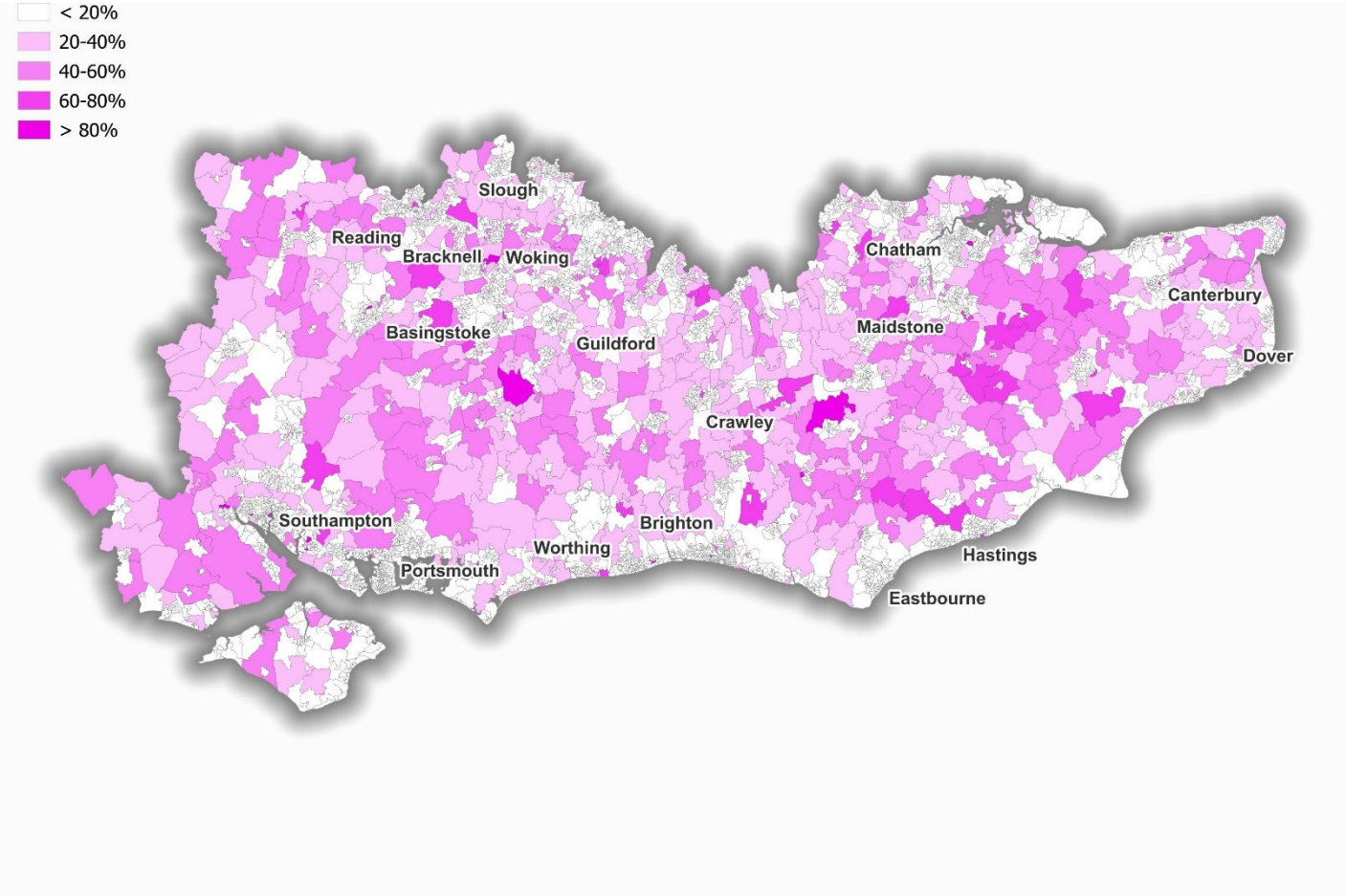
Transport Related Social Exclusion risk level

TRSE levels are generally highest in coastal towns (Eastbourne, Hastings and Lydd) and unnamed rural areas, and not in the major towns like Brighton etc, which is perhaps unsurprising. This is partially because coastal towns are on the periphery of transport networks, meaning they do not have the radial routes that many other towns have (most towns have transport links coming from all sides, but in coastal areas this is not possible). The smaller coastal towns also generally have older inhabitants, higher proportions of disabled people, and poorer health. It would again be interesting to understand the intersection of characteristics – are any of these characteristics more likely than the others to produce TRSE, or do they all impact it equally?

[32] Analysis of rural activity spaces and transport disadvantage using a multi-method approach https://www.sciencedirect.com/science/article/abs/pii/S0967070X11001107?via%3Dihub
[33] National Travel Survey 2021: Trips by purpose, age and sex https://www.gov.uk/government/statistics/national-travel-survey-2021/national-travel-survey-2021-trips-by-purpose-age-and-sex

Availability and Accessibility

Figure 4-3 - The percentage of postcodes not within a 15-minute walk of a public transport access point



