TRANSPORT FOR THE
South East

Transport Strategy Refresh

You Said – We Did Report

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1.1   Introduction

1.1.1   In the development of its new Transport Strategy for the South East, Transport for the South East (TfSE) has adopted a co-creation approach. To achieve this, a programme of engagement activities was undertaken with a variety of groups:

- **The TfSE Partnership Board** consisting of elected members form the TfSE Partnership Board. Including a Task and Finish Group established for the purpose of supporting the development of the strategy.
- **Key Stakeholders**, consisting of a variety of organisations whom TfSE will need to work with to deliver the strategy. This includes local transport authorities, National Highways, Network Rail, National Government, Protected Landscapes, and the TfSE Transport Forum.
- **Expert Working Groups**, consisting of a variety of subject matter experts in key areas relevant to the strategy.
- **Socially Excluded Groups**, consisting of representatives of groups with protected characteristics, and other groups engaged with as part of work undertaken by AtkinsRéalis on engaging with socially excluded groups.
- **General public** who was engaged with through an online survey.

1.1.2   This whole process of how the engagement that we undertook with a wide variety of groups is summarised in simplified form in Figure 1.
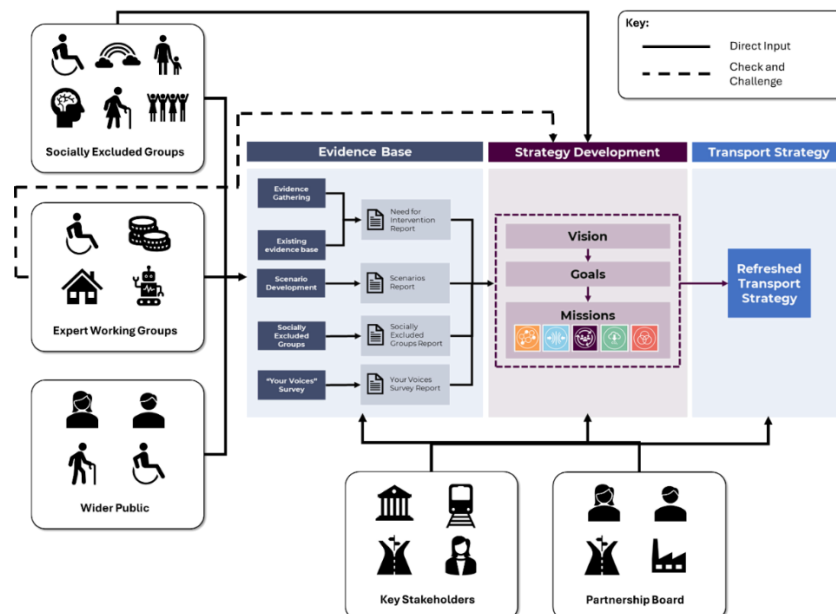

Figure 1 - An overview of how our engagement with different groups formed part of our strategy development

1.1.3   Through this process an environment of positive engagement and feedback was established, seeking to provide the best possible strategy based on a mixture of evidence and engagement. The nature of co-creation is not that the output should contain every comment made by every single group or person, but it should broadly reflect the feedback provided by participants in its development who have provided a meaningful input into its development.

1.2   Methods Used

1.2.1   In practice, this process of engagement involved constant development and iteration, reflecting ongoing conversations on the evidence base, scenarios, and the strategy content. Although this makes the engagement activities that were undertaken look complex, all feedback was captured and considered on its own merits.

1.2.2   Undertaking this activity involved using a wide variety of methods tailored to specific audiences. These methods broadly took the following forms:

- **Partnership Board**
  - Feedback provided by the regular Partnership Board meetings, as reflected in the minutes of those meetings.
  - A dedicated transport strategy workshop held prior to a Partnership Board meeting, where the vision was discussed, and feedback was sought on the scale of ambition for each of the missions.
  - A dedicated Task and Finish Group, where over a series of 4 meetings the strategy content was discussed and further iterated with a select group of Partnership Board members
- **Key Stakeholders**
  - Regular TfSE Meetings, notably with the Transport Strategy Working Group and Senior Officer Group, where updates on the transport strategy were provided and feedback sought.
  - A series of dedicated workshops with key stakeholders to develop strategy content. This included workshops on developing the future scenarios for the transport strategy, workshops on developing the vision and the missions of the transport strategy, and workshops on policy route maps.
  - Informal fireside chats with individual stakeholders to give them the opportunity to check, challenge, and refine the transport strategy.
  - A dedicated challenge definition workshop with the Transport Forum, identifying key challenges facing transport across the South East
- **Socially Excluded Groups**

- An initial online workshop where Socially Excluded Groups focussed on Discovery and Definition which aimed to identify the challenges faced by socially excluded groups
- A second online workshop focussed on 'Develop and Do', which aimed to identify solutions, and subsequently missions, to inform the strategy content.
- **Expert Working Groups**
  - A series of online sessions were held with expert working groups on Delivering a Just Transition (e.g. decarbonisation and social exclusion), Realising Economic Opportunities (e.g. connectivity and economic development), Creating Healthy and Sustainable Communities (e.g. planning and health), and Embracing the Future (e.g. technology and social trends)
  - The first two workshops focussed on providing input into the data collection process and the development of the scenarios. The final workshop provided an opportunity to check and challenge to the strategy document.
- **The General Public**
  - An online survey was completed by 1501 respondents. This focussed on identifying their key challenges and priorities for the strategy.

1.3 Outcomes of this engagement

1.3.1 As a result of this intensive engagement activity, several changes were made to the transport strategy.

Engagement with the Partnership Board, including its Task and Finish Group

1.3.2 Most changes requested by the Partnership Board and its Task and Finish Group were included in the transport strategy. Some of the most significant changes that were requested by the Partnership Board are shown in Table 1.

Table 1 - Key points raised by the Partnership Board and changes made to the strategy

What was said	What we did
The Vision needs to be more South East specific	The vision of the transport strategy contains supporting text and context, which sets out why the South East is unique. The vision itself combines comprehensiveness with brevity.
Delivering elements of the strategy, such as decarbonisation, will need to vary its approach between different areas	Across all our Route Maps, we include a variety of approaches to delivering each Mission, all of which are needed to deliver. In areas where there is uncertainty, such as working with energy networks, no preferred solutions are set.

What was said	What we did
What will TfSE do to deliver the Strategy	Our strategy does two things. It first sets out a series of Route Maps to deliver against each mission. Then in the Delivery section, it contains TfSE specific actions to deliver against these missions.
There are challenges associated with growth, notably its quantity, location, and embedding principles of sustainable development	Our strategy contains a Sustainable Growth mission. This looks to embed sustainable transport into major developments, and to prevent transport from being a blocker to major developments happening.
The resilience of the network is a major issue across the South East	The strategy contains a dedicated resilience mission, with a route map containing actions to deliver against this. TfSE itself is also working to define its role in achieving this mission.
Improving strategic connections, as well as re-introducing connections previously lost, is vital to the South East's economy	The Strategic Connectivity mission of the strategy focusses on improving strategic links across the South East.

Engagement with key stakeholders

1.3.3   Engagement with Key Stakeholders involved a mixture of developing the content of the transport strategy and providing input into the evidence supporting the development of the strategy. A series of workshops were held with key stakeholders to enable them to input into the development of the strategy.

1.3.4   Several of the workshops focussed on the development of the future scenarios and included the identification of key drivers of change. These drivers of change were grouped into a series of axes, which were then used to develop 4 broad scenarios based on two axes (Figures 2 and 3). One being an axis representing the level of government intervention, from interventionist to laissez faire, and the second being an axis representing economic growth on a scale from low and volatile to high and stable.

	Group	High importance and uncertainty drivers	Axis 1	Axis 2
Approaches to transport planning	0	Road user charging	Crude - replaces fuel duty, national and weak	Sophisticated - demand management tool to influence behaviours
	0	Transport pricing	Public transport provision only where it can cover its operating costs - leads to concentration of demand and development	Public transport provided based on delivering outcomes - supports levelling up
	0	Transport policy shifts	Interventionist, legally forced budgets, demand management, make best use of existing infrastructure, focussed rollout	Consensus for behaviour change, more organic mode shift
Appetite for intervention	1	Level of government spending	Low level, volatile, centralized, not for south east, high-trade offs, for maintenance only	Plentiful, consistent, spread to everywhere, national and local
	1	Regulation and competition	Everything is regulated, nationally organized trains/buses, costly, monopoly	More variety, devolution
	1	Environmental policy focus	Removal of planning controls and constraints, uncontrolled sprawl	Supports right scale of development, regeneration
	1	Attitudes to the environment	People know what they should do, but do not do it. EVs grow in popularity and car usage continues to grow.	People take an active role in changing their carbon impact, travelling more sustainably and reducing their travel
	1	Integrated transport land use planning	Relaxed planning with no guiding mind. Reactive and market led leading to a fragmented transport system.	Regulated planning with a coordinated approach. Integrated, multi-modal transport.
Determinants of economic growth	2	Interest rates and economic shocks	High fluctuation, stop-start nature of delivery, less investment, wages and op costs rise faster than fares, short-term firefighting	More stability, more confidence, easier to think strategically and longer-term
	2	International trade	Brexit leaves lasting impacts, ports and airports don't grow	Continued growth, ports and airports have a bigger influence on the TfSE area
	2	Labour skills shortage	Scarce, high wages, PT fares grow	Plentiful, high economic productivity
	2	Industrial make up	Narrow, fragile, declining sector, reliant on external area	Diverse, vibrant, integrated with global supply chains
	2	Energy/fuel pricing and resilience	Plentiful and cheap energy – leads to more cars, more congestion, more individuality	Sparce and expensive - leads to social equity issues, less choice

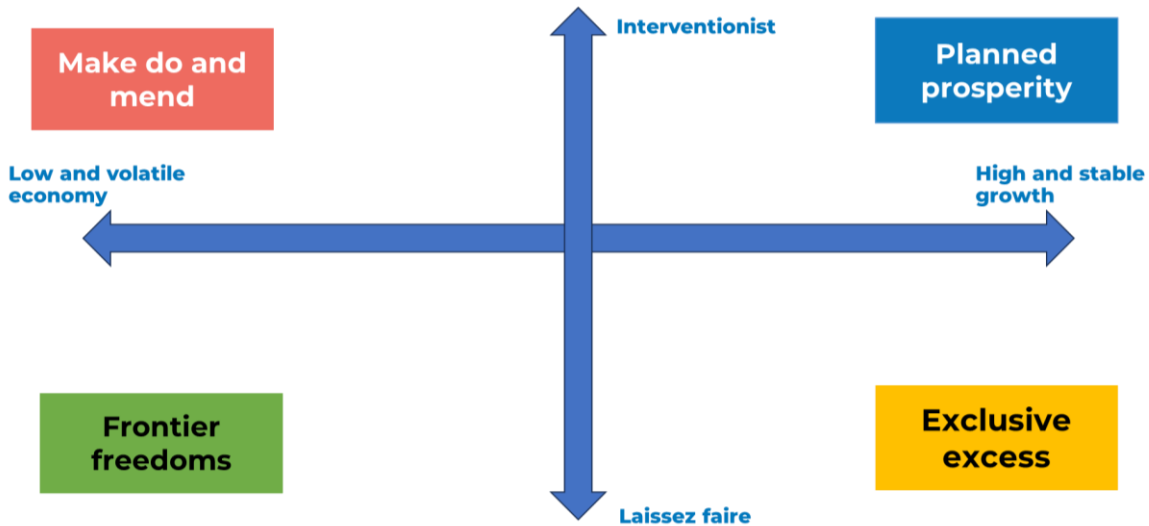*Figure 2 - Groupings of Axes of Uncertainty*

Figure 3 - Initial Scenario Framework

1.3.5   The detailed transport impacts of these scenarios were then identified, and their outcomes were included in transport modelling work undertaken to identify the transport impacts of these different scenarios. The result of this work is contained in a separate scenario planning report that has been issued alongside the draft Transport Strategy.

1.3.6   Key stakeholders also took part in workshops to develop the content of the strategy itself. Namely the Vision, Missions, and associated their associated route maps.

1.3.7   Key changes made included making the Vision more South East specific by mentioning the context of the vision, and use of the environmental, social, and economic goals to define quality of life.

1.3.8   Our work with key stakeholders also identified 22 potential Missions to be part of the strategy. All of these were either fully or partly included in the final 5 Missions included in the strategy. The five Missions in the Strategy are Strategic Connectivity, Resilience, Inclusion and Integration, Decarbonisation, and Sustainable Growth. All the missions were ones where TfSE where TfSE was best placed to play a role in their delivery.

Table 2 – Potential Missions considered as part of the strategy development process

Potential Mission	What we did
Delivering a resilient and reliable transport system	Included as the Resilience Mission
Enhancing our natural and historic environment	Included as part of the Sustainable Growth mission
Decarbonising transport and travel	Included as the Decarbonisation mission
Connecting international gateways and facilitating trade	Included as the Strategic Connectivity Mission
Boosting strategic connectivity with rest of the UK	Included as the Strategic Connectivity Mission

Potential Mission	What we did
Enhancing business and labour market connectivity	Included as the Strategic Connectivity Mission
Increasing safety and feelings of safety	Included as part of the Sustainable Growth mission
Delivering an integrated network	Included as the Inclusion and Integration Mission
Providing an inclusive and affordable network	Included as the Inclusion and Integration Mission
Facilitating access to key services	Included as the Inclusion and Integration Mission
Delivering a resilient and reliable transport system	Included as the Resilience Mission
Transport enabling sustainable development	Included as the Sustainable Growth Mission
Better connecting our coastal communities	Included as the Inclusion and Integration Mission
Better connecting our rural communities	An element of the Inclusion and Integration Mission
Transforming east – west connectivity	Included as the Strategic Connectivity Mission
Resilient radial corridors	Included as the Resilience Mission
World class urban transport systems	Included as the Sustainable Growth Mission
Delivering devolution	No specific mention of preferred options, but changes in governance referred to in the Delivery section
Building institutional capacity	Included as part of the Policy Route Maps and Delivery section
Securing funding for our transport infrastructure	Included as part of the Policy Route Maps and Delivery section
Co-design, engagement and education	Included as part of the Policy Route Maps
Transport enabling sustainable development	Included as the Sustainable Growth Mission

1.3.9   The development of the Route Maps setting out how each Mission is going to be delivered sought to identify several policy areas which were considered essential for the delivery of each of the Missions (Figure 4). The Route Maps that were developed through this exercise were then refined and included within the Draft Transport Strategy.
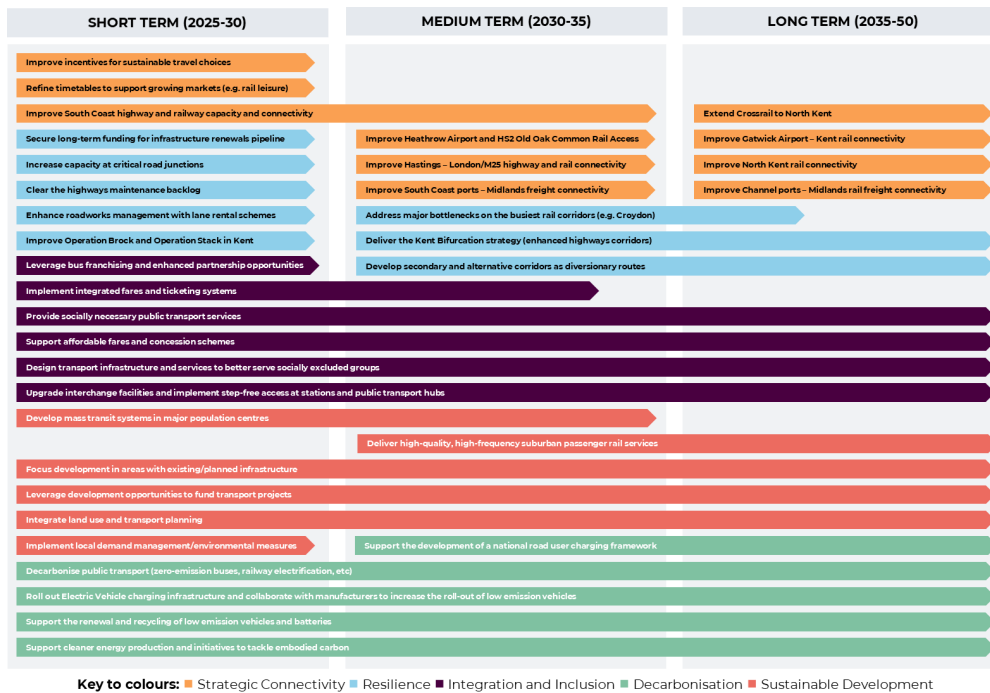
Figure 4 - Single Master Route Map resulting from all workshop sessions with key stakeholders

Engagement with the Transport Forum

1.3.10 During the work the Transport Forum, several key challenges were raised, which were considered during the development of the evidence base for the strategy and influenced the content of the transport strategy. The challenges identified were as follows:

- Delivering Net Zero and the Pace of Change
- Shifting away from Private Car Use
- Tackling Social Exclusion
- Improving conditions for freight
- Improving access to international gateways
- Paying for infrastructure
- Better planning and transport integration
- Enhancing connectivity, especially by non-car modes
- Embracing digital technologies
- Improving energy and digital networks

Engagement with Socially Excluded Groups

1.3.11 The engagement with socially excluded groups was critical to the development of both the evidence base, and the Inclusion and Integration Mission included in the strategy. The challenges that they identified are unique and often related to their individual circumstances. However,

several key themes emerged, to which the strategy responded in a variety of ways.