Source: Transport-related social exclusion in England; Transport for the North

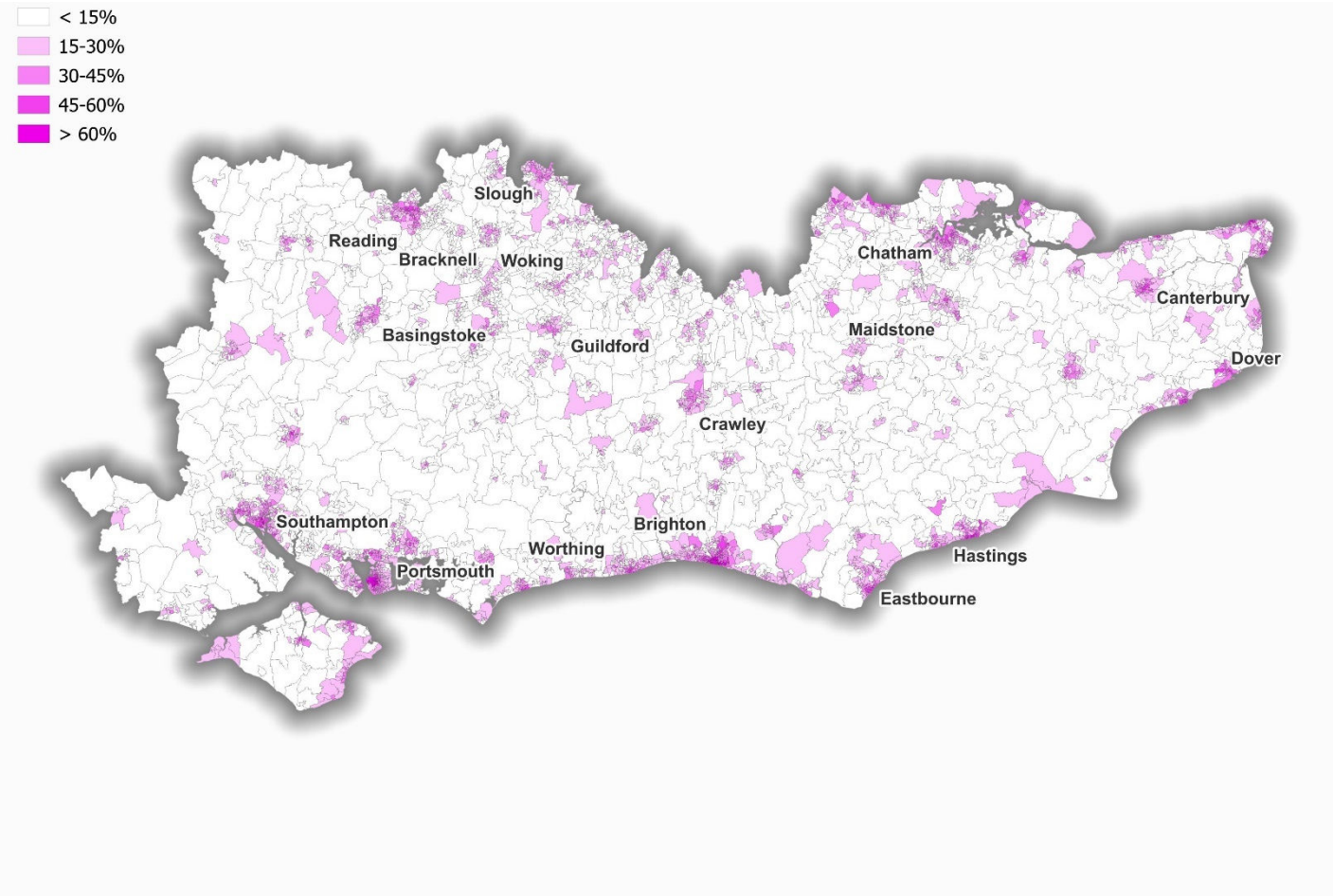
Figure 4-3 shows the percentage of postcodes not within a 15-minute walk of a public transport access point – the darker colours show the areas with a higher percentage of postcodes not within a 15-minute walk. This data has been provided by Transport for the North and can be used as a metric for the availability of transport in the Transport for the South East area[34]. The map shows that there is a higher percentage of postcodes that are not within a 15-minute walk from a public transport point in the rural hinterlands and this pattern is the strongest in the east of the TfSE area. Whilst there are pockets of affected populations across other counties, several areas in Kent have some of the highest proportions where over 80% of postcodes do not have access. This suggests that particular intervention needs to occur in Kent and rural hinterlands in general.

Several charities in the South East are already providing Demand Responsive Transport schemes to reduce barriers when accessing the transport network for disabled, older and other vulnerable people. For example, Compaid are

[34] Transport-related social exclusion in England - Transport for the North

providing a fleet of wheelchair accessible minibuses and smaller adapted vehicles across Kent and East Sussex to reduce exclusion from local amenities and community life[35].

Figure 4-4 - The percentage of households that are without access to a car



Source: Transport-related social exclusion in England; Transport for the North

Figure 4-4 shows the percentage of households that are car-free in the Transport for the South East area. This data has also been provided by Transport for the North and it has been used as a metric for transport availability[34]. The map shows that for the majority of the Transport for the South East area, fewer than 15% of households are car-free.

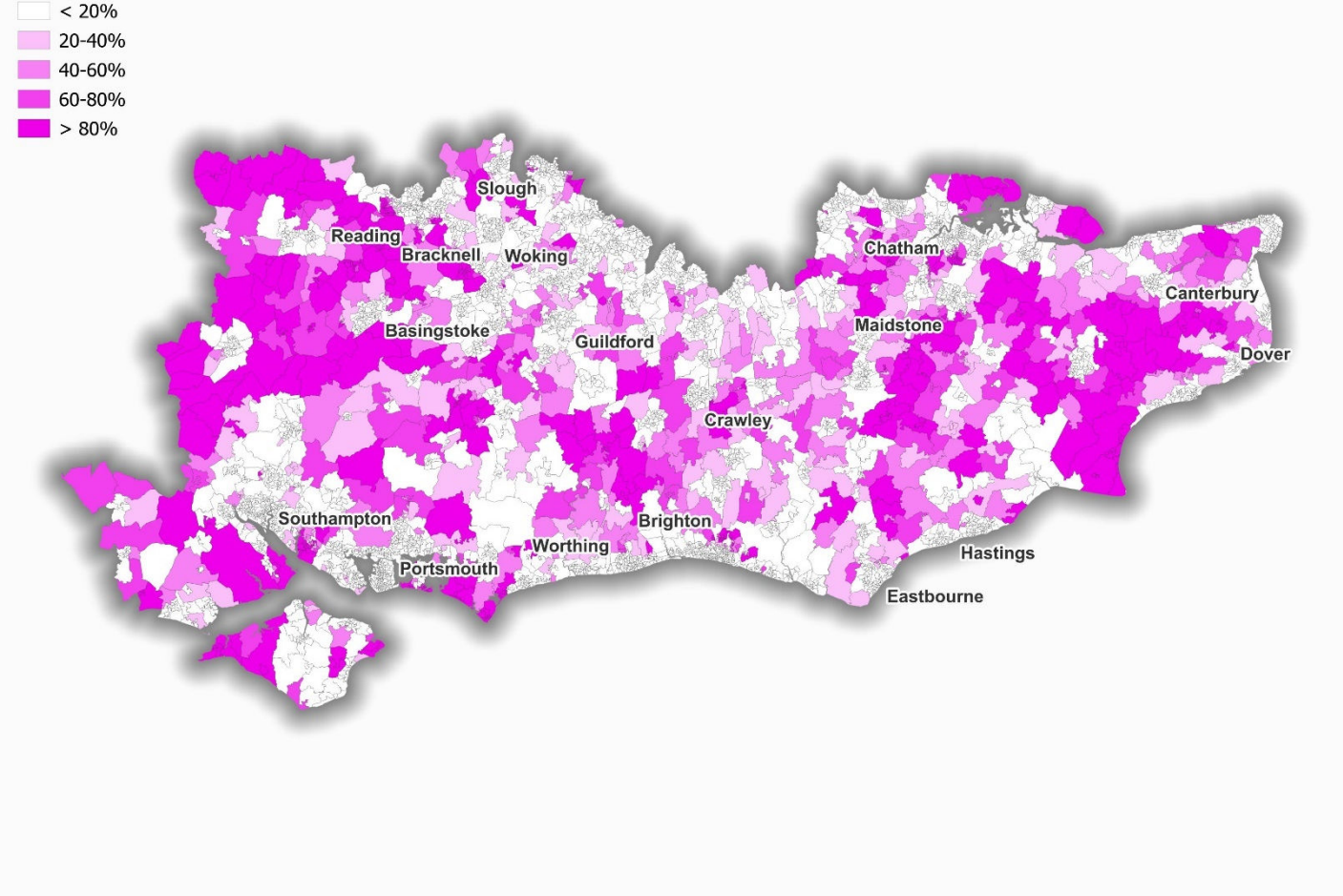
However, within large towns and cities, a lower number of households own cars. For example, the Brighton coast and Portsmouth show that over 60% of households are car-free. This may be for a number of reasons, including a high availability of public transport in Brighton and a subsequently lower requirement for a household to own a car (see Figure

[35] Accessible Transport « Compaid | Removing barriers – Improving lives

4-5). It must be noted that it is difficult to differentiate between households who don't own a car out of choice and those who can't afford one.