Table 3 - Key themes raised by socially excluded groups and their inclusion in the strategy

Theme	What we did
Affordability and alignment of concessionary travel initiatives	The Inclusion and Integration Mission has affordability as a key success criterion, which we will monitor. Delivering this will require working with public transport operators and local authorities, and our Policy Route Map contains a commitment to work in partnership with these organisations to develop and deliver more affordable fares.
Physical accessibility	The short-term priorities in under the Inclusion and Integration Mission includes upgrading interchange facilities, including step-free access that are available and reliable. We will work with infrastructure providers to accelerate this programme of work and share best practice.
Psychological safety and fears of using public transport	The Transport Strategy, under its Inclusion and Integration Mission, contains a specific commitment to design transport infrastructure and services to better serve socially excluded groups. This matter could be considered as part of this work. TfSE realises that its work in this area is at an early stage. Consequently, we are interested in working with groups in identifying best practice and enabling our delivery partners to deliver.
Staff training and accessibility	While the Transport Strategy itself does not contain a specific commitment relating to staff training, it recognises the role that staff play in achieving wider goals of an inclusive and integrated transport system. TfSE realises that its work in this area is at an early stage. Consequently, we are interested in working with groups in identifying best practice and enabling our delivery partners to deliver.
Access to information and digital accessibility	The Transport Strategy supports the delivery of Bus Service Improvement Plans across the TfSE area, including those that seek to improve information legibility. TfSE will do this by lobbying government to provide sufficient resources to deliver these plans.

1.3.12   As part of the development of the Inclusion and Integration mission, several missions were developed based upon the ideas of participants. These are summarised in Figure 5.
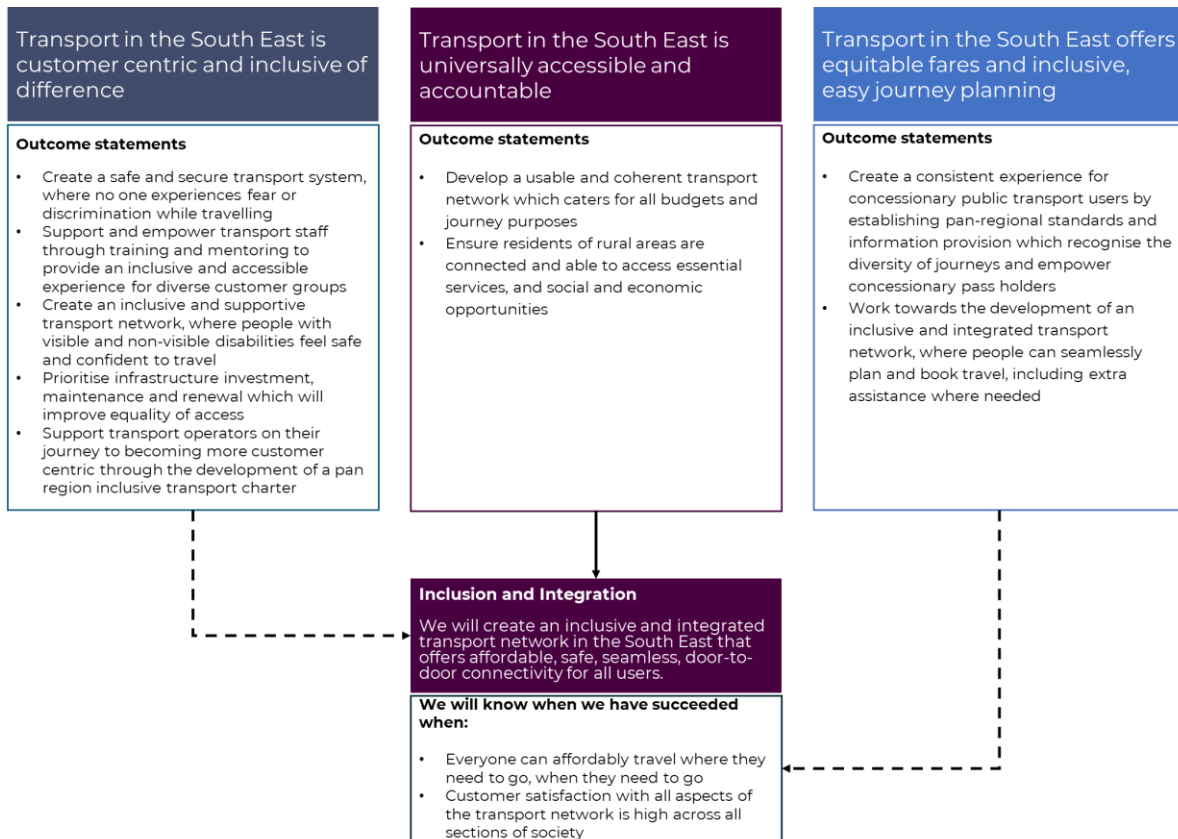
Figure 5 - Relationship between missions identified in the Socially Excluded Groups engagement work and the Inclusion and Integration Mission

Engagement with the Expert Working Groups

1.3.13   Engagement with expert working groups was important in terms of providing supporting evidence for the Need for Intervention and Scenarios Reports. There were three expert working groups on Delivering a Just Transition (e.g. decarbonisation and social exclusion), Realising Economic Opportunities (e.g. connectivity and economic development), Creating Healthy and Sustainable Communities (e.g. planning and health), and Embracing the Future (e.g. technology and social trends).

1.3.14 These Expert Working Groups contained representatives from several organisations (Table 4).

Table 4 - Organisations represented in the Expert Working Groups[1]

Delivering a Just Transition	Realising Economic Opportunities	Creating Healthy and Sustainable Communities	Embracing the Future
Loud Mobility	Logistics UK	Home Builders Federation	Beata Kubitz Associates
Sustrans	London School of Economics	Homes England	Natcen

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[1] It should be noted that while all organisations were invited to Expert Working Group meetings, not all could attend all meetings

Delivering a Just Transition	Realising Economic Opportunities	Creating Healthy and Sustainable Communities	Embracing the Future
London School of Economics	Gatwick Airport	Urban Design Group	Urban Fox
WSP	Association of British Ports	Arup	Oxa
University of Leeds	KPMG	East Sussex County Council	ONS
In the Round	DHA Transport	Action for Rural Sussex	ITS-UK
JFG Communications	West Sussex County Council	Urban Movement	University of Southampton
City Science		University College London	Transport for the North
Disability Rights UK		Vivacity Labs	Kent County Council
The Social Market Foundation		Hampshire County Council	
East Sussex County Council			

1.3.15 The groups provided check and challenge later in the process once the strategy had been developed. For the supporting evidence, several changes were made in response to comments received from the Expert Working Groups.

- Evidence was identified from the Strategic Investment Plan that showcase the link between housing affordability and transport access.
- Evidence was also collected in relation to resilience issues across the TfSE, including operational resilience and the impacts of climate change.
- Evidence was collected on the locations of new housing development and was included in the strategy itself.
- Evidence was collected on the scale of the funding challenges facing local authorities and their ability to deliver as a result.
- Future projections for housing and job growth were incorporated into transport modelling work in the South East Economic and Land Use Model (SEELUM).
- Definition of accessibility as Transport-Related Social Exclusion.
- Establishing a movement and place framework as one of the principles underpinning the strategy.

1.3.16 With regards to detailed comments on the transport strategy itself, the Expert Working Groups raised several consistent themes in their comments. Which in turn resulted in several changes to the transport strategy itself. These changes are summarised in Table 5.

Comments by Expert Working Groups	What we did
Health needs to be included in the strategy	The Sustainable Growth mission now includes health as an outcome, and is also part of the mission statement
The role of buses across all missions should not be underestimated	Buses have been included under all missions, either directly (for example Sustainable Growth) or indirectly (for example first and last mile under Strategic Connectivity)
TfSE should have a stronger advocacy role	The role of TfSE as an advocate for change, including lobbying to government, has been included in the delivery section of the strategy.
Decarbonising large vehicles will be tricky, and TfSE will need to work closely with logistics companies	The Transport Strategy contains a commitment to decarbonise freight, and it also contains a commitment to work with freight companies on making this happen.

Engagement with the General Public

1.3.17   The results of a Your Voices Survey was a key part of the evidence base of the strategy. A total of 1501 responses were received to this survey which gave a good indication of people's priorities for the transport strategy. The key results of this survey are reflected in the content of the strategy itself, with changes highlighted in Table 6.

Table 6 - Key results from the Your Voices Survey and what we did

Headline Results of the Your Voices Survey	What we did
Amongst the three themes from the existing transport strategy: economic, environmental and social, 47.8% or respondents ranked social as their highest priority, 31.9% said environmental was the top priority and 20.2% ranked the economic theme first.	These themes have been translated into social, economic, and environmental goals in the Transport Strategy, incorporating elements of detailed responses (e.g. biodiversity net gain).
84.9% of respondents said an accessible and affordable transport network was now more or much more important than 5 years ago.	The Transport Strategy has an Inclusion and Integration Mission, which as a success criteria identifies that transport should be affordable. Especially for vulnerable groups.
Public transport was the priority which emerged as most important across the board in the free comments. The top six themes all related to public transport, with the affordability of public transport being the most mentioned priority overall.	Improvements to public transport is incorporated into all the missions of the Transport Strategy. Each mission contains as specific action relating to either improving public transport services, improving public transport infrastructure, or encouraging behaviour change.

1.4   Next steps

1.4.1   The engagement activity to date has directly influenced the development of the Draft Transport Strategy. The Draft Transport Strategy is due out for public consultation between 10 December 2024 and 7 March 2025 at the time of writing this report. The feedback from that consultation will also influence the content of the final transport strategy, which is currently planned to be published later in 2025.

2.0   Introduction

2.1   As part of a refresh of Transport for the South East's (TfSE) Transport Strategy, TfSE along with its consultant team of Arup and Steer (focussing on the transport strategy), and AtkinsRéalis (focussing on socially excluded groups) undertook a variety of consultation and engagement exercises. This was with the purpose of refreshing the transport strategy content, and to get meaningful engagement

2.2   To achieve this, a wide package of engagement measures was undertaken, with target audiences ranging from the public to socially excluded groups to members of TfSE's Partnership Board. Such engagement took place between May 2023 and November 2024, in advance of the Draft Transport Strategy being published.

2.3   The purpose of this report is to summarise some of the key findings from this engagement work and highlight how they have influenced the content of the Draft Transport Strategy. This report is not intended to provide detailed methodologies for each activity, some of which are covered by separate reports, Notably the report on engagement with Socially Excluded Groups, as well as the Your Voices Survey Report which have also been published alongside the Draft Transport Strategy. Nor details of every single piece of feedback that was provided and a response to it.

2.4   During the development of the strategy, there was also a consultation on the Scoping Report for the Integrated Sustainability Appraisal (ISA), which was undertaken with statutory consultees as defined under environmental, landscape, and equalities legislation. This report does not cover that consultation, and more details on this can be found in the Draft ISA published alongside the Draft Transport Strategy.

2.5   The engagement work to date has been comprehensive, with the feedback of participants informing the strategy content. However, it is recognised that not every small detail or issue may have been picked up through this process. Further engagement through the Draft Transport Strategy consultation will likely pick up any of these remaining issues, as well as further comments that are likely to result in changes to the strategy.

3.0   Our Approach

3.1   Introduction

3.1.1   As indicated in the introduction, we do not intend to provide full details on every methodology that was used during our engagement on this strategy. What is presented here is a summary of the approach and methodologies.

3.1.2   For the work with Socially Excluded Groups, a separate Socially Excluded Groups Report has been published alongside the Draft Transport Strategy, and for engagement with wider audiences a Your Voices Survey Report has also been published. Where minutes are kept for specific meetings, such as the Partnership Board, they are referenced and linked to in the below sections.

3.2   Taking a co-creation approach

3.2.1   In the development of this strategy, a co-creation approach was taken from the outset with our key stakeholders. Such an approach is defined as collaborating with our key stakeholders and partners in the development of different aspects of the strategy. Seeking their ideas and feedback at an early stage and providing constant feedback.

3.2.2   How this was practically applied to the development of the transport strategy meant that there was a constant process of iteration, even up to the point as the Draft Transport Strategy was being finalised. This process was complicated at times, as multiple strands of engagement were taking place at similar times, and the outputs of individual workshops and engagement sessions fed into other such sessions.

3.2.3   To do this, we broadly split the groups and individuals whom we engaged with into several broad groupings. Further details on how we engaged with these groups are provided in the rest of this chapter, but these groupings are:

- The **TfSE Partnership Board**, consisting of members of the Partnership Board of TfSE.
- **Key Stakeholders**, consisting of a variety of organisations whom TfSE will need to work with to deliver the strategy. This includes local transport authorities, National Highways, Network Rail, National Government, Protected Landscapes, and the TfSE Transport Forum.
- **Expert Working Groups**, consisting of a variety of subject matter experts in key areas relevant to the strategy.
- **Socially Excluded Groups**, consisting of representatives of groups with protected characteristics, and other groups engaged with as

part of work undertaken by AtkinsRéalis on engaging with socially excluded groups.

- **General public** who was engaged with through an online survey.

3.2.4   This whole process of how the engagement that we undertook with a wide variety of groups is summarised in simplified form in Figure 6. This covers the areas where we received direct input from different groups, and areas where we received 'check and challenge' on our thinking and work.
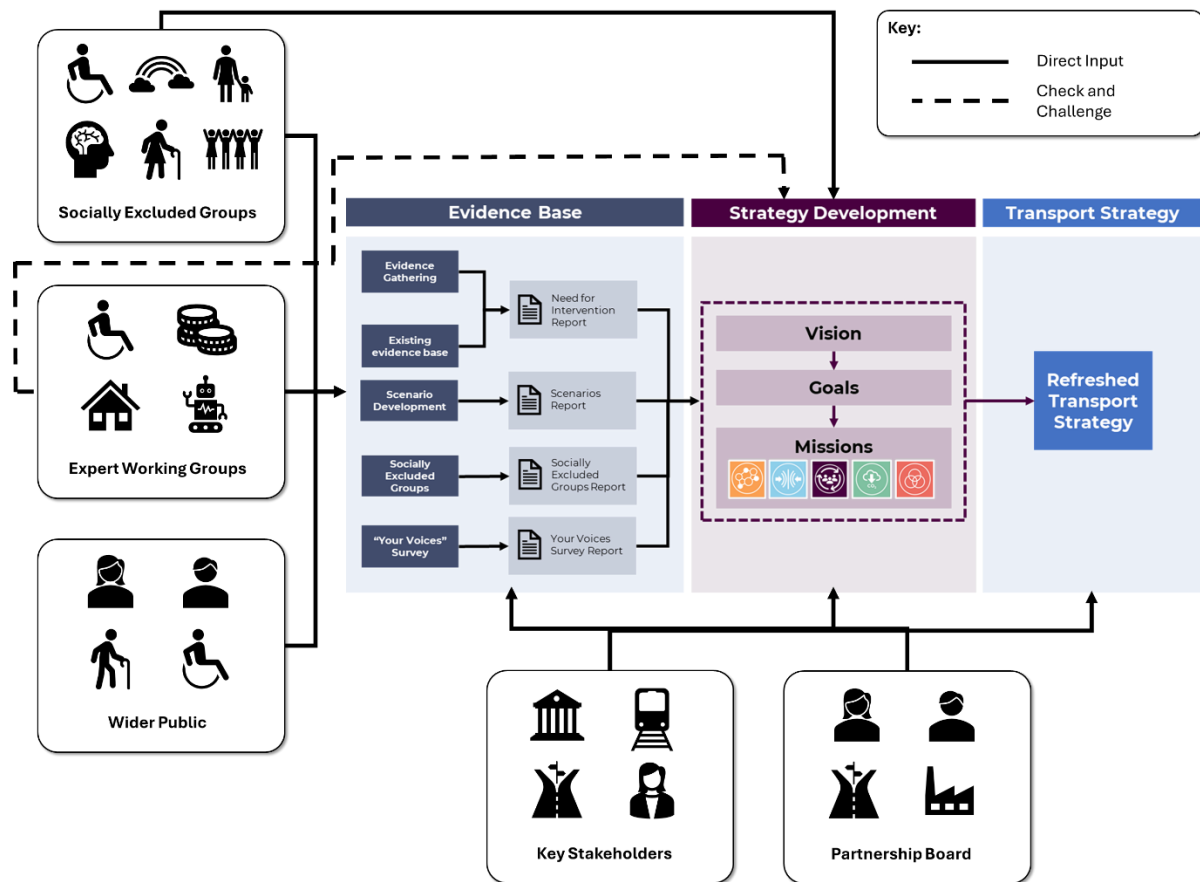
Figure 6 - An overview of how our engagement with different groups formed part of our strategy development

3.2.5   It should be stressed that while an environment of positive engagement and feedback was welcomed, this does not necessarily mean that changes will be made in response to every possible comment that was made. In some instances, feedback to participants is important, where the justification for not making a change were made clear. In many such instances, feedback was provided as part of workshops, forums, and meetings which the project team attended. For instances where feedback was not provided, it is provided in this document.