Within Portsmouth, the areas with a higher proportion of car-free households are generally industrial areas. This may explain why there is a lower number of residential areas requiring car usage.

Figure 4-5 - The percentage of population unable to access a town centre within 30 minutes by public transport



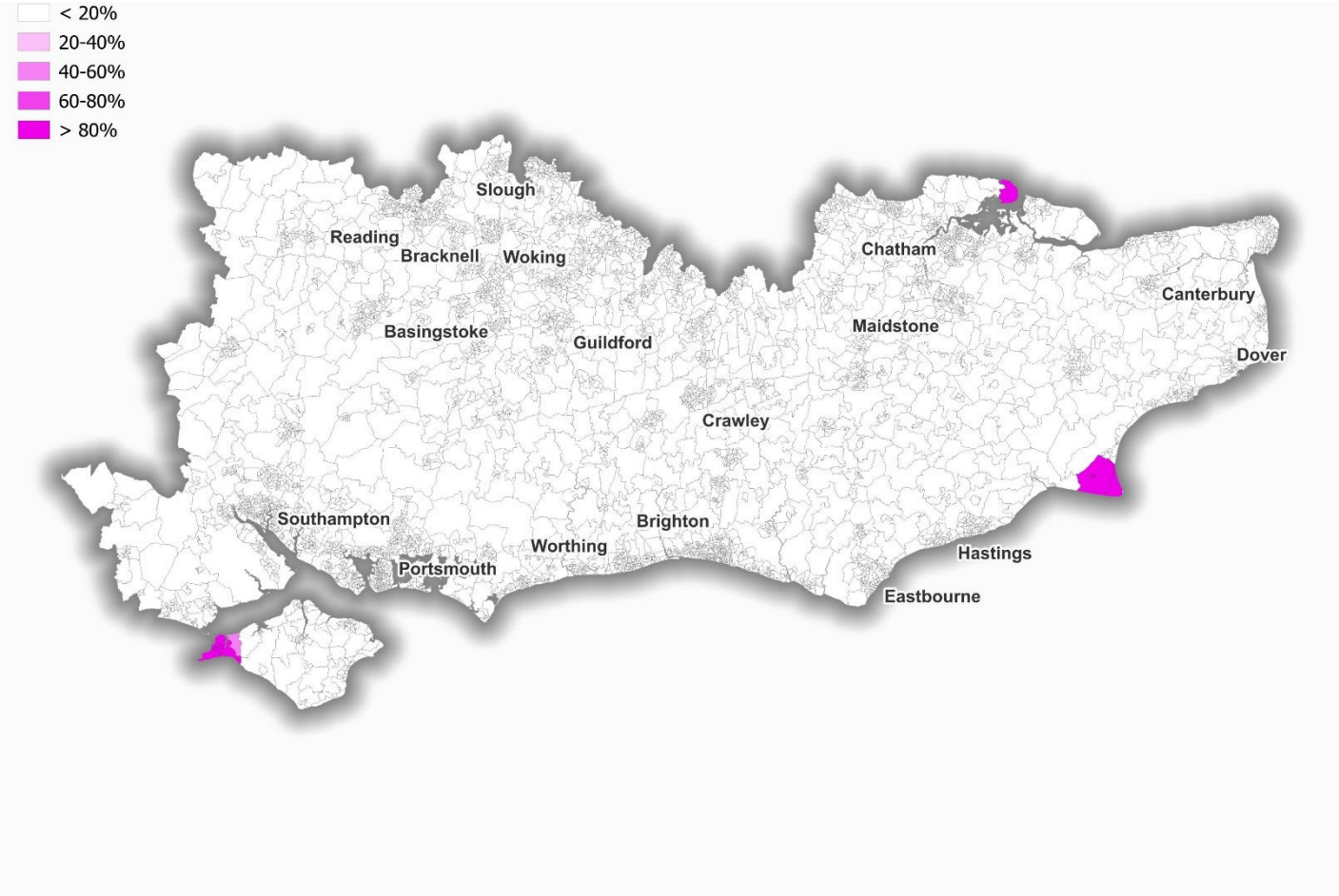
Source: Transport-related social exclusion in England; Transport for the North

Figure 4-5 shows the percentage of the population who are unable to access a town centre within 30 minutes by public transport. This data has been provided by Transport for the North and it has been used as a metric for transport accessibility[34]. The data shows that populations in large towns and cities have greater access to the town centre by public transport.

However, transport accessibility is a higher concern in rural areas. Rural areas within West Berkshire, North West Hampshire and East Kent have the highest proportions of the population who are unable to access a town centre within

30 minutes by public transport. Consequently, schemes such as Wheels to Work Hampshire have been introduced which intend to help overcome barriers for certain groups accessing work or education[36].

Figure 4-6 - The percentage of population unable to access a town centre within 30 minutes by car



Source: Transport-related social exclusion in England; Transport for the North

Figure 4-6 shows the percentage of the population who are unable to access a town centre within 30 minutes by car. This data has been provided by Transport for the North and it has been used as a metric for transport accessibility[34]. This map shows that a large majority of the population can access a town centre within 30 minutes by car. It should be noted this is a 'theoretical' measure of accessibility, as it does not take into account the proportion of the population who do not have access to a car; 'real world' accessibility will therefore be lower.

However, there are a small selection of more remote areas which show more than 80% of the population are unable to access a town centre by car within 30 minutes. This includes Dungeness, Lydd, Lydd-On-Sea the Isle of Grain in Kent. This group may have challenges accessing the transport network due to an over-reliance on private cars and limited

[36] Wheels to Work Scheme | Hampshire County Council (hants.gov.uk)

availability of public transport options. In particular, older residents, younger residents and less mobile groups are mostly likely to be impacted.

In larger towns, there should perhaps be a focus towards increasing accessibility and developing the transport network to meet the needs of disabled people, as disabled people make 38% fewer journeys per year than non-disabled people[37]. This figure has not changed for over a decade[37].

Affordability

Research shows that disabled households spend 33% more on personal transport due to financial barriers such as fare costs, mobility aids and adapted vehicles[38]. This is also likely to have been compounded by fares rising by an average of 6% in March[38]. Pedestrian journeys and active travel options are also associated with high costs, with most e-assisted hand-cycles costing anywhere from £3,500[38].

As disabled people already face higher transport costs, affordability is a large barrier to accessing work, education and society. This generates a cycle where disabled people are more likely to miss out on opportunities due to the financial burden inhibiting them from making a journey. Therefore, increasing awareness of concessions such as the Motability Scheme in the TfSE area may increase the proportion of disabled people who have access to, and can afford, a Wheelchair Accessible Vehicle (WAV), scooter of powered wheelchair[39]. Affordability is a large barrier for this group, therefore offering direction or help with applying for a disabled person's bus pass or railcard may also help to prevent this.

5. Conclusions and Next Steps

This evidence base has explored a range of secondary datasets and published reports to identify the geographic clustering of groups in society which are anticipated to be at increased risk of transport exclusion. This information will be essential to later stages of this project when we engage with representatives from these groups to understand their lived experienced and pain points. However, it is also anticipated that the data will be useful beyond the scope of this project, and may be drawn upon in the future to help inform interventions across the South East. Some of the overarching, high-level findings are:

- The South East has an older population than the national average, with greater proportions of people aged 65 and over, and 80 and over, found along the South Coast, Isle of Wight, Hampshire, and Kent.

- A higher share of the population along the South Coast, Kent Coast and Isle of Wight describe their health as 'bad' or 'very bad'. A markedly lower proportion of the population in the North and West of the area describe their health in such a way. A similar pattern can be seen from those who have a disability which limits their day-to-day activities 'a little' or 'a lot'.

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[37] The Transport Mobility Gap: The opportunity to improve the accessibility of transport for disabled people The Transport Accessibility Gap (motabilityfoundation.org.uk)
[38] The cycle of transport poverty: how the cost-of-living crisis is locking disabled people indoors – Transport for All The cycle of transport poverty: how the cost-of-living crisis is locking disabled people indoors | Transport for All
[39] How it works | Motability Scheme

- The North of the TfSE area generally has much greater ethnic diversity, with higher proportions of the population identifying as having Asian, Black or mixed heritage. Some clusters exist elsewhere in the TfSE area, for example around Crawley and Canterbury.

- The largest proportions of the population identifying as having no religion are found in towns and cities such as Brighton, Southampton and Hastings. The largest proportions of the population identifying as Christian can be found in the rural hinterlands. People identifying as Hindu and Sikh are clustered in the North of the TfSE area.

- The region's LGBTQ+ population are largely clustered around major towns and cities, such as Brighton, Southampton, Reading and Canterbury.

- Areas with the highest level of calculated Transport Related Social Exclusion are found in North Kent, the Kent Coast, East Sussex, parts of the South Coast, and the Isle of Wight.

While informative and descriptive, these findings do not provide comprehensive insight into:

1. The impacts of transport related social exclusion,

2. How people with protected and other characteristics of interest experience and navigate transport,

3. How multiple characteristics intersect to produce unique barriers and challenges.

These issues will be further explored during upcoming engagement sessions with the organisations and groups who represent one or more of the aforementioned groups of interest. The intention is that by collaborating with individuals with an intimate knowledge of the challenges faced by these groups, TfSE will be able to develop policies and interventions which fully account for the needs of excluded individuals and accomplish inclusion by design. The ultimate goal will be to build an equitable transport system in the South East which can be enjoyed equally by all its users.

Appendix B. Discovery and Definition Workshop Activities

TFSE – TRANSPORT STRATEGY REFRESH

Workshop 1 - Discovery and Definition

TRANSPORT FOR THE South East

AtkinsRéalis

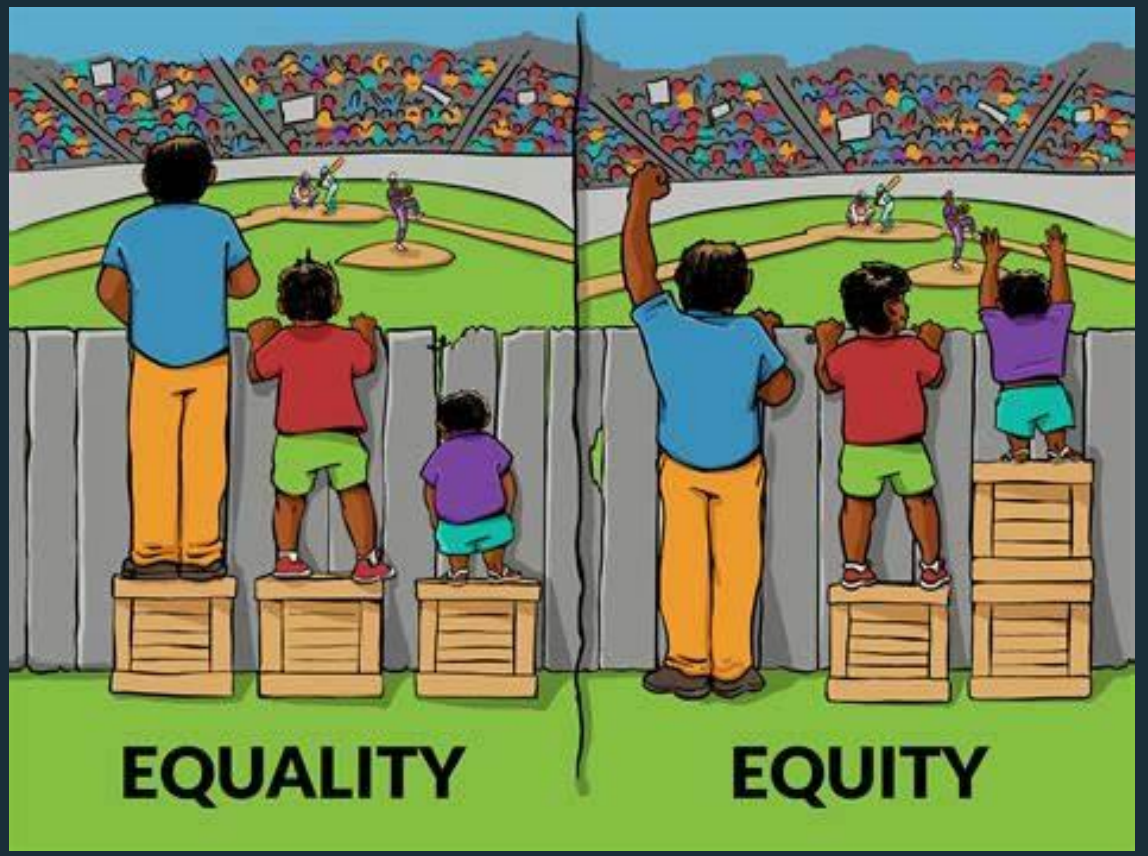
AGENDA

01	Welcome and introductions	5 mins
02	Scene setting	5 mins
03	Activity 1 – what does good look like?	10 mins
04	Activity 2 – journey experiences	50 mins
05	Break	5 mins
06	Activity 3 – co-creation of challenge statements	45 mins

Welcome and introductions

- First of all – thank you everyone for joining!
- To start the session, let's go round and each introduce ourselves and the organisation we represent.