3.3   TfSE Partnership Board

3.3.1   TfSE's Partnership Board is the main decision-making body of TfSE itself, and represents a diversity of interests from across the region. The

board currently constitutes representatives from the following organisations:

- Brighton and Hove City Council
- Berkshire Local Transport Body
- Borough and District Council Representative (x2)
- Business Representatives (x2)
- East Sussex County Council
- Hampshire County Council
- Isle of Wight Council
- Kent County Council
- Medway Council
- National Highways (non-voting member)
- Network Rail (non-voting member)
- Portsmouth City Council
- Protected Landscape Representative (currently South Downs National Park Authority)
- Southampton City Council
- Surrey County Council
- TfSE's Transport Forum
- Transport for London (non-voting member)
- West Sussex County Council

3.3.2   The Partnership Board has been closely engaged in the development of the strategy from the outset. In doing this there were 3 primary activities of engagement.

Partnership Board Meetings

3.3.3   Updates on the Transport Strategy were presented at each Partnership Board meeting between July 2023 and October 2024. Comments were invited by the Partnership Board as part of these meetings. The full minutes of the Partnership Board meetings can be found on the TfSE website.

Dedicated Partnership Board Strategy Workshop

3.3.4   Prior to the Partnership Board meeting on 22nd July, a specific workshop on the Transport Strategy was held. This workshop consisted of two main activities.

3.3.5   The first activity consisted of a group discussion of potential versions of the vision. Possible changes to the vision were presented to the Board, with comments sought on them.

3.3.6   The second activity was a series of group activities to understand the degree of ambition relating to each vision. As well as members of the

Partnership Board being asked to provide an indication of the scale of their ambition, key issues and other matters of consideration were noted from the discussions held.

Establishment of a dedicated Task and Finish Group for the Transport Strategy

3.3.7   Five members of the Partnership Board volunteered for more detailed sessions with the Project Team, where they provided more direct input into the development of the strategy.

3.3.8   This was done using regular informal sessions, where the Project Team briefed the Task and Finish Group on the work to date, sought feedback, and offered the Task and Finish Group the opportunity to provide direct input into the strategy.

3.3.9   There were four sessions of the Task and Finish Group in all. They were focussed on the following:

- Session 1 focussed on developing the vision and refining the missions.
- Session 2 focussed on developing the missions further and developing the associated route maps.
- Session 3 focussed on developing the remaining route maps.
- Session 4 consisted of a run through of the strategy itself, seeking feedback.

3.3.10 All of the sessions, except for Session 5 that was online, took place in person.

3.4   Key Stakeholders

3.4.1   TfSE works with a variety of stakeholders as part of its work. Within the context of the strategy, key partners included those with whom with we directly collaborate with on delivery. In practice, this meant engagement with the following:

- Local Transport Authorities across the TfSE area
- National Highways
- Network Rail
- Department for Transport
- Members of TfSE's Transport Forum
- TfSE's subject-matter specific forums, including the Future Mobility Forum, Regional Active Travel Forum, and Decarbonisation Forum
- Representatives from Protected Landscapes

3.4.2   These organisations were engaged through a variety of forums, which are summarised below.

Regular TfSE meetings

3.4.3   The most regular engagement with these groups was through TfSE's own regular meetings with these partners. This has included monthly meetings of the Transport Strategy Working Group and Senior Officer Group. This engagement was primarily for providing updates on progress on the Transport Strategy, though discussions about various matters of the strategy were had and questions were asked.

Scenario and Strategy Development Workshops

3.4.4   Our key stakeholders were also invited to a series of workshops, through which the content of the strategy was developed. This consisted of:

- Two scenario planning workshops in April and May 2024
- Three strategy development workshops in August, September, and October 2024

3.4.5   The scenario planning workshops consisted of several activities where participants helped to construct new scenarios for the transport strategy, against which route maps to be developed for the missions would be tested.

- Scenario Workshop 1 consisted of defining the key drivers of change relevant to the transport strategy and undertaking an activity to translate these into a series of axes of uncertainty. These would form the basic building blocks of each scenario.
- Scenario Workshop 2 consisted of reviewing and further developing the scenario narratives and the key characteristics of each scenario. The participants also took part in an activity to define the key transport outcomes of each scenario.

3.4.6   The strategy development workshops focussed on the development of the content of the strategy itself. Primarily focussing on levels of ambition, the missions, and their associated route maps. These workshops were as so:

- Vision and Missions workshop. In this workshop, there were two activities. The first was the opportunity to review examples of the vision and host a group discussion based upon those example visions, seeking further refinement. An activity was then undertaken to identify priority missions that are of importance to the region and where TfSE could play a role in delivering.
- Two route map development workshops. Where for each of the 5 missions, a series of route maps were developed to identify the policy initiatives necessary to deliver each of the missions. This was based upon short-, medium-, and long-term priorities.

Informal Fireside Chats

3.4.7   During October and November 2024, the Project Team held a series of informal 'fireside chats' with several key stakeholders. The purpose of which was to share with them emerging strategy content and seek their feedback on it. As the title implies, these were intended to provide informal feedback to inform the development of the strategy.

3.4.8   These fireside chats consisted of the Project Team giving a presentation on the strategy content, and a discussion was then held about changes to be made and general sentiment on the strategy. These Fireside Chats were held both online and in person, depending on the wishes of the respective organisations.

Transport Forum

3.4.9   The Transport Forum is TfSE's an independently chaired Advisory Group. It brings together representatives of a wide group of stakeholders including user groups, transport owners and operators, business groups, environmental groups and delivery partners. The current list of participating organisations in the Transport Forum is given in Appendix A.

3.4.10 At the Transport Forum Meeting on 11th April 2024, the Project Team ran a challenge definition workshop with members of the Transport Forum. The purpose of this workshop was to feed into the data collection process that was in progress at the time.

3.4.11 At this workshop, the Forum were split into several groups and were tasked with developing a series of challenge statements. These concerned challenged in 4 key areas:

- Delivering a Just Transition. This group primarily focussed on the role that transport plays in tackling climate change, and social exclusion, and how to tackle these both in a manner that is just and fair.
- Realising Economic Opportunities. This group primarily focussed on the role that transport plays in the economic prosperity of areas, and how it can be used to level area specific areas and support the growth of businesses.
- Connected and Healthy Communities. This group primarily focussed on the role that transport plays in achieving healthy and sustainable communities, including as part of new developments, as well as the role of digital connectivity.
- Embracing the Future. This group primarily looked towards the future, including major social and economic trends, as well as the role of new and emerging technologies could play in the future of transport.

3.4.12 The Transport Forum were then asked to prioritise their challenge statements. This workshop was held in person.

3.5   Socially Excluded Groups

3.5.1   We undertook some dedicated work engaging with socially excluded groups, which was led by AtkinsRéalis. More detail on this work can be found in a separate, more detailed report on this engagement with Socially Excluded Groups. This report also contains some data analysis into levels of social exclusion across the South East, which we will not go into in this report. Instead, we will focus on the key means of engagement with Socially Excluded Groups.

3.5.2   This was undertaken by way of two online workshops using the [Double Diamond](#) approach to co-create an ideal transport strategy. The **Discovery and Definition** workshop aimed 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.

3.5.3   The **Develop and Do** workshop aimed 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. 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 cocreated policy development boards to address the challenge statements they felt most connected to. 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 online whiteboard platform [Mural](#) to work collectively with the participants as part of the co-creation exercise.

3.5.4   To identify the key persons to participate in these workshops, 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. In total, 16 people participated in the workshops.

3.6 Expert Working Groups

3.6.1 TfSE organised a series of Expert Working Groups, to get the input and check and challenge of panels of experts in several areas, to feed their expertise directly into the strategy development process. Taking place through online meetings, 4 such groups were established, each with a specific remit. Namely:

- **Delivering a Just Transition**. This group primarily focussed on the role that transport plays in tackling climate change, and social exclusion, and how to tackle these both in a manner that is just and fair.
- **Realising Economic Opportunities**. This group primarily focussed on the role that transport plays in the economic prosperity of areas, and how it can be used to level area specific areas and support the growth of businesses.
- **Connected and Healthy Communities**. This group primarily focussed on the role that transport plays in achieving healthy and sustainable communities, including as part of new developments, as well as the role of digital connectivity.
- **Embracing the Future**. This group primarily looked towards the future, including major social and economic trends, as well as the role of new and emerging technologies could play in the future of transport.

3.6.2 The Expert Working Groups constituted a variety of different people, who were chosen based upon their specialist skills and interests in the relevant field. Our partner local transport authorities were also invited as observers to each Expert Working Group. The organisations who were invited are listed in Table 7.

Table 7 - Organisations represented in the Expert Working Groups

Delivering a Just Transition	Realising Economic Opportunities	Creating Healthy and Sustainable Communities	Embracing the Future
Loud Mobility	Logistics UK	Home Builders Federation	Beata Kubitz Associates
Sustrans	London School of Economics	Homes England	Natcen

Delivering a Just Transition	Realising Economic Opportunities	Creating Healthy and Sustainable Communities	Embracing the Future
London School of Economics	Gatwick Airport	Urban Design Group	Urban Fox
WSP	Association of British Ports	Arup	Oxa
University of Leeds	KPMG	East Sussex County Council	ONS
In the Round	DHA Transport	Action for Rural Sussex	ITS-UK
JFG Communications	West Sussex County Council	Urban Movement	University of Southampton
City Science		University College London	Transport for the North
Disability Rights UK		Vivacity Labs	Kent County Council
The Social Market Foundation		Hampshire County Council	
East Sussex County Council			

3.6.3   Each Expert Working Group undertook 3 separate online workshops.

- The first round of workshops, which took place in January 2024, introduced the Transport Strategy Refresh, and sought some initial views from the Expert Groups on key pieces of evidence related to their fields
- The second round of workshops, which took place in February 2024, updated on the evidence collection to date, and sought expert feedback into key drivers of change, which subsequently informed the work on the development of scenarios for the Transport Strategy
- The third round of workshops, which took place in November 2024, updated the working groups on the current progress with the strategy document, and sought their feedback on the draft contents of the document.

3.6.4   It should be noted that not all members of each Expert Working Group were present at each session, primarily due to either illness or other commitments.

3.7   The wider public

3.7.1   TfSE also undertook an online survey using its Your Voices online survey platform, to seek the feedback and views of the wider public across the South East, between April and June 2024. A broadly representative sample of the South East population in terms of demographics and in terms of geographical spread was sought.

3.7.2   To promote the survey TfSE issued two press releases, which was picked up by several news outlets. An episode of The TfSE podcast was also

released which focussed on the Transport Strategy Refresh and why engagement was an important element of its development. TfSE also used its social media profiles on X, Facebook and LinkedIn to further promote the survey, which was also shared by several of our partners.

3.7.3   More details on the methodology can be found in the Your Voices Survey Report, which was published alongside the Draft Transport Strategy.

4.0 Engagement with TfSE Partnership Board

4.1 Introduction

4.1.1 This section of the report shows the results of the series of activities where the TfSE Partnership Board were engaged in the development of the transport strategy.

4.1.2 The Partnership Board were an essential part of the development of the strategy, and consequently their feedback fed into the development of the strategy directly, and changes were made to the strategy following their feedback. How the Partnership Board fed into the strategy is summarised in Figure 7.
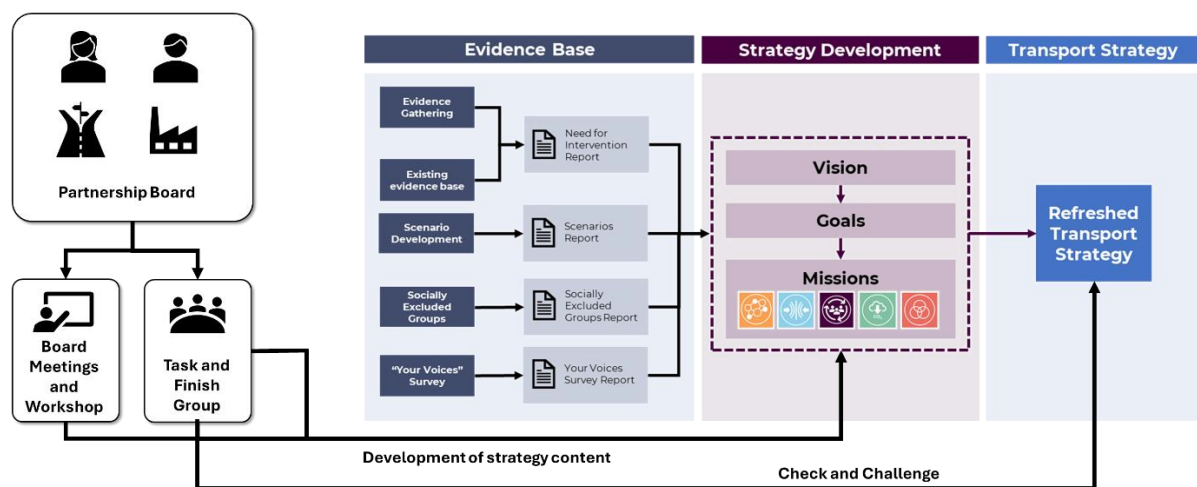
Figure 7 - Overview of the engagement of the Partnership Board in the development of the strategy

4.1.3 Throughout this section of the report, we have highlighted in tables where changes were made, partial changes were made, or no changes were made, along with a rationale. This is presented in each table in the below manner. It should be noted that in some instances, many different comments made by the Partnership Board on a particular matter or issue may be summarised into a single comment which has been responded to. This is purely for brevity.

Change made
This is where a direct change to the document has been made because of the comment or issue.
Partial change made
This signifies one of two things. Some changes were made in response to the comment but not all of those requested. Or changes in other parts of the strategy were made that respond to this comment.

> *No change made*
>
> This is where no changes were made to the strategy in response to the comments.

4.2 Partnership Board Meetings

4.2.1 The meeting minutes of the Partnership Board are posted on [the TfSE website](). The key feedback from these meetings is summarised in Table 8. Where a Partnership Board meeting is not specifically reference, either the Transport Strategy was not an agenda item, or no matters were raised relating to the Transport Strategy at the meeting.

Table 8 - Comments raised at Partnership Board meeting, and changes made to the strategy in response

Date	Comment	What we did
29th October 2024	What is meant by resilience, and how to ensure that the communications activity is not duplicated across others that already work on resilience matters?	*No change made* TfSE has included resilience as a mission due as the evidence indicates it is of increasing importance to our partners. What resilience means in the context of the South East is broadly defined as more reliable journeys and ensuring that transport systems are resilient to shocks and disruption. TfSE will need to undertake work to better define its broader resilience role, something it has committed to in the strategy.
	What are the measurable outcomes of the Mission statements, and how is TfSE collecting the data to make sure it is robust and fair?	*Change made* Indicators are identified for each mission and are included in the strategy. These are collected as part of TfSE's ongoing work.
3rd July 2023	A refresh of the strategy should ensure multi-modal corridors are clear and it is not just a collection of the work of different agencies	*Change made* On the priorities map for each mission, multi-modal corridors are presented.

4.3 Partnership Board Transport Strategy Workshop

4.3.1 This workshop took place prior to the Partnership Board meeting on 22nd July 2024. This workshop consisted of two exercises. The first exercise was a discussion on an updated vision, which was presented following feedback from engagement with key stakeholders as part of a corresponding workshop (see the later section in this report on this engagement). The second exercise consisted of facilitated group discussions based around the relative priorities of several missions. Based

on feedback from engagement with key stakeholders, as well as a decision made at the Partnership Board on 14th May 2024 on 5 key thematic areas for the missions:

- Strategic Connectivity
- Resilience
- Integration and Inclusivity
- Decarbonisation
- Sustainable Communities

Vision

4.3.2   In the discussion concerning the vision, several points of detail were made concerning the vision that was presented. It was agreed that the Task and Finish Group would work on this in more detail. Regardless, several general comments that have been considered in the development of the Draft Strategy. These are highlighted in Table 9.

Table 9 - Comments raised concerning the vision in the Partnership Board workshop, and what we did

Comments made	What we did
The Vision is not South East specific. It reads as a vision that could be applied anywhere.	*Partial change made* The project team sought to balance many needs in developing this vision, and the one presented is a reasonable compromise. How this vision is relevant to the South East is included in supporting text to the main vision statement.
The vision could better reference the strengths and challenges of the area - such as make a call for improving international connectivity or sustainably growing our coastal communities	*Partial change made* In writing the vision the project team has sought to balance comprehensiveness with brevity. The vision itself does not refer to these, but this is covered in the evidence base and supporting text in the strategy.
Differing opinions on whether it needs to be shorter or longer to cover more areas, including ancillary policy	*Change made* The core vision statement itself is one sentence long. However, that is not the whole vision. The supporting text and the goals necessarily balance this brevity by articulating what this vision means. Other ancillary policy areas like energy are included in the missions.

Missions

4.3.3   Across all the identified missions, the Partnership Board expressed that they wished to see broadly high levels of ambition in the strategy (Figures 8 to 12) With Decarbonisation and Integration and Inclusivity showing the highest levels of ambition from the Partnership Board.