About Transport for the South East



Research aims

- We’re interested in better understanding the experiences of **people who may potentially be excluded from transport** services, or experience transport related social exclusion, to help inform the future development of transport across the South East.
- Research indicates that a range of factors can be associated with transport-related exclusion. Some of the factors we believe could lead to exclusion include:

Neurodiversity

Digital exclusion

Socio-economic disadvantage

Research methodology

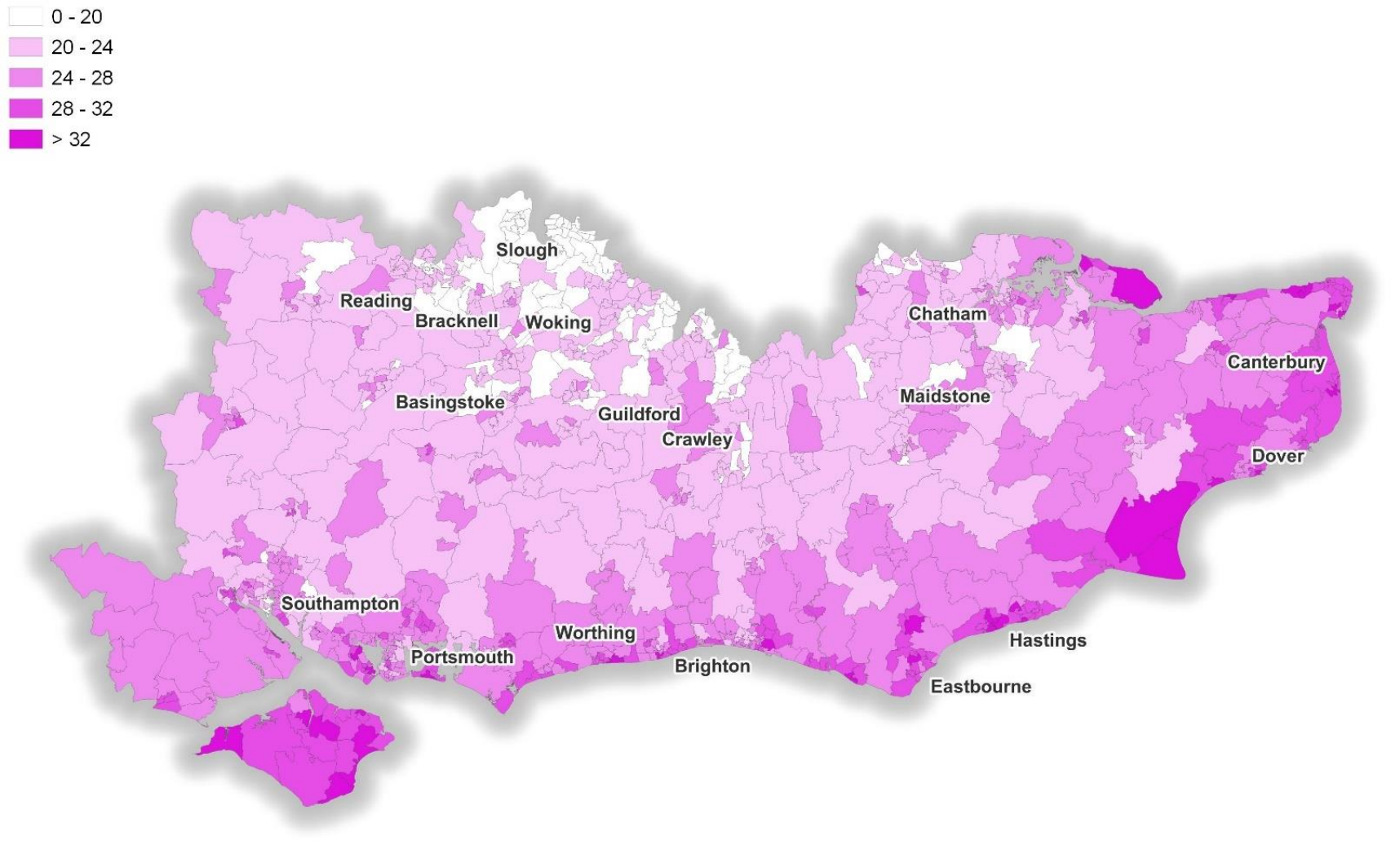
Data analysis and published literature

- Census 2021
- National Statistics (ONS) and the English Indices of Deprivation
- Lloyds Bank Essential Digital Skills survey
- Transport for the North transport-related social exclusion (TRSE)

Engagement

- People's lived experiences highly important for this work
- Recognition intersectionality
- Encourage open sharing in a safe and supportive environment

Percentage of population who are disabled (Census 2021)

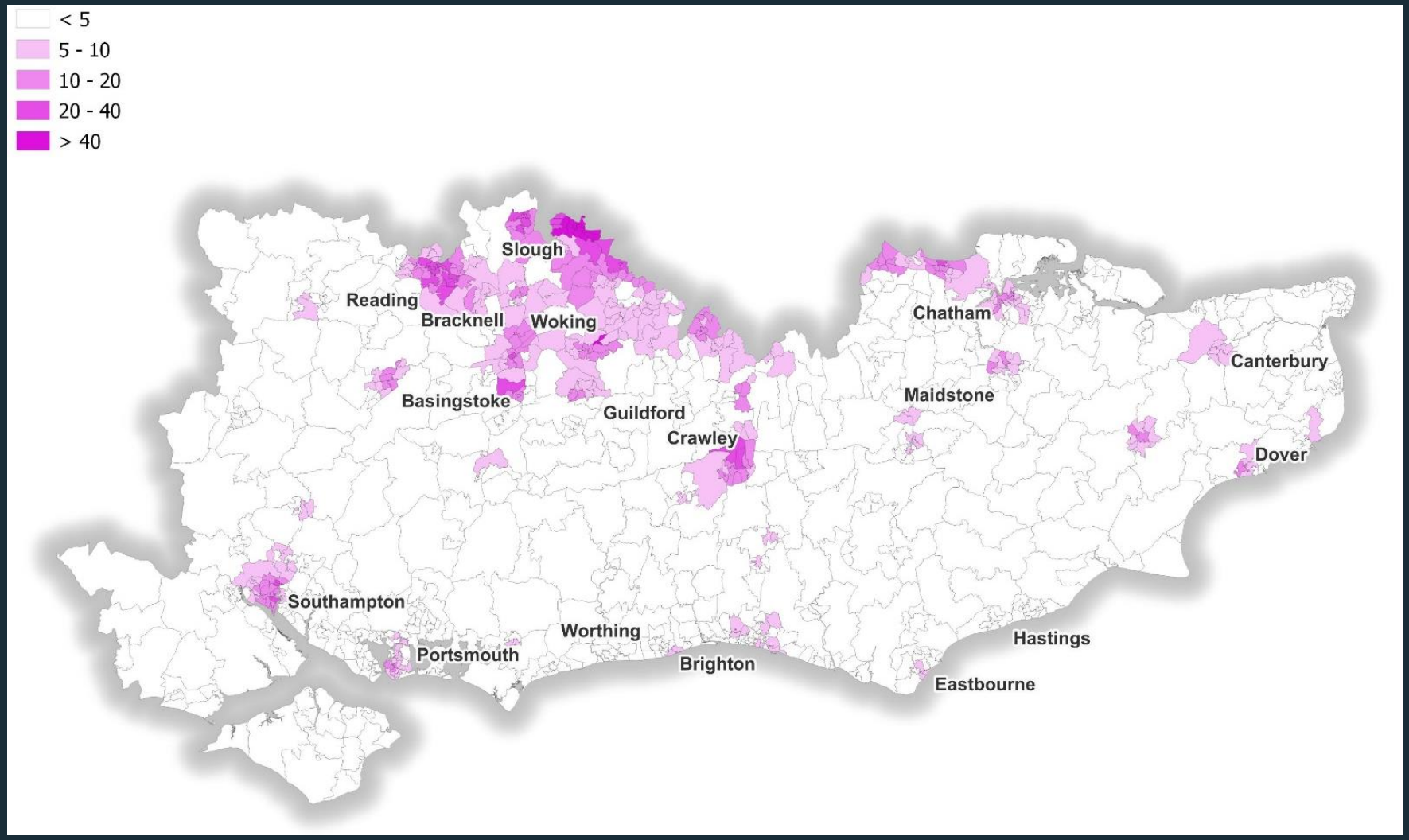


As part of Census 2021, respondents are asked "Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?". If they answered yes, they were asked "Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?".

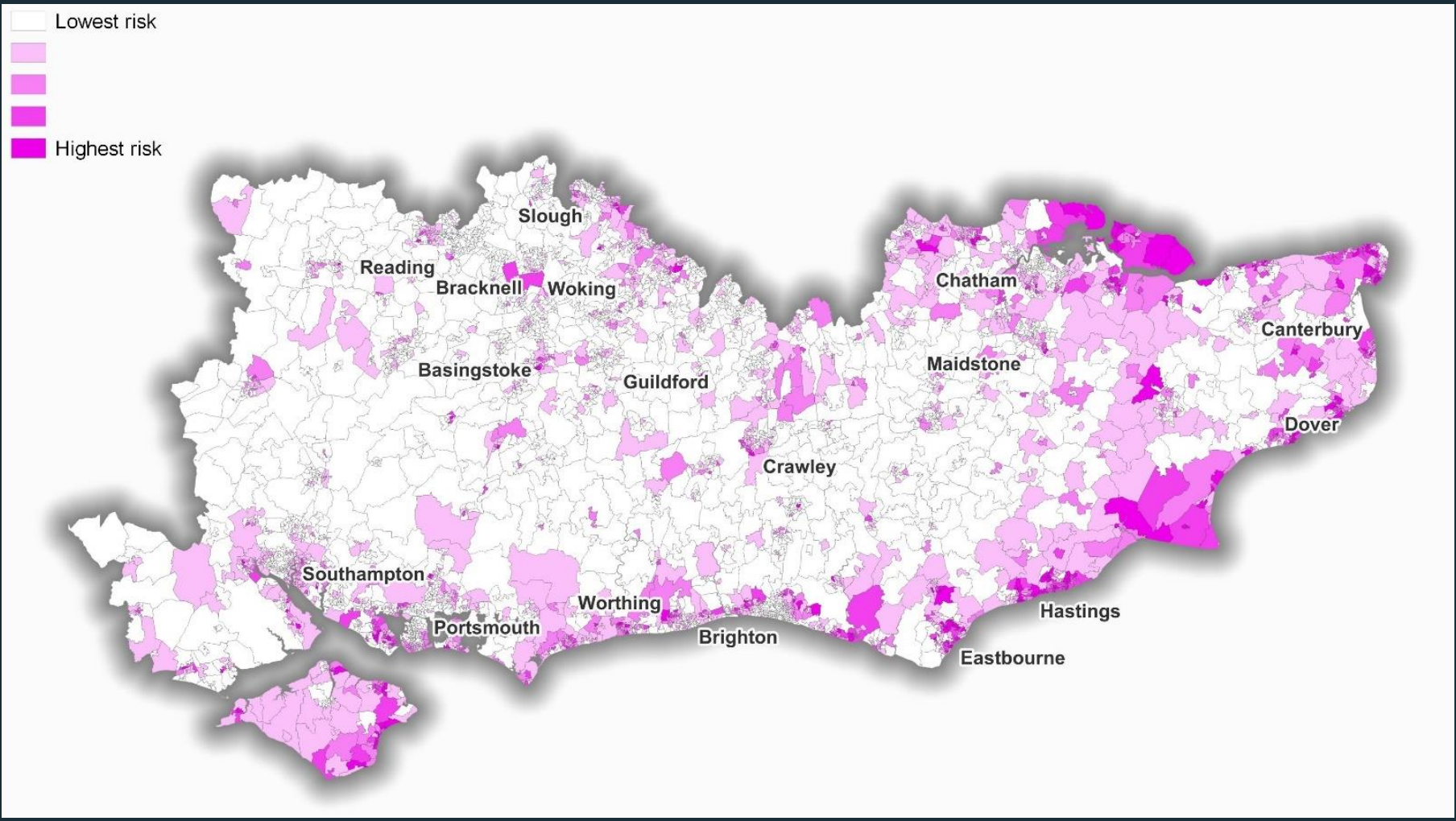
This map is a sum of three variables (those who are disabled under the Equality Act (2010) and say their day-to-day activities are limited 'a lot', those who are disabled under the Equality Act and say their day-to-day activities are limited 'a little', and those who are *not* disabled under the Equality Act but do have a long-term physical or mental health condition that *doesn't* impact their day-to-day activities.

Percentage of population from Asian ethnic groups (Census 2021)

Includes Asian, Asian British and Asian Welsh ethnic groups.

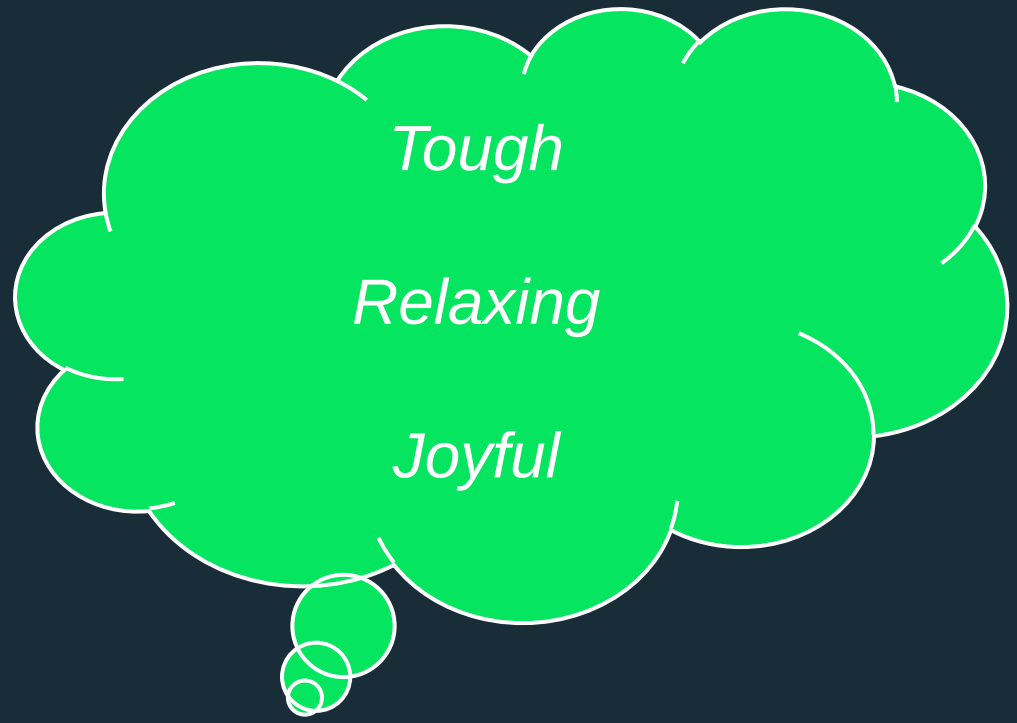


Transport-related social exclusion risk level



Transport for the North have undertaken research into Transport Related Social Exclusion. TRSE means being unable to access opportunities, key services, and community life as much as needed, and facing major obstacles in everyday life through the wider impacts of having to travel.