Strategic Connectivity

Deliver incremental improvements which increase the efficiency of existing infrastructure

Deliver targeted new infrastructure which enhances strategic connectivity, with focus on key centres (e.g. mass transit) and gateways

Deliver transformational changes in connectivity, through major new infrastructure, especially east-west, between our largest conurbations

LOW → HIGH

Ambition setting:

- Key mission to achieve other missions and outcomes
- Acknowledge funding constraints limit our ability to achieve the maximum ambition – need for route maps to present credible, feasible, fundable interventions

Key considerations:

- Strategic connectivity mission needs to focus on strategic east-west, radial rail, access to airports, ports (freight) and urban mass transit – may need sub-missions to cover all these aspects
- Capture rural connectivity under inclusivity mission

Figure 8 - Levels of ambition in on Strategic Connectivity expressed by the Partnership Board

Sustainable Development

Support housing and economic growth through better integrating land use and transport planning

Enable brownfield development and densification of existing centres to achieve critical mass for transport and other services

Plan for new large-scale transit-oriented development to support transformational growth (e.g. new towns)

Ambition setting:

- Recognised need for coordinated approach to sustainable development
- Repurposing brownfield sites may be more challenging than delivering new-large towns and providing appropriate sustainable transport links

Key considerations:

- Quantum of housing and new development required will vary significantly across the area – no one size fits all
- TfSE's role to influence integration with land use planning and to prevent over-development in areas that impacts other outcomes, such as congestion

Figure 9 - Levels of ambition in on Sustainable Development expressed by the Partnership Board

| Rely on advances in technology and largely on the market to deliver decarbonisation | Intervene through promoting behaviour change and investment in public and active modes to support shift to greener modes | Intervene through measures to reduce demand, such as national road user charging and local measures | Work with other policy areas such as planning, energy and digital sectors to accelerate greening of the grid and net zero |

Decarbonisation

LOW ⟷ HIGH

Ambition setting:

- Agreement that we need to decarbonise, and decarbonise fast
- Need to push incentives to get everyone to decarbonise as fast as possible
- Need for ancillary policy areas to work together

Key considerations:

- Need for national led effort in national road user charging to develop and execute suitable, sophisticated levers for achieving net zero, and that these levers may need to be incrementally rolled out such that the transition is equitable
- Need for other policy areas, such as energy sector, to ensure the grid is green such that EV tailpipe emissions are actually zero emission

Figure 10 - Levels of ambition in on Decarbonisation expressed by the Partnership Board

| Improve safety and accessibility of the network by rolling out integration and inclusion measures (e.g. step-free access, mobility hubs and staff training) | Improve accessibility to employment and key services through transport and coordinated land use policies, especially for vulnerable groups | Deliver a step change in the quality of planning, design and delivery of public spaces, streets and inclusive transport infrastructure | Improve accessibility by addressing unaffordability and reducing the cost of transport |

Integration and Inclusivity

LOW ⟷ HIGH

Ambition setting:

- These principles ought to be business as usual and already integrated deeply within decision making
- Need to consider equity and inclusion impacts from delivering interventions to achieve other missions, such as road user charging or prioritising rail links to airports and London over other user groups

Key considerations:

- Affordability is an open-ended cost – how far can we go?
- acknowledge density of development and growing ridership will make public transport services more financially sustainable – and savings can be passed on
- Need to get things right first time - appreciate challenges of retrospectively considering elements is much harder

Figure 11 - Levels of ambition in on Integration and Inclusivity expressed by the Partnership Board

| Maintain, renew and enhance existing ageing infrastructure (e.g. potholes) | Address major pinch points on the strategic network and protect areas that are of highest risk of climate change (e.g. Croydon area remodelling) | Deliver secondary and alternative corridors as diversionary routes to ensure users always have options (e.g. Brighton Main Line 2) |

Resilience

LOW ⟷ HIGH

Ambition setting:

- Maintenance and renewals should be business as usual
- Acknowledge funding constraints limit our ability to achieve the maximum ambition – need for route maps to present credible, feasible, fundable interventions

Key considerations:

- We have already identified the challenges and opportunities for where there is greatest strategic need for resilience – just need to deliver these
- Be cognisant of future travel patterns, demographics, changing industries and trade patterns when planning for where investment should be prioritised
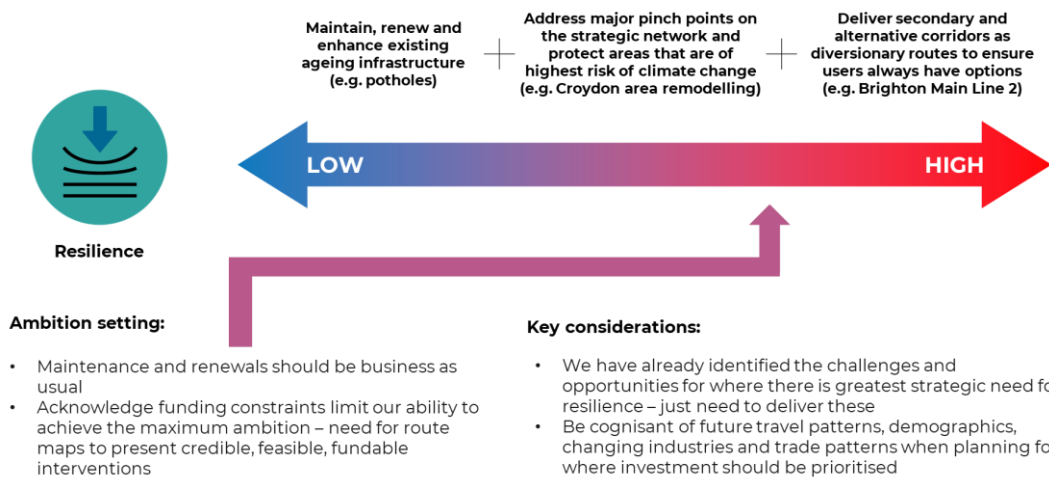
Figure 12 - Levels of ambition in on Resilience expressed by the Partnership Board

4.3.4   Ultimately, the missions have not been prioritised in the transport strategy itself. But several factors relevant to the level of ambition, in addition to key considerations for each mission, were considered and considered for their respective missions. This is shown in Table 10.

Table 10 - Ambition and key considerations raised in the Partnership Board workshop, and how they have been factored into the Draft Transport Strategy

Ambition or key consideration raised	What we did
Strategic Connectivity	
Ambition: Deliver targeted new infrastructure which enhances strategic connectivity, with focus on key centres (e.g. mass transit) and gateways	*Change made* The Strategic Connectivity mission identifies some specific schemes. Though the detail necessary for delivery will always be contained within the Strategic Investment Plan.
Key mission to achieve other missions and outcomes	*No change made* This is a matter that was more for note, as opposed to anything that requires action
Acknowledge funding constraints limit our ability to achieve the maximum ambition – need for route maps to present credible, feasible, fundable interventions	*Change made* The challenge of funding, and the opportunities from alternative funding sources, is part of the Delivery section of the strategy.
Strategic connectivity mission needs to focus on strategic east-west, radial rail, access to airports, ports (freight) and urban mass transit – may need sub-missions to cover all these aspects	*Partial change made* The Strategic Connectivity Mission considers east-west connectivity and some radial rail. Radial routes are covered under the Resilience Mission, and Urban Mass Transit under the Sustainable Growth Mission.
Capture rural connectivity under inclusivity mission	*Change made* The matter of rural connectivity is covered under Transport-Related Social Exclusion as part of the Inclusion and Integration Mission.
Sustainable Development	
Plan for new large-scale transit-oriented development to support transformational growth (e.g. new towns)	*Change made* Establishing sustainable development principles is embedded in the Sustainable Growth Mission.
Recognised need for coordinated approach to sustainable development	*Change made* Establishing sustainable development principles is embedded in the Sustainable Growth Mission.

Ambition or key consideration raised	What we did
Repurposing brownfield sites may be more challenging than delivering new-large towns and providing appropriate sustainable transport links	*No change made* Detailed matters concerning the viability of sites is not a matter for the transport strategy. Though TfSE recognises this as a planning delivery challenge.
Quantum of housing and new development required will vary significantly across the area – no one size fits all	*Partial change made* Key growth locations across the TfSE area, as based on Local Plan data, have been identified in the transport strategy. But no commentary on appropriateness of locations is made.
TfSE's role to influence integration with land use planning and to prevent over-development in areas that impacts other outcomes, such as congestion	*Change made* Establishing sustainable development principles is embedded in the Sustainable Growth Mission.
Decarbonisation	
Work with other policy areas such as planning, energy and digital sectors to accelerate greening of the grid and net zero	*Change made* Working with the energy and other sectors is included in the Delivery section of the transport strategy as a global policy to be delivered.
Agreement that we need to decarbonise, and decarbonise fast	*Change made* Achieving Net Zero by 2050 is embedded as a success factor in the transport, as is achieving transport's carbon budgets in the meantime.
Need to push incentives to get everyone to decarbonise as fast as possible	*Change made* Encouraging the uptake of electric vehicles as well as encouraging behaviour change is part of the strategy.
Need for ancillary policy areas to work together	*Partial change made* Working with the energy and other sectors is included in the Delivery section of the transport strategy as a global policy to be delivered. Working with other sectors is implied but not explicitly mentioned.
Need for national led effort in national road user charging to develop and execute suitable, sophisticated levers for achieving net zero, and that these levers may need to be incrementally rolled out such that the transition is equitable	*Change made* The Decarbonisation Mission included reference to a national road user charging system.

Ambition or key consideration raised	What we did
Need for other policy areas, such as energy sector, to ensure the grid is green such that EV tailpipe emissions are zero emission	*Change made* Working with the energy and other sectors is included in the Delivery section of the transport strategy as a global policy to be delivered.
Integration and Inclusion	
Improve accessibility by addressing unaffordability and reducing the cost of transport	*Change made* Affordability is included in the Inclusion and Integration Mission as an outcome, with the Route Map containing initiatives around integrated fares and concessionary travel.
These principles ought to be business as usual and already integrated deeply within decision making	*Change made* An action in the Delivery Plan is to embed such principles into scheme development and delivery.
Need to consider equity and inclusion impacts from delivering interventions to achieve other missions, such as road user charging or prioritising rail links to airports and London over other user groups	*Change made* An action in the Delivery Plan is to embed such principles into scheme development and delivery.
Affordability is an open-ended cost – how far can we go?	*Partial change made* Affordability is included as an outcome under the Inclusion and Integration Mission. Though this is not precisely defined.
Acknowledge density of development and growing ridership will make public transport services more financially sustainable – and savings can be passed on	*Change made* Establishing sustainable development principles is embedded in the Sustainable Growth Mission.
Need to get things right first time - appreciate challenges of retrospectively considering elements is much harder	*Partial change made* This matter is referred to indirectly in the strategy, in the Delivery section where a commitment is made to improve early engagement with socially excluded groups.
Resilience	
Address major pinch points on the strategic network and protect areas that are of highest risk of climate change (e.g. Croydon area remodelling)	*Change made* The Resilience Mission in the transport strategy places a significant focus on improving the operational resilience of key strategic radial routes and working with partners to identify key resilience pinch points.

Ambition or key consideration raised	What we did
Maintenance and renewals should be business as usual	*Change made* The Resilience Mission maintains a commitment to seek increased and sustained levels of funding for maintenance and renewals.
Acknowledge funding constraints limit our ability to achieve the maximum ambition – need for route maps to present credible, feasible, fundable interventions	*Change made* The Resilience Mission maintains a commitment to seek increased and sustained levels of funding for maintenance and renewals.
We have already identified the challenges and opportunities for where there is greatest strategic need for resilience – just need to deliver these	*Change made* The Resilience Mission maintains a commitment to seek increased and sustained levels of funding for maintenance and renewals.
Be cognisant of future travel patterns, demographics, changing industries and trade patterns when planning for where investment should be prioritised	*No change made* This has not been mentioned explicitly in the transport strategy, and some reference is made to the need to future-proof the network against future threats. But further work is needed.

4.4   Task and Finish Group

4.4.1   Over the course of several meetings, there were many detailed discussions between the Project Team and the Task and Finish Group on the detail of the strategy and of its missions. Reflecting the purpose of the Task and Finish Group to check and challenge the strategy document.

4.4.2   Throughout this process, the strategy document itself was consistently changed and iterated in response to the feedback of the Task and Finish Group. Consequently, here we are referring to how these comments have been considered and included in the final strategy document, as opposed to the details of these iterations as the strategy work progressed.

4.4.3   The main comments made in relation to the strategy are shown in Table 11, as well as what changes were made (if any). The comments received related to several areas of the strategy. Consequently, as well as the comments themselves, we have also shown them against which element of the strategy they are referring to.

Area of the strategy	Comment	What we did
Vision	The Vision is not South East specific. It reads as a vision that could be applied anywhere.	*Partial change made* The project team sought to balance many needs in developing this vision, and the one presented is a reasonable compromise. How this vision is relevant to the South East is included in supporting text to the main vision statement.
	The Vision needs to be shorter and sets out what you plan to do	*Partial change made* The vision itself contains a core vision statement, which is succinct. The purpose of the vision is to establish an end point for the strategy in 2050 – namely what the South East will look like at this point. What will be done is set out in the Missions and Delivery Plan.
	What is meant by quality of life?	*No change made* Whilst no precise definition is given on what is meant by quality of life, the goals go some way to articulating key aspects of this.
Strategic Connectivity Mission	This is one of the two highest priority missions	*No change made* The mission is included in the transport strategy, but the reference to it being one of the two highest priority is not. This is due to all the missions being of equal priority in the strategy itself, although the Partnership Board may have its own view as to the relative priority of each.
	Some schemes are not included under this mission, when they should be (for example Lower Thames Crossing)	*Partial change* Some changes were made to the transport strategy because of the feedback received, to include new schemes or issues in specific areas. However, this was not universal, as the case for some schemes may be stronger under some missions than others. In delivery, it is accepted that it is likely that most, if not all, schemes are likely to tackle issues under, or contribute towards, several other missions.
	Reinstatement of international rail services in Kent should be part of the strategy	*Change made* These are included as a short-term priority under the Strategic Connectivity Mission.

Area of the strategy	Comment	What we did
Strategic Connectivity Mission	East-West connectivity is a particular challenge across the TfSE area	*Change made* The Strategic Connectivity mission specifically focusses on improving strategic east-west routes. This is primarily because in comparison to radial routes to and from London, they are less developed.
Resilience Mission	Move the Resilience Mission to before the Strategic Connectivity Mission	*No change made* This comment was made in response to the Lower Thames Crossing not appearing earlier in the strategy. The ordering of the mission does not reflect the lack of importance of this scheme.
	More funding is needed to improve the maintenance of local roads	*Change made* The Resilience Mission contains a specific commitment to seek greater and more consistent funding for maintenance of transport infrastructure.
	How can we look to roll out highway's lane rental?	*Change made* The Resilience Mission includes this; however, it is the responsibility of local highways authorities to deliver against this. The Delivery section of the strategy contains a commitment to sharing best practice on the Centre of Excellence.
	Improvements to strategic connectivity also have a resilience impact, in a positive way	*Change made* This is noted, and in practice schemes may contribute to achieving several missions. However, there is no need to specifically reference this in the strategy.
Inclusion and Integration Mission	What is meant by affordability?	*No change made* An affordable transport system was identified through engagement with Socially Excluded Groups as being essential to tackling social exclusion. However, further work is needed to define this more precisely.
	Supporting socially necessary services will be challenging without funding	*No change made* The strategy sets an ambition to continue to support socially necessary services across the TfSE area. This will ultimately be a responsibility of local transport authorities, and funding is known as a challenge.

Area of the strategy	Comment	What we did
Decarbonisation Mission	This can only be achieved with significant decarbonisation, including new sources (e.g. modular nuclear)	*Change made* There is a commitment within the transport strategy to work with the energy industry to deliver mutually supportive packages of investment
	How the transport network will decarbonise will vary significantly between areas	*Partial change made* The transport strategy contains a variety of approaches to decarbonisation of transport. Including electric vehicle charging points and behaviour change.
Sustainable Communities Mission	Do not refer to supporting more housing growth above what is planned	*Change made* The Sustainable Growth mission focusses on ensuring that planned growth is being delivered in a manner that based around sustainable transport.
	What role will TfSE play when it comes to the planning system?	*Partial change made* The mission does not explicitly state TfSE's formal role in the planning system. But through the route map for the Sustainable Growth Mission, it seeks to support the delivery of best practice.
Delivery	The Strategy needs to focus on delivery	*Change made* Each of the Missions establishes the kind of things that TfSE wishes to achieve. The Delivery section of the strategy deals with the practical challenges of delivery, and what actions will TfSE take.
	What actions will TfSE take to deliver the strategy?	*Change made* Against each of the Missions, there are tasks identified specifically for TfSE to deliver in the short term.
	Additional funding is needed for local transport authorities to deliver against these plans	*Change made* The strategy includes specific calls for increased and consistent funding. Namely on road maintenance and to fund schemes highlighted in the Strategic Investment Plan.