We asked participants what three words spring to mind when you think about transport or getting around in the South East



Activity 1 – What does good look like?

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What does good look like? (10 minutes)

Let’s start by discussing two core questions:

1. **What qualities should a good journey have?**
2. **What needs to change to enable this?**

Note: a journey can include all modes of transport – for example:

- Walking
- Wheeling
- Cycling
- Driving
- Bus
- Train
- Coach
- Taxi

Let’s fill the containers

What qualities does a good journey have?

- X
- X
- X
- X
- X
- X
- X
- X
- X
- X

What needs to change to enable this?

- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X

Breakout Discussion 1 – Journey Experiences

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Let’s go on a journey…

- Imagine you are travelling from your home to visit a friend who lives on the other side of the region.
- You don’t have access to a car, so will be travelling by public transport.
- You’ll need to travel from home to the railway station, then take two trains, to reach the town your friend lives in. You’ll then need to take a bus, to reach your friend’s house.
- We’d like to explore how you, and/or the people your organisation represents, may feel at each stage of this journey.

Before the journey begins

How would you, and/or the people you represent, **think and feel** about planning, purchasing, and anticipating the journey?

What are the possible ‘pain points’? What would make for a good experience?

Planning the route	Purchasing and paying	Anticipating the journey

Beginning the journey

Imagine you are walking, wheeling or cycling to the station, which is around 10 minutes from your home.

How would you and/or the people you represent, think and feel:

Setting out from home	While travelling to the station	Once you've reached the station

Taking the train

You've made it to your local station, and will board the first train. What do you think and feel about this stage of the journey? (can be positive and negative):

Getting into and around the station	Getting on and off the train	The journey onboard the train

Changing trains

The first train has arrived at the interchange station. How do you find the experience of changing trains:

Leaving the train	Navigating the station and facilities	Waiting and boarding the next train

Arrival!

You’re almost there. Just a short bus journey to your final destination to go. What are your thoughts on this?

Finding the bus stop	The bus journey	Getting on/off the bus

Alternatives

- This is just one potential journey – people travel for many reasons, and travel in different ways
- Thinking about your own experience, or the experiences of the people you represent, how would this journey have been different:
  - Travelling by car
  - Using a taxi instead of the bus
  - Using a coach instead of the train



- Would any of these be possible for you, or the people you represent?
- Are there any other ways you would make this journey that we haven’t identified?
- Would your journey experience be impacted differently if it were night-time or rush hour?

Let’s take a break (5 minutes)

Breakout Discussion 2 - Co-creation of Challenge Statements

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What is a challenge statement?

- A ‘Challenge Statement’ is an initial statement to set out an issue or challenge which needs to be addressed.
- The purpose is to define an issue or problem before thinking about possible solutions

Examples of challenge statements include:

- New parents can get overwhelmed by conflicting childcare advice when they search online, making them feel confused, alone, and unsupported.
- Someone new to using buses can get confused by the number of bus tickets available, stopping them from using the bus because they are confused and unsure.
- Young people are often not listened to on big issues like climate change, which can discourage them from taking action on them because they feel like nobody cares.

How to create a challenge statement

- TfSE are keen to understand what you consider to be the main challenges facing people who are potentially excluded from transport. This is so TfSE understand the core issues to focus on.
- A good challenge statement identifies what the issue is, the impact it has and how it makes people feel.
- We'd like you to help us co-develop some challenge statements which consider the issues we've discussed so far during today's session.

- **Some things that we need to think about are:**
    1. What is the problem people are facing?
    2. What is the impact of the problem?
    3. How does it make people feel?
    4. Who is affected?

Creating challenge statements for TfSE

What is the problem people are facing (and who is facing it)?

- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X

What is the impact of the problem?

- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X

How does it make people feel?

- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X

Creating challenge statements

- Now let’s have a go at creating some challenge statements together.
- Remember to consider: what are the problems people face, what are the impacts of the problem, and how does this make people feel.

Example

- “*New parents can get overwhelmed by conflicting childcare advice when they search online, making them feel confused, alone, and unsupported.*

Challenge statements

- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X

thank you

We're extremely grateful for your support today, and thank you for joining us. Your contributions will support the development of an equitable transport system in the South East.

We will be holding a follow-up session on 18th April 10.00 – 16.00 in London, at an accessible venue close to Victoria station. At this session, we want your help to co-develop policies for consideration within the refreshed Transport Strategy for the South East. We hope you would consider attending this subsequent session to continue supporting us.

TRANSPORT FOR THE South East

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Appendix C. Develop and Do Workshop Activities

TFSE – TRANSPORT STRATEGY REFRESH

Workshop 2 – Develop and Do

TRANSPORT FOR THE South East

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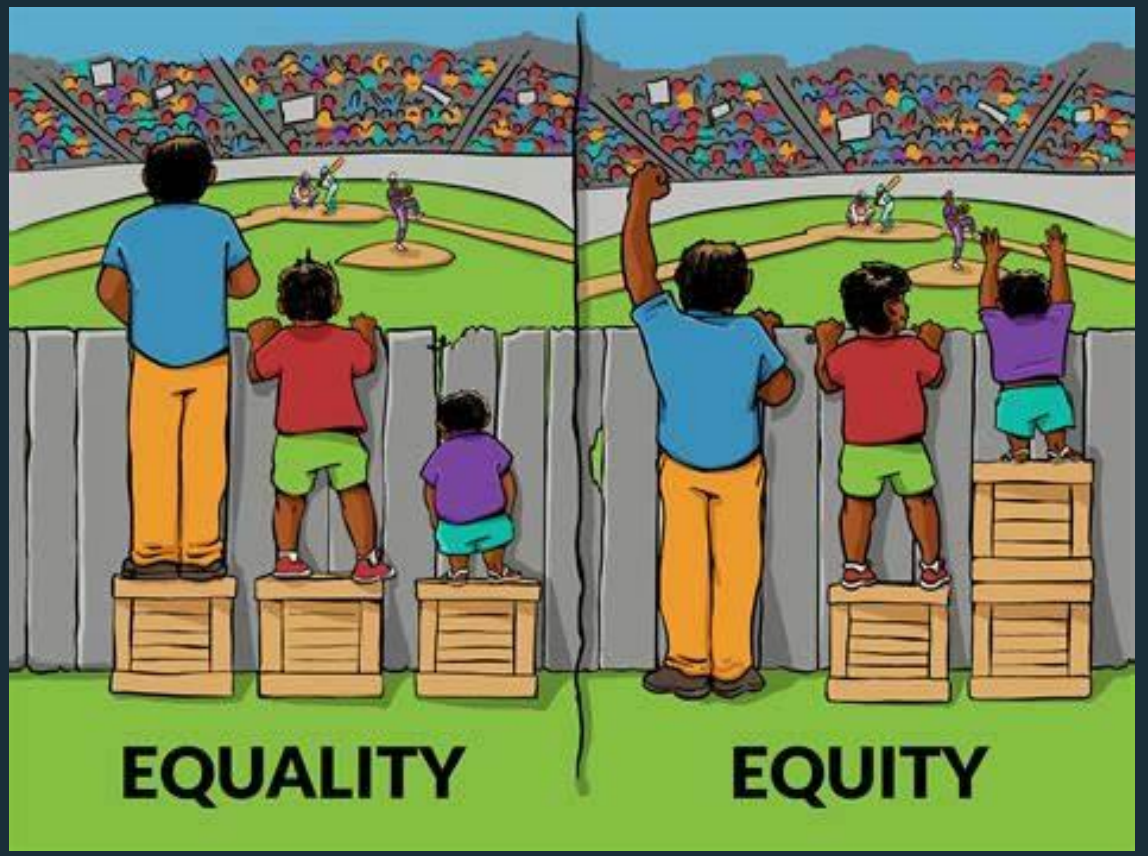
AGENDA

01	Welcome and introductions	5 mins
02	Activity 1 – challenge statement recap and assessment	20 mins
03	Activity 2 – policy ideation and co-creation	20 mins
04	Break	5 mins
05	Activity 2 – policy ideation and co-creation (continued)	35 mins
06	Wrap up	5 mins

Welcome and introductions

- First of all – thank you for joining!
- To start the session, let's go round and each introduce ourselves and the organisation we represent.

About Transport for the South East



Research aims

- We're interested in better understanding the experiences of **people who may potentially be excluded from transport** services, or experience transport related social exclusion, to help inform the future development of transport across the South East.
- Research indicates that a range of factors can be associated with transport-related exclusion.

Neurodiversity

Digital exclusion

Socio-economic disadvantage

We have already collected data from a range of sources: Census 2021, National Statistics (ONS), English Indices of Deprivation and the English Indices of Deprivation, Lloyds Bank Essential Digital Skills survey and Transport for the North transport-related social exclusion (TRSE).

But, it is important that we carry out engagement to understand people's lived experiences and recognise intersectionality, whilst encouraging open sharing in a safe and supportive environment

Activity 1 – Challenge statements and assessment

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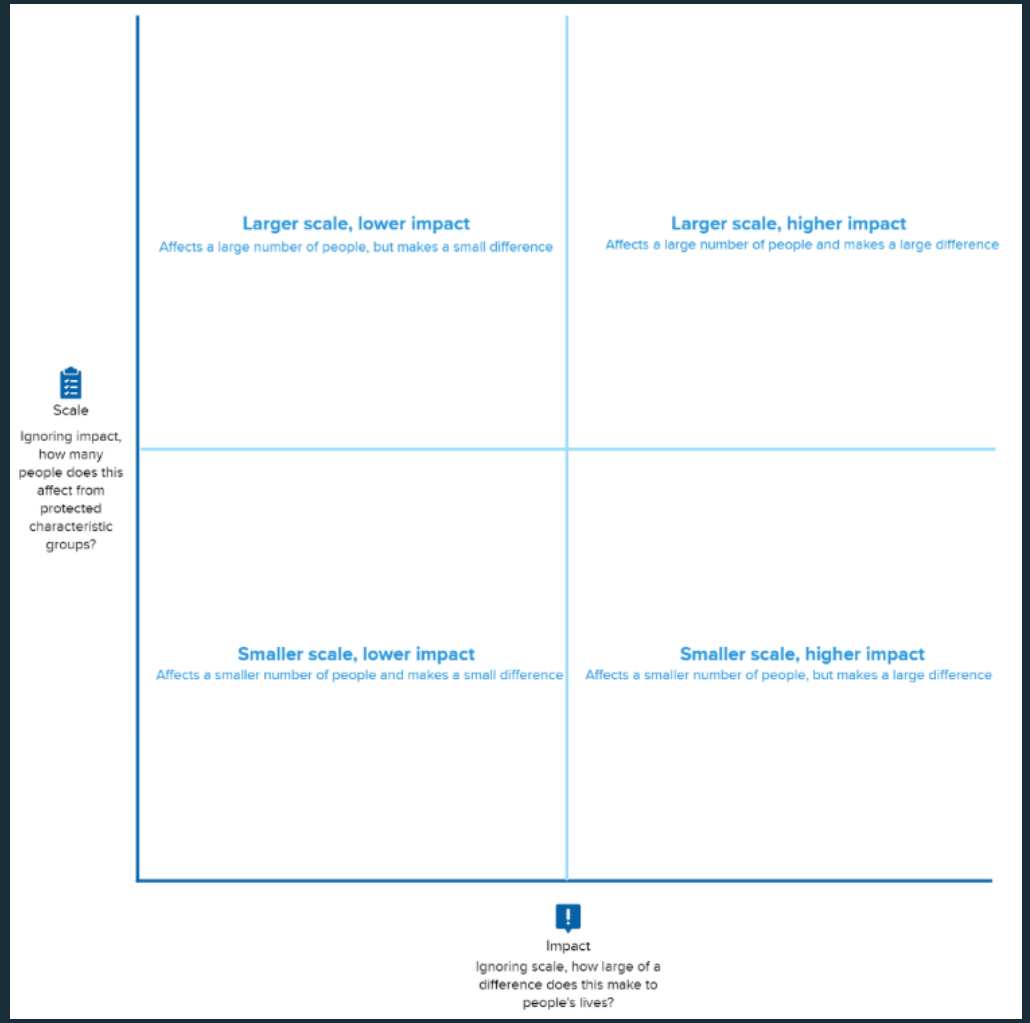
Challenge statements and assessment

- We need to organise the challenge statements by placing them on a matrix on Mural – no need to use Mural, we will be on hand to facilitate!
- As a group, please reflect on the **scale** and **impact** of each challenge statement, and collectively agree whether the problem is high, low or somewhere in the middle for each of these dimensions.
- We have provided a definition below to help you judge the scale and impact of each problem.

Scale = this problem / issue affects a large number of people in a certain protected characteristic group, or across several groups.

Impact = this problem / issue makes a large difference to people's lives

- Think about personal impact and wider impact



Activity 2 – policy ideation and co-creation

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Policy ideation and co-creation

We are going to use a framework to help us collectively assess the identified policies using six questions on Mural – again, no need to use mural as we will be on hand to facilitate!

The questions are:

- What is the challenge statement?
- What is the solution? (*what is in scope and out of scope?*)
- How would it be delivered?
- Where would it be delivered? (*what is the geographic scale? Particular parts of the region? On particular modes?*)
- How would you measure success?
- What are the challenges to delivering this?

Wrap-up

- We’re extremely grateful for your support today (and previously), and would like to thank you for joining us. Your contributions will support the development of an equitable transport system in the South East.

AtkinsRéalis

Matt Smith
AtkinsRéalis UK Limited
Two Chamberlain Square
Paradise Circus
Birmingham
B3 3AX

matt.smith@atkinsrealis.com