Area of the strategy	Comment	What we did
General approach	The strategy appears to be focussed on modal shift and does not reflect the reality that many people will continue to use their cars.	*Partial change made* The strategy contains several elements that are likely to improve conditions for road users. Notably improving strategic highways, improving the operational resilience of these highways, and rolling out electric vehicle charging points. However, achieving modal shift is essential for several aspects of our strategy, and to improve conditions for drivers through reduced congestion.
	This strategy will need to consider matters associated with devolution	*No change made* TfSE realises the importance of the changes that could result from plans to devolve powers from central government. Once these plans become clearer, changes to the transport strategy may be made to reflect this.

5.0   Engagement with Key Stakeholders

5.1   Introduction
5.1.1   This section of the report shows the results of the series of activities where our Key Stakeholders were engaged in the development of the transport strategy.

5.1.2   Engagement with our Key Stakeholders was important in shaping the content of the strategy. Their feedback fed into the development of the strategy directly, and changes were made to the strategy following their feedback. How our key stakeholders fed into the strategy is set out in the corresponding sections.

5.1.3   Throughout this section of the report, we have highlighted in tables where changes were made, partial changes were made, or no changes were made, along with a rationale. This is presented in each table in the below manner. It should be noted that in some instances, many different comments made by our Key Stakeholders on a particular matter or issue may be summarised into a single comment which has been responded to. This is purely for brevity.

Change made This is where a direct change to the document has been made because of the comment or issue.
Partial change made This signifies one of two things. Some changes were made in response to the comment but not all of those requested. Or changes in other parts of the strategy were made that respond to this comment.
No change made This is where no changes were made to the strategy in response to the comments.

5.2   Workshops with key stakeholders

Scenario Planning Workshop 1
5.2.1   The first workshop with key stakeholders was a scenario planning workshop, that sought to identify key drivers of change that will affect the future of transport across the South East. This consisted of two activities:

- **A Driver Identification Exercise**, where key drivers of future changes were mapped against two axes: level of uncertainty (from high to low) and level of importance (from high to low). The results of which formed the basis of a...

- **Axes of Uncertainty Exercise**, where the drivers of future changes that were of highest uncertainty and highest importance were used to create a series of axes of uncertainty, with two outcomes at the end of each scenario.

5.2.2 For the purposes of this report, what was done with axes of uncertainty and how it informed the next stage of scenario development is the most critical. However, for completeness, the results of the Driver Identification and Axes of Uncertainty Exercises are shown in Figures 13 to 18.

Figure 13 - Output from the Driver Mapping Exercise

Figure 14 - Output from the Driver Mapping Exercise
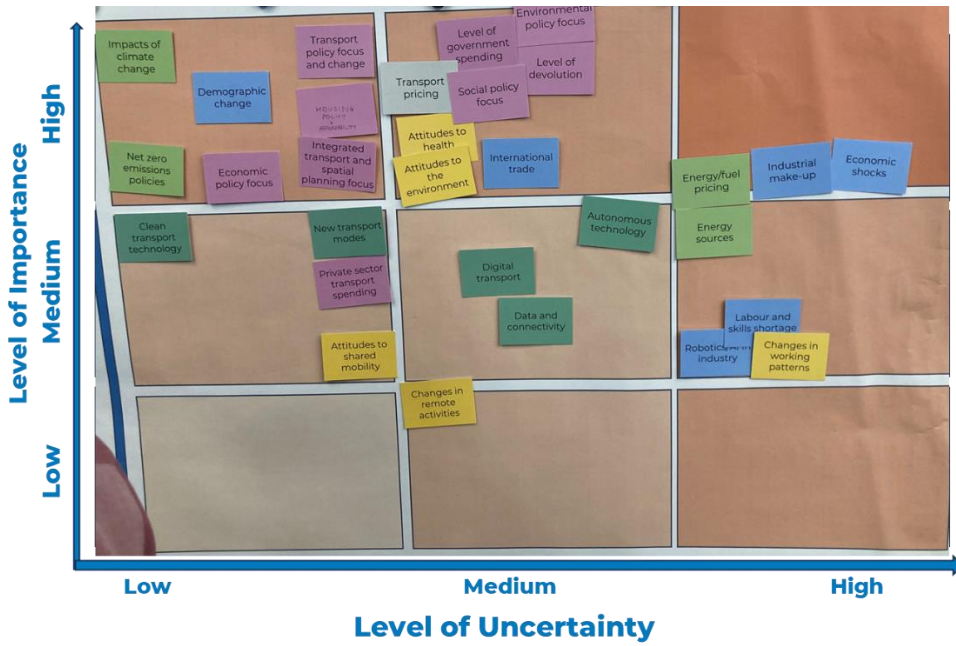
Figure 15 - Output from the Driver Mapping Exercise
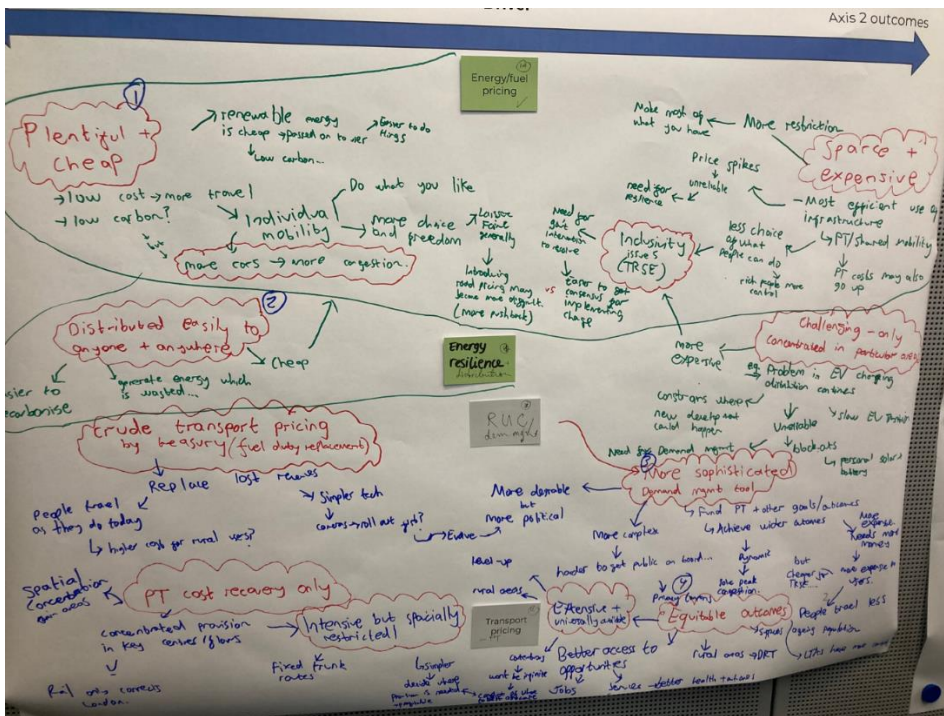
Figure 16 - Outputs from the Axes of Uncertainty Exercise

Figure 17 - Outputs from the Axes of Uncertainty Exercise

Figure 18 - Outcomes from the Axes of Uncertainty Exercise

5.2.3   The outcomes of the Axes of Uncertainty were then broadly grouped into three groups. The first was titled **Approaches to Transport Planning**, and included axes on Road User Charging, Transport Pricing, and Transport Policy Shifts. The second was titled **Appetite for Intervention**,

including axes on Levels of Government Spending, Regulation and Competition, Environmental Policy Focus, Attitudes to the Environment, and Integrated transport and land use planning. The third was titled **Determinants of Economic Growth**, including axes on Interest Rates and Economic Shocks, International Trade, Labour Skills Shortage, Industrial Make Up and Energy / Fuel Pricing and Resilience. These are shown in Figure 19

Group	High importance and uncertainty drivers	Axis 1	Axis 2
0	Road user charging	Crude - replaces fuel duty, national and weak	Sophisticated - demand management tool to influence behaviours
0	Transport pricing	Public transport provision only where it can cover its operating costs - leads to concentration of demand and development	Public transport provided based on delivering outcomes - supports levelling up
0	Transport policy shifts	Interventionist, legally forced budgets, demand management, make best use of existing infrastructure, focussed rollout	Consensus for behaviour change, more organic mode shift
1	Level of government spending	Low level, volatile, centralized, not for south east, high-trade offs, for maintenance only	Plentiful, consistent, spread to everywhere, national and local
1	Regulation and competition	Everything is regulated, nationally organized trains/buses, costly, monopoly	More variety, devolution
1	Environmental policy focus	Removal of planning controls and constraints, uncontrolled sprawl	Supports right scale of development, regeneration
1	Attitudes to the environment	People know what they should do, but do not do it. EVs grow in popularity and car usage continues to grow.	People take an active role in changing their carbon impact, travelling more sustainably and reducing their travel.
1	Integrated transport land use planning	Relaxed planning with no guiding mind. Reactive and market led leading to a fragmented transport system.	Regulated planning with a coordinated approach. Integrated, multi-modal transport.
2	Interest rates and economic shocks	High fluctuation, stop-start nature of delivery, less investment, wages and op costs rise faster than fares, short-term firefighting	More stability, more confidence, easier to think strategically and longer-term
2	International trade	Brexit leaves lasting impacts, ports and airports don't grow	Continued growth, ports and airports have a bigger influence on the TfSE area
2	Labour skills shortage	Scarce, high wages, PT fares grow	Plentiful, high economic productivity
2	Industrial make up	Narrow, fragile, declining sector, reliant on external area	Diverse, vibrant, integrated with global supply chains
2	Energy/fuel pricing and resilience	Plentiful and cheap energy – leads to more cars, more congestion, more individuality	Sparce and expensive - leads to social equity issues, less choice

Figure 19 - Groupings of Axes of Uncertainty

5.2.4   What we did with these groupings of axes was create 4 broad scenarios, based upon the input of the workshop participants, which were then presented in the second scenario planning workshop. The two axes (Figure 20) were identified as the following:

- An axis of government intervention, from interventionist to laissez faire
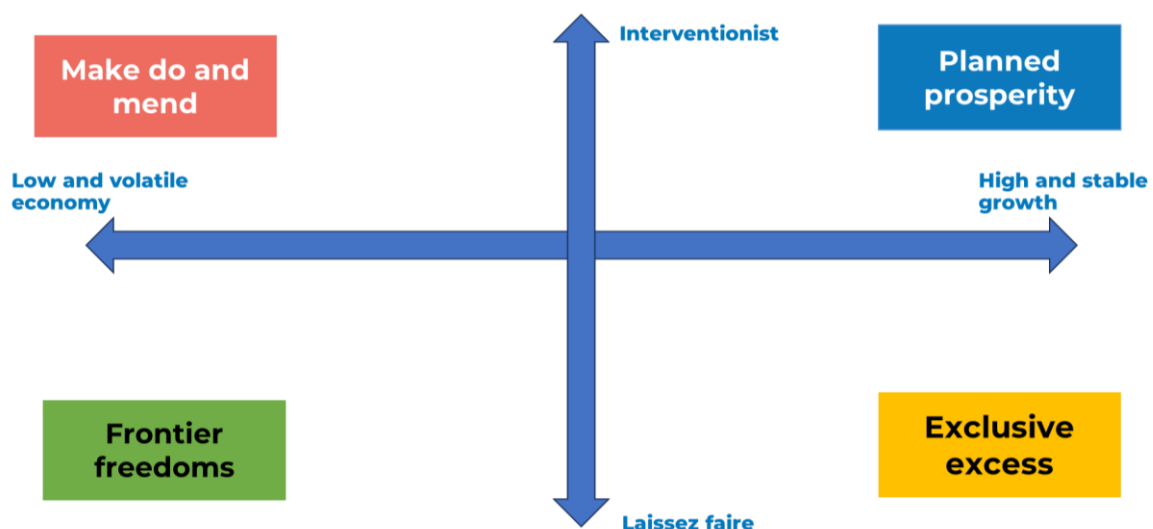- An axis of economic growth, from low and volatile to high and stable

Figure 20 - Initial Scenario Framework

Scenario Planning Workshop 2

5.2.5   The second scenario planning workshop focussed on refining the scenarios and defining the scenario outcomes. For the first exercise, the scenarios were presented as shown in Figure 20 as well as some draft scenario narratives for each of the scenarios (Figure 21).
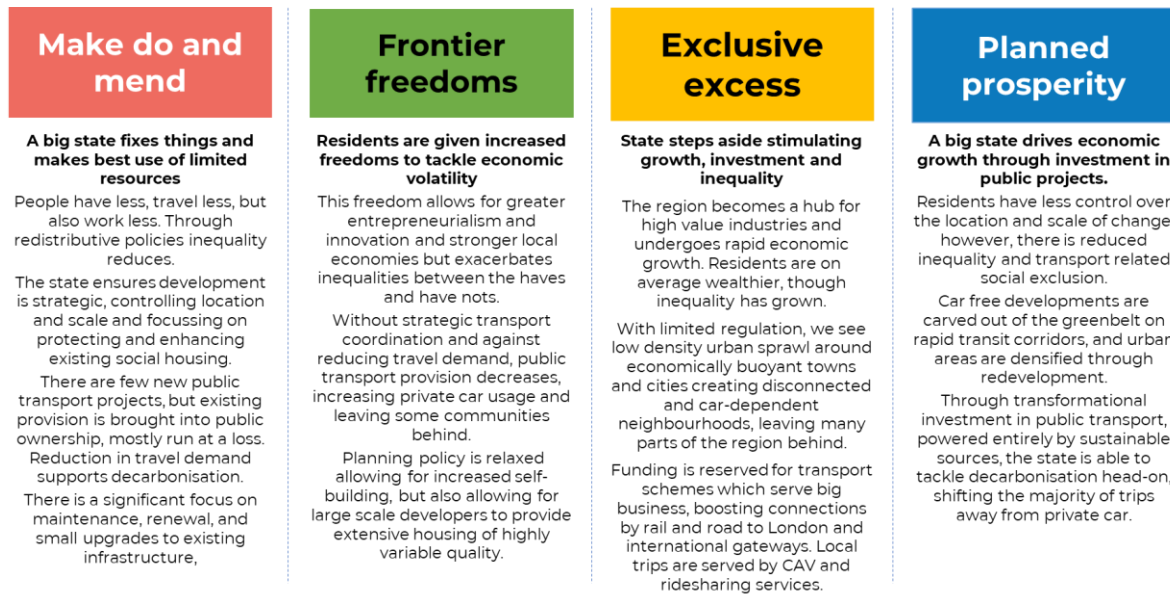

Make do and mend	Frontier freedoms	Exclusive excess	Planned prosperity
A big state fixes things and makes best use of limited resources	**Residents are given increased freedoms to tackle economic volatility**	**State steps aside stimulating growth, investment and inequality**	**A big state drives economic growth through investment in public projects.**
People have less, travel less, but also work less. Through redistributive policies inequality reduces.	This freedom allows for greater entrepreneurialism and innovation and stronger local economies but exacerbates inequalities between the haves and have nots.	The region becomes a hub for high value industries and undergoes rapid economic growth. Residents are on average wealthier, though inequality has grown.	Residents have less control over the location and scale of change, however, there is reduced inequality and transport related social exclusion.
The state ensures development is strategic, controlling location and scale and focussing on protecting and enhancing existing social housing.	Without strategic transport coordination and against reducing travel demand, public transport provision decreases, increasing private car usage and leaving some communities behind.	With limited regulation, we see low density urban sprawl around economically buoyant towns and cities creating disconnected and car-dependent neighbourhoods, leaving many parts of the region behind.	Car free developments are carved out of the greenbelt on rapid transit corridors, and urban areas are densified through redevelopment.
There are few new public transport projects, but existing provision is brought into public ownership, mostly run at a loss. Reduction in travel demand supports decarbonisation.	Planning policy is relaxed allowing for increased self-building, but also allowing for large scale developers to provide extensive housing of highly variable quality.	Funding is reserved for transport schemes which serve big business, boosting connections by rail and road to London and international gateways. Local trips are served by CAV and ridesharing services.	Through transformational investment in public transport, powered entirely by sustainable sources, the state is able to tackle decarbonisation head-on, shifting the majority of trips away from private car.
There is a significant focus on maintenance, renewal, and small upgrades to existing infrastructure,			

Figure 21 - Scenario narratives presented to Workshop 2

5.2.6   As a result of this discussion, there was broad agreement with the scenario narratives as written, with some minor changes recommended, notably including health and social outcomes. These minor changes were reflected in the final scenario narratives reported in the Scenarios Report.

5.2.7   For the second exercise, the participants discussed what the potential transport outcomes of each scenario were in comparison to a business-as-usual scenario. Using a pre-defined matrix, participants identified whether there would be more of each factor compared to business as usual, about the same as the business-as-usual scenario, or less than the business-as-usual scenario. This was against the following criteria:

- Densification of existing urban areas.
- Speed of greening of energy production.
- Transport demand / trip rates.
- Digital replacement of real-world activities:
- Proportion using public transport.
- Proportion using active modes (walking and cycling).
- Proportion using private motor vehicles.
- Proportion using new mobility modes.

Alternative Future	Densification of existing urban areas	Speed of greening of energy production	Transport demand / trip rates	Digital replacement of real-world activity	Proportion using public transport	Proportion using active modes	Proportion using private motor vehicles	Proportion using new mobility modes
Business as usual	•	•	•	•	•	•	•	•
Make do and mend								
Frontier freedoms								
Planned prosperity								
Exclusive excess								

• In line with Business as Usual
+ More than Business as Usual
- Less than Business as Usual

Figure 22 - Scenario Transport Outcomes Activity

5.2.8   The results of this group activity are presented in Figures 23 to 25.

Figure 23 - Outcomes of Group Activity into the Transport Outcomes of different scenarios

45
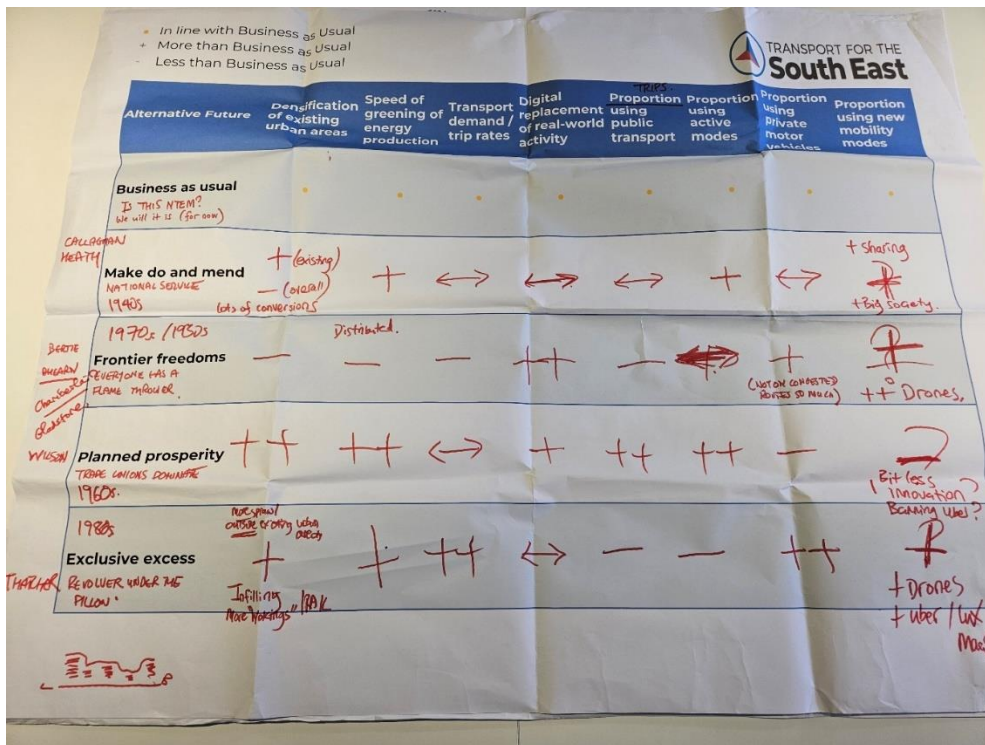
Figure 24 - Outcomes of Group Activity into the Transport Outcomes of different scenarios
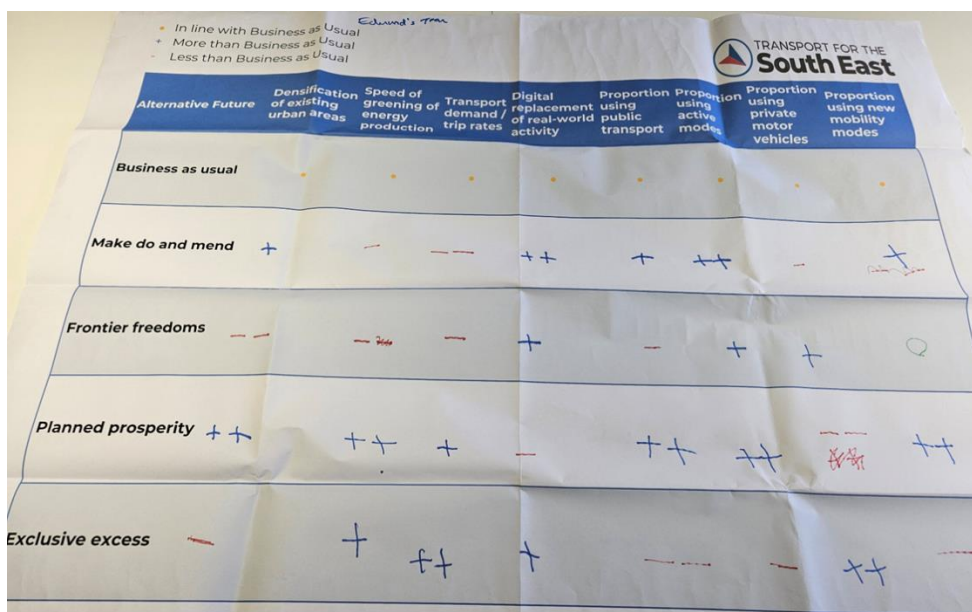
Figure 25 - Outcomes of Group Activity into the Transport Outcomes of different scenarios

5.2.9   The views presented by the participants in this activity were then translated into a series of assumptions that were put into the South East Economic and Land Use Model (SEELUM). As part of the scenario planning activity, this was then used to model the impacts of different scenarios and produce figures on their transport outcomes. This was with changes, primarily to reflect the ability of SEELUM to effective mode each of the criteria, and to consequently produce some useful results. These changes are as so:

- **Densification of existing urban areas** was changed into *Changes in land use development*, to also incorporate changes in locations of development mentioned during the scenario planning workshop.
- **Speed of greening of energy production** was changed into *Roll-out of electric and alternative fuelled vehicles* to produce a transport outcome.
- **Transport demand / trip rates** was not directly included, as this was covered by changes in Generalised Journey Costs for each mode of transport.
- **Digital replacement of real-world activities** was not directly included, as this was covered by changes in Generalised Journey Costs for each mode of transport
- **Proportion using public transport** was changed into *Changes in rail generalised journey cost* and *Changes in bus / mass transit generalised journey cost* to produce a transport outcome.
- **Proportion using active modes (walking and cycling)** was changed into *Changes in active travel generalised journey cost* to produce a transport outcome.
- **Proportion using private motor vehicles** was changed into *Changes in highway generalised journey cost* to produce a transport outcome.
- **Proportion using new mobility modes** was not directly included due to challenges in modelling the outcomes in SEELUM

5.2.10 More details on this are provided in the Scenarios Report that has been produced alongside this strategy.

Vision and Missions Workshop
5.2.11 As part of the third workshop with key stakeholders, several activities were undertaken with participants with the purpose of developing the vision and missions of the strategy. This consisted of three activities:

- A Vision activity, where the existing vision of the previous transport strategy was presented, and a group discussion took place.
- An Outcomes activity, where the 15 priorities of the previous were discussed in groups, with the purpose of identifying the scale of the challenge in achieving these outcomes, and current progress towards achieving this outcome
- A Mission Definition activity, which built upon the outcome's activity, and sought feedback from the participants as to what would constitute good missions, and where TfSE could play a significant role in delivering.

5.2.12 As the Outcomes activity informed the Missions Definition activity, the outcomes of this activity are not reported here.

5.2.13 The vision of the existing transport strategy is as follows:

"By 2050, the South East of England will be a leading global region for net-zero carbon, sustainable economic growth where integrated transport, digital and energy networks have delivered a step change in connectivity and environmental quality.

A high-quality, reliable, safe and accessible transport network will offer seamless door-to-door journeys enabling our businesses to compete and trade more effectively in the global marketplace and giving our residents and visitors the highest quality of life."

5.2.14 There was much discussion on the relative merits of this vision was also extensively discussed throughout later workshops, Transport Strategy Working Group and Senior Officer Group meetings, and meetings of the Partnership Board and Partnership Board Task and Finish Group. Therefore, the below comments (Table 12), which summarise the main points raised during this discussion, relate to their inclusion in the final adopted Vision, which is presented in Figure 26.

Table 12 - Comments on the Vision, and what was changed as a result

Comment on the Vision	What we did
The Vision is not South East specific, and needs to be made more South East specific	*Partial change made* The adopted vision makes specific reference to the South East, while the main strategy document outlines the context that makes the application of this vision unique.
The Vision needs to be shorter – no more than two sentences	*No change made* While several versions of the vision were drafted, the consensus view was to have the vision as more comprehensive than short. However, the core vision statement is just a single sentence.
A greater mention is needed of health outcomes	*Partial change made* Health outcomes are inferred in the vision through improving quality of life. The strategy itself also has health incorporated into the Sustainable Growth mission.

Comment on the Vision	What we did
Could digital and energy networks be expanded to include other services?	*No change* The desire to keep the vision statement as short as possible meant that this could not be expanded further, although energy networks and digital connectivity are referred to in the supporting text. Working with other utilities forms a key part of our Resilience and Decarbonisation Missions.
Quality of life needs to be better defined in the vision	*Change made* Whilst a definition is not strictly defined in the strategy, the social, economic, and environmental goals together define the component parts of what we refer to as quality of life.

Our Vision is for the South East to offer the highest quality of life for all and be a global leader in achieving sustainable, net zero carbon growth.

To achieve this, we will develop a resilient, reliable, and inclusive transport network that enables seamless journeys and empowers residents, businesses, and visitors to make sustainable choices.

We will deliver this Vision by driving strategic investment and forging partnerships that deliver sustainable transport, integrated services, digital connectivity, clean energy, and environmental enhancement.

Our Vision is supported by three Goals that reflect the three pillars of sustainable development.

Economic Goal
Improve productivity and attract investment to grow our economy and better compete in the global marketplace.

Social Goal
Improve health, safety, wellbeing, quality of life, and access to opportunities for everyone.

Environmental Goal
Protect and enhance the South East's unique natural and historic environment.

Figure 26 - The Vision and Goals of the Draft Transport Strategy

5.2.15 It should be noted that there was extensive discussion at the workshop, which constituted 'wordsmithing' of specific words and phrases. Namely, is there another way of expressing the same sentiment using different words. Such matters were extremely detailed and not captured specifically as feedback.

5.2.16 The Mission Definition activity (Table 13) highlighted several areas where the group considered that TfSE could play a leading role in delivering. Table 13 also summarises the scoring of from the workshop activities that were undertaken.

Table 13 - Results of the Mission Definition Activity

Potential Mission	Score	Potential Mission	Score
Delivering a resilient and reliable transport system	2	Transport enabling sustainable development	1
Enhancing our natural and historic environment	1	Better connecting our coastal communities	2
Decarbonising transport and travel	3	Better connecting our rural communities	1
Connecting international gateways and facilitating trade	2	Transforming east – west connectivity	2
Boosting strategic connectivity with rest of the UK	3	Resilient radial corridors	2
Enhancing business and labour market connectivity	2	World class urban transport systems	2
Increasing safety and feelings of safety	2	Delivering devolution	1
Delivering an integrated network	2	Building institutional capacity	3
Providing an inclusive and affordable network	2	Securing funding for our transport infrastructure	3
Facilitating access to key services	1	Co-design, engagement and education	1
Ability for TfSE to deliver action to achieve the mission		3 = TfSE could have a direct role in achieving the mission 2 = TfSE role is primarily co-ordination and influence 1 = TfSE has a limited role in achieving the mission 0 = TfSE has no role in achieving the mission	

5.2.17 What can be seen from this activity is that there were several potential missions where it was considered that TfSE could play a direct role in achieving the mission. Namely:

- Boosting strategic connectivity with rest of the UK
- Building institutional capacity
- Securing funding for our transport infrastructure

5.2.18 It is also notable that under none of the missions was it considered that TfSE played no role. Though it should be said that under 6 of the potential missions it was considered that the role of TfSE would be limited.

5.2.19 The discussions that took place focussed on two broad subjects. Namely the ability of TfSE to act in its status as a non-statutory sub-national transport body, and what it should be doing. Consequently, the scoring the activity reflected this discussion.

5.2.20 The Missions themselves were subject to a constant process of iteration and change throughout workshops that took place after this one and with the Partnership Board and Task and Finish Group.

Notwithstanding that, much of the work undertaken during this session was realised in the final missions themselves. This is summarised in Table 14.

Table 14 - How the missions during the workshop were included in the Draft Transport Strategy

Mission	Included in the final missions of the strategy?	Comment
Delivering a resilient and reliable transport system	Yes	Included as the Resilience Mission
Enhancing our natural and historic environment	Partly	Included as part of the Sustainable Growth mission
Decarbonising transport and travel	Yes	Included as the Decarbonisation mission
Connecting international gateways and facilitating trade	Yes	Included as the Strategic Connectivity Mission
Boosting strategic connectivity with rest of the UK	Yes	Included as the Strategic Connectivity Mission
Enhancing business and labour market connectivity	Yes	Included as the Strategic Connectivity Mission
Increasing safety and feelings of safety	Partly	Included as part of the Sustainable Growth mission
Delivering an integrated network	Yes	Included as the Inclusion and Integration Mission
Providing an inclusive and affordable network	Yes	Included as the Inclusion and Integration Mission
Facilitating access to key services	Yes	Included as the Inclusion and Integration Mission
Delivering a resilient and reliable transport system	Yes	Included as the Resilience Mission
Transport enabling sustainable development	Yes	Included as the Sustainable Growth Mission
Better connecting our coastal communities	Yes	Included as the Inclusion and Integration Mission
Better connecting our rural communities	Partly	An element of the Inclusion and Integration Mission
Transforming east – west connectivity	Yes	Included as the Strategic Connectivity Mission
Resilient radial corridors	Yes	Included as the Resilience Mission
World class urban transport systems	Yes	Included as the Sustainable Growth Mission
Delivering devolution	Partly	No specific mention of preferred options, but changes in governance referred to in the Delivery section
Building institutional capacity	Yes	Included as part of the Policy Route Maps and Delivery section

Mission	Included in the final missions of the strategy?	Comment
Securing funding for our transport infrastructure	Yes	Included as part of the Policy Route Maps and Delivery section
Co-design, engagement and education	Yes	Included as part of the Policy Route Maps
Transport enabling sustainable development	Yes	Included as the Sustainable Growth Mission

Policy Route Map Workshops

5.2.21 At the two Policy Route Map Workshops ideas for key policy initiatives were brainstormed with participants. The outputs produced by these activities are given in Figures 27 to 31.
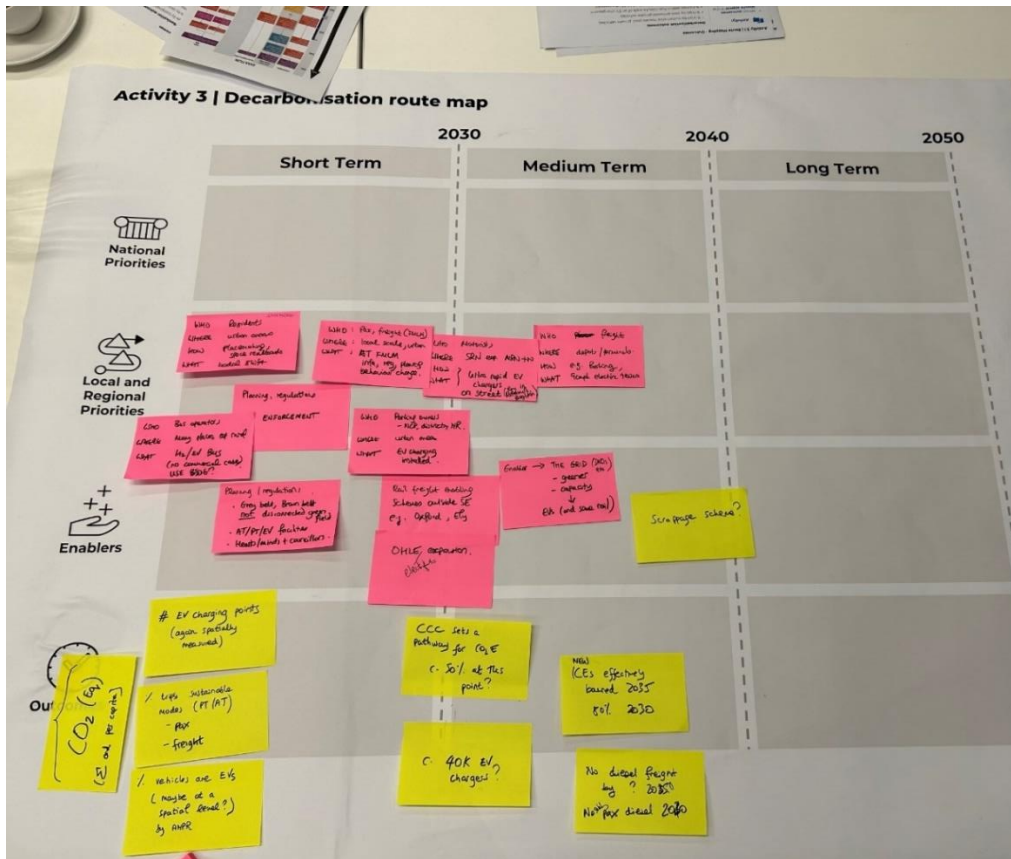
Figure 27 - Decarbonisation Route Map produced through workshops with key stakeholders
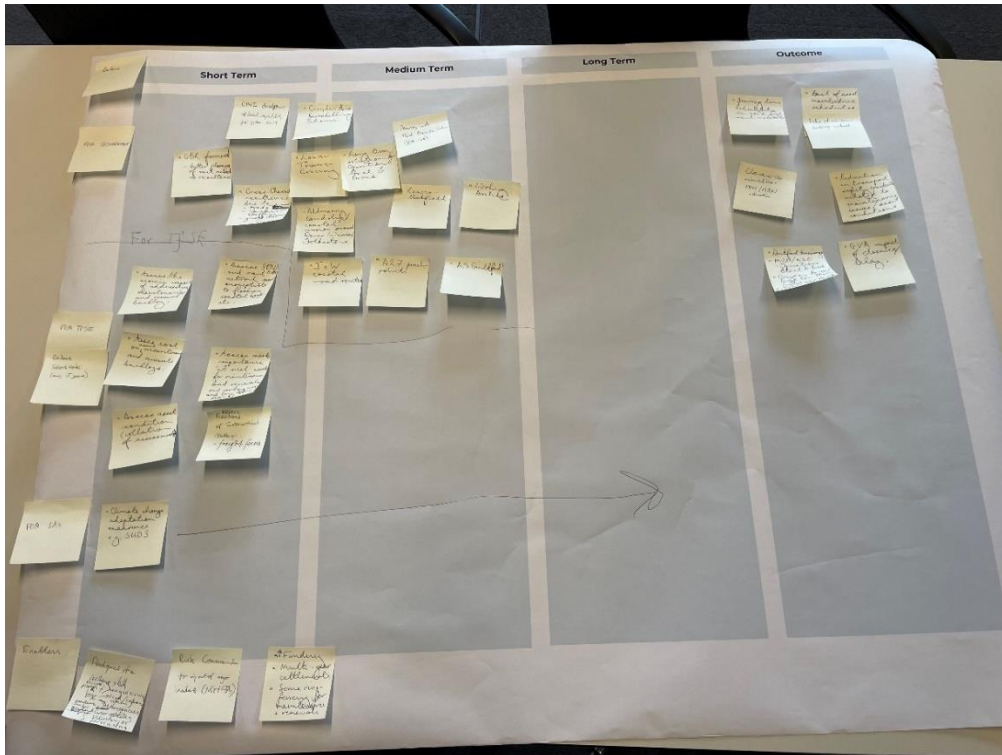
Figure 28 - Resilience Route Map produced through workshops with key stakeholders
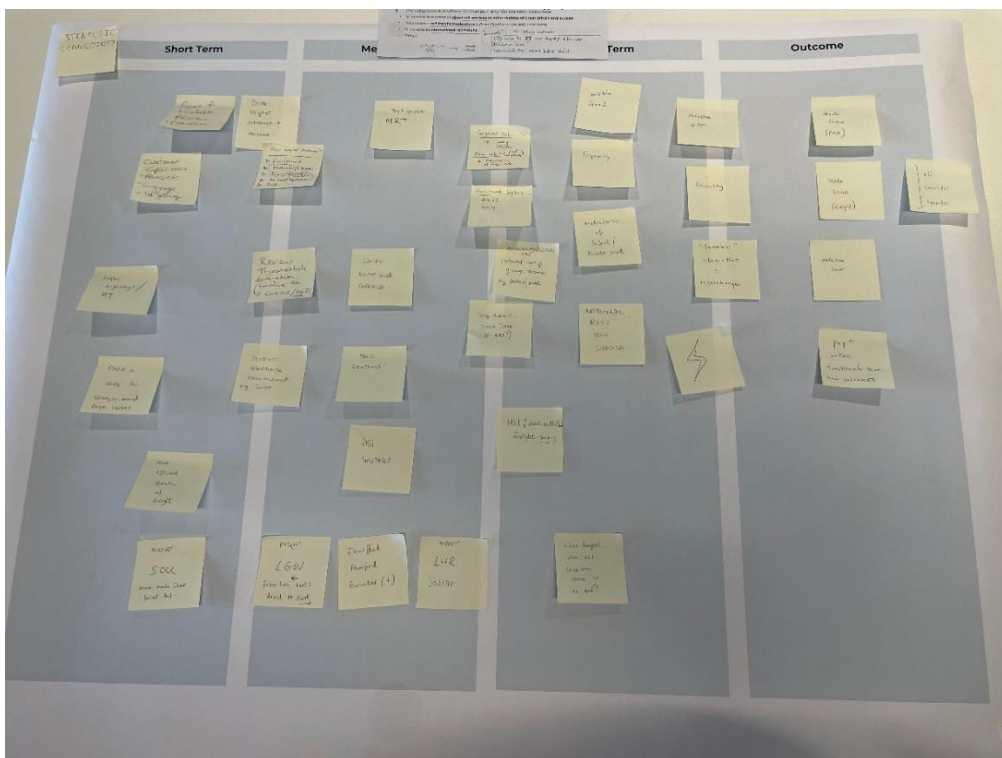
Figure 29 - Strategic Connectivity Route Map produced through workshops with key stakeholders
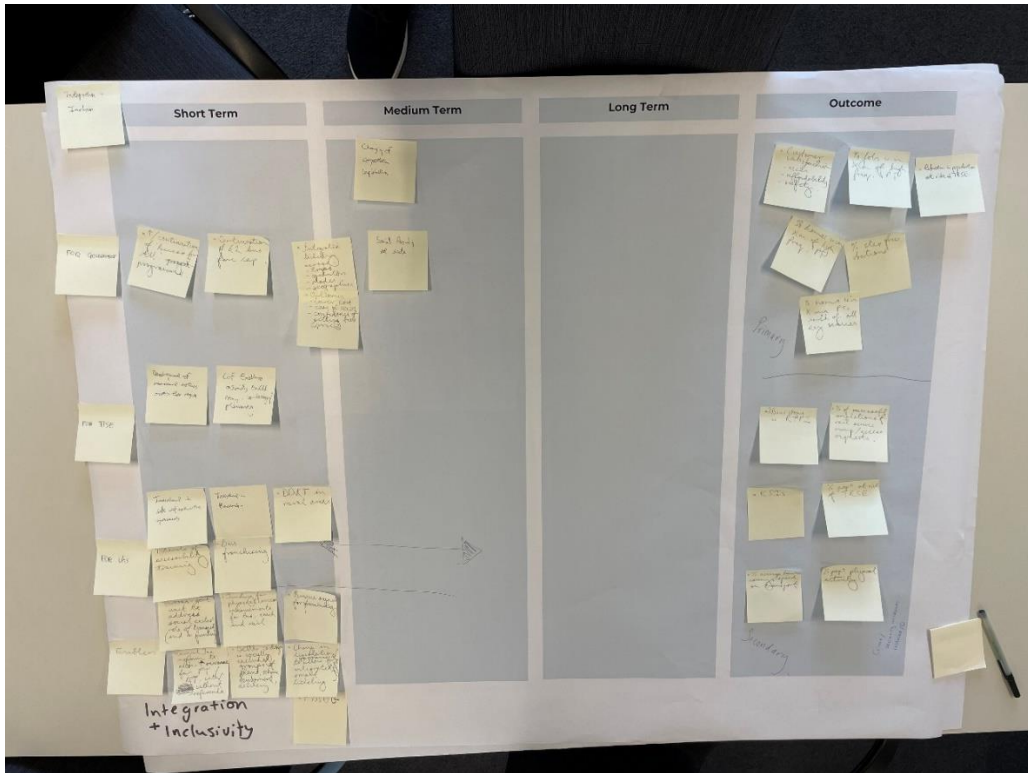
Figure 30 - Integration and Inclusivity Route Map produced through workshops with key stakeholders
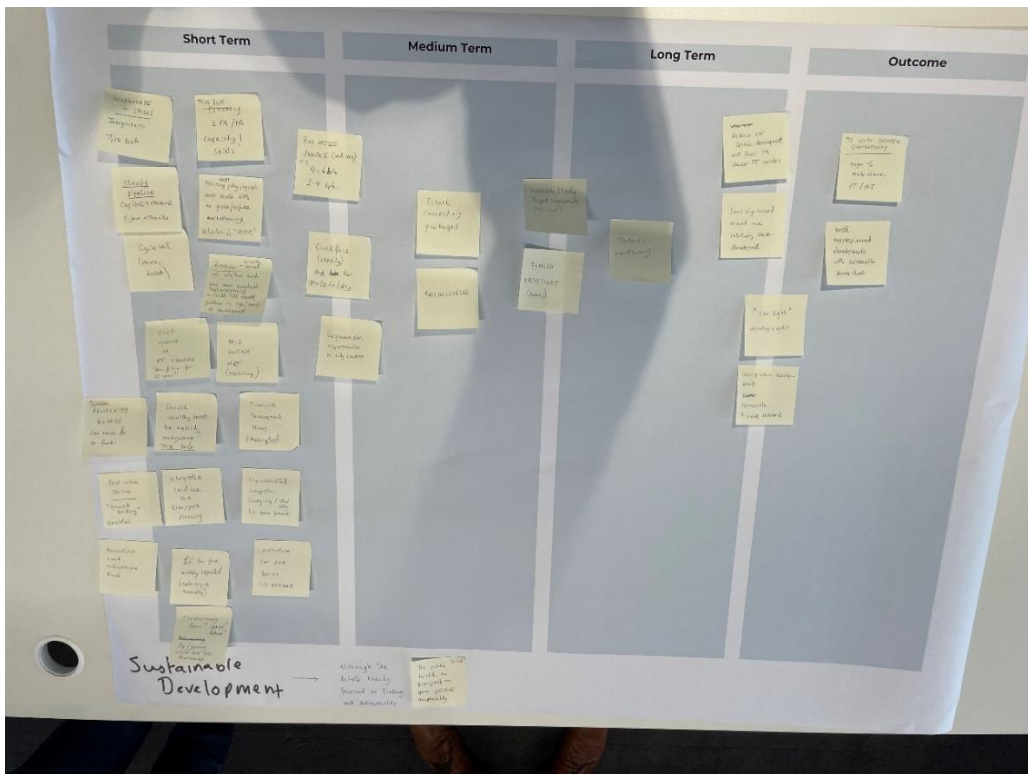
Figure 31 - Sustainable Development Route Map produced through workshops with key stakeholders

5.2.22 The outcomes of this activity were then combined into a single master route map (Figure 32) by the project team after the workshops had been completed. Many of the proposed policy initiatives were combined or

linked with actions contained in the SIP to be included on the route maps for each of the missions.
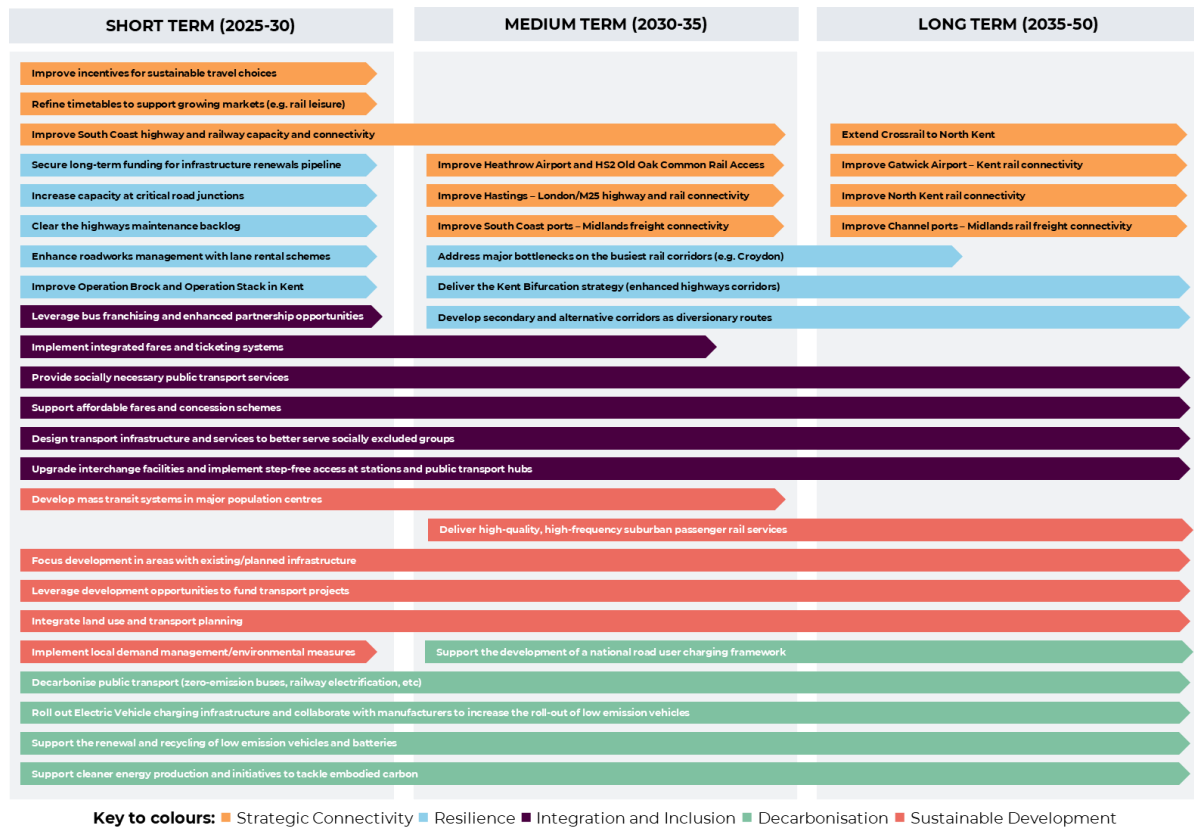
Figure 32 - Single Master Route Map resulting from all the workshop sessions[2]

5.2.23 This activity provided the basis for the project team to continue further analysis work, and engagement with the Task and Finish Group, they key stakeholders through other forums like Senior Officer Groups. Most of the policy initiatives raised during the workshops were included in the final versions in the Draft Transport Strategy, either directly or through combination with several other similar initiatives. This resulted in the final policy route maps shown in the Draft Transport Strategy.

5.3   Transport Forum

5.3.1   The Challenge Definition Workshop undertaken with the Transport Forum in April 2024 resulted in a total of 86 challenge statements being identified. This exercise primarily fed into the development of the strategy as part of the evidence base (Figure 33). Not only in terms of providing evidence to consider as part of the Need for Intervention Report, but also in terms of sense-checking the evidence that was being collected at the time.

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[2] Note that this route map has subsequently been edited following further feedback, and so this version does not appear in the transport strategy.
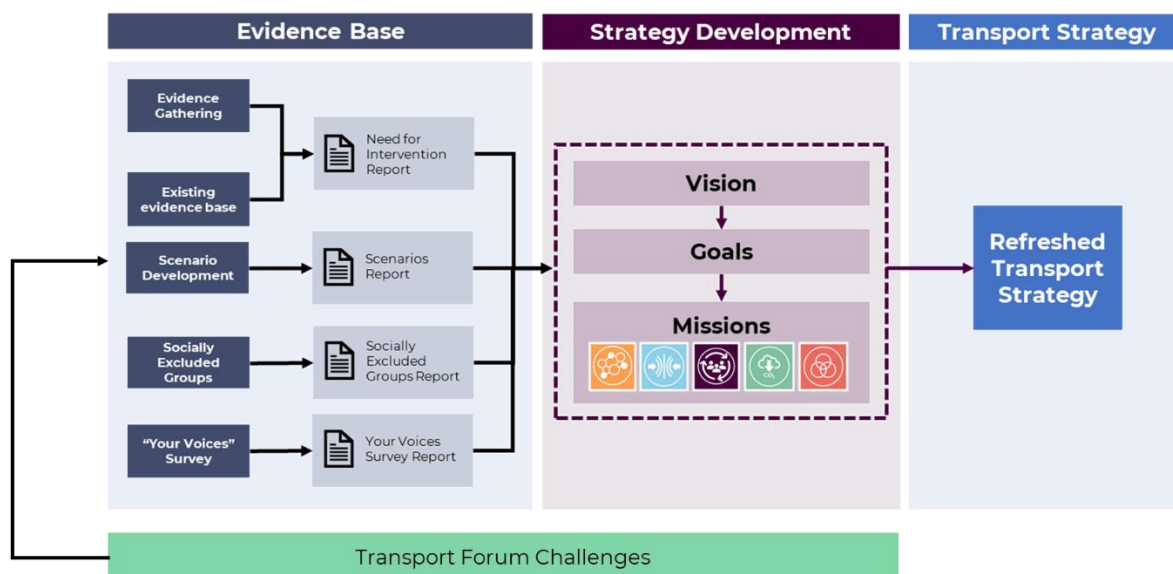
Figure 33 - The process of feeding in the Transport Forum challenges into the development of the transport strategy

5.3.4   From this exercise, several key themes were identified that were common across many of the different challenge statements. Each of these have been considered as part of the development of the Transport Strategy, and the response to each of these is included in Table 15.

Table 15 - Transport Forum's and what we did to include in the transport strategy

Transport Forum Challenge Theme	What we did
Delivering Net Zero and the Pace of Change	*Change made* The Transport Strategy contains a specific mission on Decarbonisation. Where we commit to not only achieving the Government's target of Net Zero carbon emissions by 2050, but also to achieving carbon budgets in the meantime. This is supported by a variety of policies, notably encouraging the use of sustainable modes of transport, and supporting the roll out of electric vehicle charging points.
Shifting away from private car use	*Change made* The Transport Strategy contains a variety of policy initiatives and schemes across all its missions. Including incentivising the use of sustainable modes of transport, embedding principles of sustainable transport in new developments, and upgrading railway lines to improve strategic connectivity. The strategy also contains several TfSE-specific actions to support the development of business cases to deliver such schemes, and to spread best practice in their delivery.

Transport Forum Challenge Theme	What we did
Tackling Social Exclusion	*Change made* The Transport Strategy contains a specific mission on Inclusion and Integration. This contains specific policies to tackle transport-related social exclusion and supporting the development of improved interchanges. This mission also contains some TfSE-specific actions. Notably integrating tackling transport-related social exclusion into scheme development and embedding best practice in engaging with socially excluded groups across the South East.
Improving conditions for freight	*Change made* The Transport Strategy considers the needs of freight throughout its missions. Under the Strategic Connectivity Mission, there are proposals to improve strategic rail freight corridors. Meanwhile, under the Resilience Mission, improving the resilience of key rail freight corridors, including for routes to and from Dover, are identified. There are also specific commitments for TfSE to continue to support the work of its Freight Forum, as well as deliver on current studies into freight issues.
Improving access to international gateways	*Partial change made* The Strategic Connectivity Mission has as a success factor improving access to and from major international gateways. The Strategy also contains specific actions to improve access to and from our international gateways by several modes of transport. This includes improving strategic rail freight corridors and improving the operation of Operation Brock and Stack.
Paying for infrastructure	*Change made* The Delivery section of the strategy sets out various options for funding and financing the infrastructure improvements required. While this sets out options, the Strategic Investment Plan and Delivery Action Plan will explore these in more detail. The Strategy also contains a commitment to develop a funding playbook. To enable our partners to explore different funding options for infrastructure.
Better planning and transport integration	*Change made* The Strategy has a specific mission focussing on Sustainable Growth. This has as a success factor ensuring that new developments are served by sustainable transport. This mission also contains some specific actions to deliver best practice in land use and transport integration on major developments across the South East.

Transport Forum Challenge Theme	What we did
Enhancing connectivity, especially by non-car modes	*Change made* The Transport Strategy has a specific mission to improve Strategic Connectivity. This mission particularly focusses on improving strategic connectivity by rail and seeks to deliver several infrastructure projects that will improve such connectivity.
Embracing digital technologies	*Partial change made* The Transport Strategy contains no specific commitments with regards to technologies but does support overall future mobility policy packages that achieve the 5 missions. Missions where TfSE considers that technology could specifically play a role are Decarbonisation and Resilience.
Improving energy and digital networks	*Change made* The Transport Strategy contains a Global Policy Package to work with energy networks to support expansion of renewable energy across the South East.

5.4   Informal Fireside Chats

5.4.1   The fireside chats involved several detailed conversations with a variety of partners. In total, there were over 150 detailed comments, many of which were provided in strictest confidence to the project team. How these comments fed into the strategy development process is summarised in Figure 34.
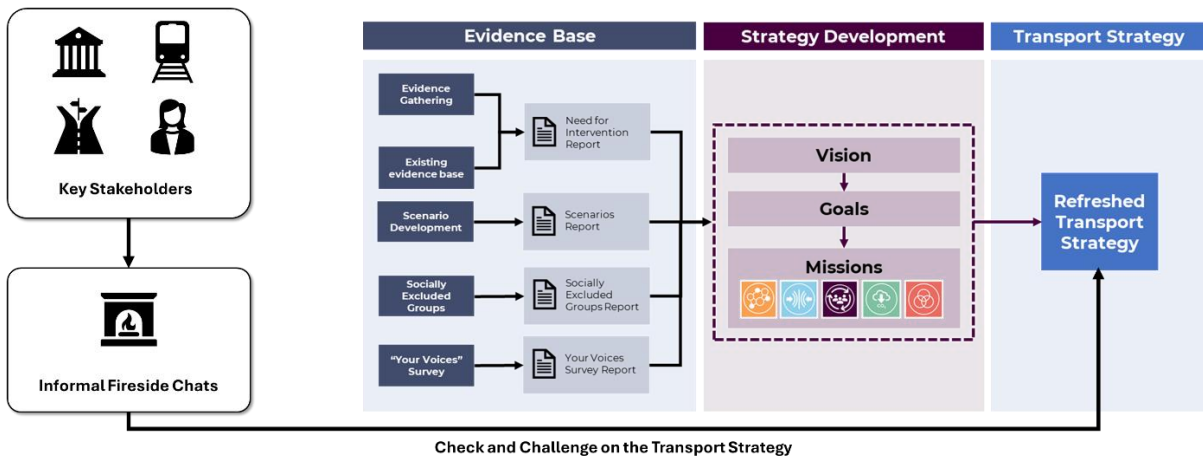
Figure 34 - How the informal fireside chats fed into the development of the transport strategy

5.4.2   Many of these comments were similar in their theme, and subsequently the response to those comments was broadly consistent. These comments and their responses are summarised in Table 16.

Table 16 - Comments raised in the Fireside Chats and what we did

Comment or comment theme	What we did
Schemes relevant to the respective organisations have not been included on the priorities maps and should be.	*Changes made* Each of the schemes were considered on their merits, and where applicable included. This was particularly the case for resilience schemes where several good suggestions were made. All other schemes are mentioned as part of the Strategic Investment Plan.
Change how specific schemes were referenced or named, to reflect local terminology and plans	*Partial change made* Each of these scheme name changes were reviewed on their merits. Alignment with scheme names in the Strategic Investment Plan was prioritised, although in response to some comments some of the names were changed.
TfSE could look at digital and cyber resilience as well as matters of climate change	*No change made* The strategy does not mention cyber resilience specifically. However, the transport strategy does contain a commitment to identify TfSE's general role in resilience matters, which could include cyber resilience.
The document needs to develop the story and context more – not just go straight into the detail.	*Change made* Additional pages were put in the transport strategy under each of the missions to give the context to each mission. Each of the maps were also checked to ensure that the message shown in the map is consistent with the mission.
Boost any mentions of working with utilities to better plan upgrades and renewals work	*Change made* The transport strategy contains specific policies and commitments to better work with power and other utilities to make the case for investment, and work in a joined-up fashion when planning renewals works.
Nature-based solutions such as Sustainable Urban Drainage Systems and Biodiversity Net Gain should be part of the strategy	*Change made* The Delivery section contains specific actions for TfSE to share best practice relating to nature-based solutions.

6.0   Engagement with Socially Excluded Groups

6.1   Introduction

6.1.1   This section of the report shows the results of the series of activities where Socially Excluded Groups were engaged in the development of the transport strategy.

6.1.2   Engagement with Socially Excluded Groups was especially important in helping to define how the transport strategy should tackle issues around social exclusion and creating a more just society. The engagement with Socially Excluded Groups directly influenced the strategy in two main ways. The first was that the insight from this engagement and work formed a key element of the evidence base underpinning the development of the transport strategy. The second is that those missions which they defined from their workshops directly fed into the creation of a mission specifically on Inclusion and Integration.
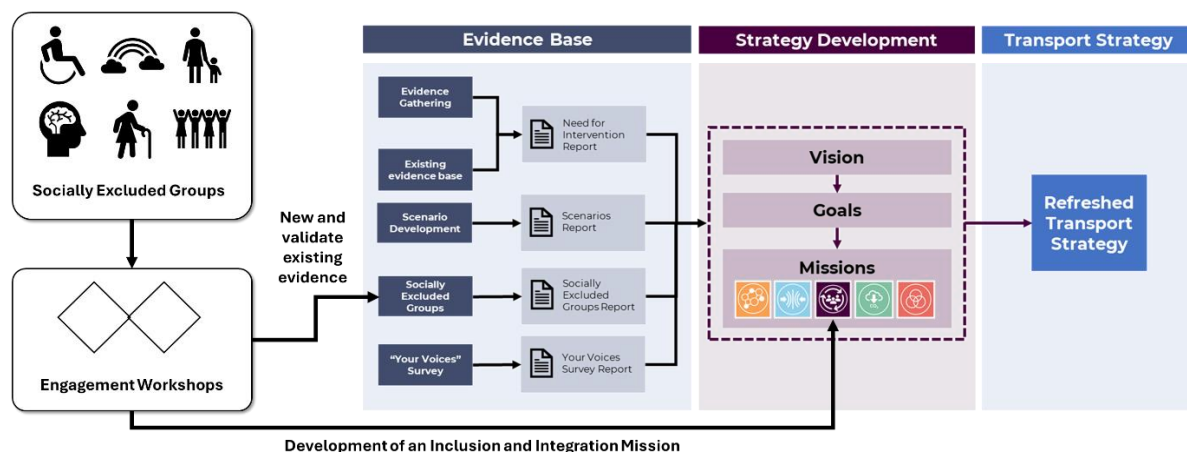
Figure 35 - How engagement with socially excluded groups was integrated into the strategy development

6.1.3   Throughout this section of the report, we have highlighted in tables where changes were made, partial changes were made, or no changes were made, along with a rationale. This is presented in each table in the below manner. It should be noted that in some instances, many different comments made by Socially Excluded Groups on a particular matter or issue may be summarised into a single comment which has been responded to. This is purely for brevity.

Change made

This is where a direct change to the document has been made because of the comment or issue.

Partial change made This signifies one of two things. Some changes were made in response to the comment but not all of those requested. Or changes in other parts of the strategy were made that respond to this comment.	
No change made This is where no changes were made to the strategy in response to the comments.	

6.1.4   This work also identified several specific ideas, some of which are being progressed outside the remit of the transport strategy. Notable examples of this include:

- Training on engaging with socially excluded groups being developed as part of TfSE's Centre of Excellence.
- A blog summarising the key findings and lessons learned from this work being posted on TfSE's Centre of Excellence

6.2   How the evidence of experience was incorporated into the strategy

6.2.1   The Socially Excluded Groups Report itself is a document that forms part of the evidence base of the strategy itself. Consequently, the evidence presented was considered as part of the development of the strategy, and specifically with regards to developing and refining the mission.

6.2.2   A notable example of this was the evidence presented on the impacts of Transport-Related Social Exclusion in the Discovery and Definition Workshop, as well as the background research itself. The Socially Excluded Groups Report identified challenge statements, which highlighted the key challenges in several areas of greatest concern to them. Table 17 summarises the main findings of this work, and how this was incorporated into the strategy itself.

Table 17 - Changes made to the transport strategy in response to the challenge statements defined by workshop participants

Issue	Challenge Statement	What we did
Affordability	There is 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.	*Change made* Our Policy Route Maps in the strategy contain a commitment to work with our partners to explore harmonising concessionary fare offers and sharing best practice through our Centre of Excellence.

Issue	Challenge Statement	What we did
	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.	*Change made* Our Policy Route Maps in the strategy contain a commitment to work with our partners to explore harmonising concessionary fare offers and sharing best practice through our Centre of Excellence.
	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.	*Change made* Our Inclusion and Integration Mission has affordability as a key success criterion, which we will monitor. Delivering this will require working with public transport operators and local authorities, and our Policy Route Map contains a commitment to work in partnership with these organisations to develop and deliver more affordable fares.
	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.	*Change made* Our Policy Route Maps in the strategy contain a commitment to work with our partners to explore harmonising concessionary fare offers and sharing best practice through our Centre of Excellence.
Physical Accessibility	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.	*Change made* The short-term priorities in under the Inclusion and Integration Mission includes upgrading interchange facilities, including step-free access that are available and reliable. We will work with infrastructure providers to accelerate this programme of work and share best practice.

Issue	Challenge Statement	What we did
	Infrastructure is inaccessible, resulting in disabled people being shut out from transport links, making them feel isolated and excluded.	*Change made* In addition to the short-term priorities to upgrade interchange facilities, there is also a commitment for TfSE to act. Namely to include methodologies that prioritise engagement with socially excluded groups in transport policy making and scheme development on the Centre of Excellence.
Access to Information	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.	*Partial change made* The Policy Route Map for the Inclusion and Integration Mission includes a specific commitment to work with our partners to implement integrated fares and ticketing systems.
	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.	*No change made* The Transport Strategy contains no specific actions relating to information on concessionary fares. Primarily as this is a delivery responsibility of the Local Transport Authorities, which is outside the scope of this strategy. Notwithstanding this, our Policy Route Maps in the strategy contain a commitment to work with our partners to explore harmonising concessionary fare offers and sharing best practice through our Centre of Excellence.

Issue	Challenge Statement	What we did
Access to Information	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.	*Partial change made* The Transport Strategy supports the delivery of Bus Service Improvement Plans across the TfSE area, including those that seek to improve information legibility. TfSE will do this by lobbying government to provide sufficient resources to deliver these plans.
	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.	*No change made* This specific issue we recognise, although there is no specific commitment to provide specific solutions to tackle this within the Transport Strategy. TfSE may seek to share best practice on how to tackle this issue through its Centre of Excellence.
Availability	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.	*Change made* The Transport Strategy recognises the issues associated with a lack of public transport in rural areas. The Inclusion and Integration Mission contains a specific commitment with work with our partners to seek to retain socially necessary services.
	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.	*Partial change made* The Transport Strategy recognises the issues associated with a lack of public transport for some groups. The Inclusion and Integration Mission contains a specific commitment with work with our partners to seek to retain socially necessary services.

Issue	Challenge Statement	What we did
Availability	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.	*No change made* The Transport Strategy does not tackle the issue of focussing on the needs of commuters specifically. However, the Inclusion and Integration Mission contains a specific commitment to design transport infrastructure and services to better serve socially excluded groups. This matter could be considered as part of this work.
	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.	*Change made* The Transport Strategy contains specific commitments to support, and where applicable develop, local active travel routes. This is both within communities themselves (under the Sustainable Growth Mission) and for the first and last mile as part of longer journeys (under the Strategic Connectivity Mission).
Psychological safety	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.	*Partial change made.* The Transport Strategy, under its Inclusion and Integration Mission, contains a specific commitment to design transport infrastructure and services to better serve socially excluded groups. This matter could be considered as part of this work. Furthermore, safe and inclusive design best practice is being shared as part of TfSE's Centre of Excellence.

Issue	Challenge Statement	What we did
Psychological safety	There is a lack of awareness and understanding of disabilities and medical conditions (especially invisible conditions) amongst staff and passengers, even though 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.	*Partial change made* The Transport Strategy, under its Inclusion and Integration Mission, contains a specific commitment to design transport infrastructure and services to better serve socially excluded groups. This matter could be considered as part of this work. TfSE realises that its work in this area is at an early stage. Consequently, we are interested in working with groups in identifying best practice and enabling our delivery partners to deliver.
	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.	*No change made* While the Transport Strategy itself does not contain a specific commitment relating to staff training, it recognises the role that staff play in achieving wider goals of an inclusive and integrated transport system. TfSE realises that its work in this area is at an early stage. Consequently, we are interested in working with groups in identifying best practice and enabling our delivery partners to deliver.
	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.	*No change made* While TfSE recognises this as a significant issue affecting many groups, the Transport Strategy contains no specific commitments on this matter. This is primarily because this is an operational transport issue, as opposed to a strategic issue, and consequently is too detailed a matter for the strategy. Notwithstanding this, we have shared these findings with our partners, who may be taking further action to improve the accessibility of their complaints procedures as a result.

Issue	Challenge Statement	What we did
Psychological safety	Public transport vehicles are perceived to be unhygienic. People either do not travel, travel by another mode, or by public transport while feeling discomfort.	*No change made* While TfSE recognises this as a significant issue affecting many groups, the Transport Strategy contains no specific commitments on this matter. This is primarily because this is an operational transport issue, as opposed to a strategic issue, and consequently is too detailed a matter for the strategy. Notwithstanding this, we have shared these findings with our partners, who may be taking further action to improve the cleanliness of their vehicles as a result.

6.3   How the defined missions were incorporated into the strategy

6.3.1   The work with Socially Excluded Groups defined a series of potential policy ideas, many of which were integrated into the Transport Strategy itself. But based upon this, work was undertaken to summarise such specific initiatives into a series of missions, with a mission statement and associated outcomes. These missions, broadly defined, were as follows:

- Transport in the South East is customer centric and inclusive of difference.
- Transport in the South East offers equitable fares and inclusive, easy journey planning.
- Transport in the South East is universally accessible and accountable.

6.3.2   Based upon this work, the Project Team was able to define a single mission called Inclusion and Integration, with associated success factors. This mission statement is as follows:

"We will create an inclusive and integrated transport network in the South East that offers affordable, safe, seamless, door-to-door connectivity for all users."

6.3.3   Different aspects of the missions defined based on the engagement with socially excluded groups were included within this mission. For Transport in the South East is universally accessible and accountable, the relationship with the final mission was very direct. Wording such as accessible was included directly in the mission, and the outcome

statements are very similar to the success factors mentioned in the mission in the transport strategy.

6.3.4 For Transport in the South East is customer centric and inclusive of difference, the wording of the mission statement in this mission was more directly included in the Inclusion and Integration Mission. Many of the outcome statements were quite specific, and while worthy goals in themselves were not suitable for high level outcomes. Meanwhile, for the Transport in the South East is universally accessible and accountable mission, the outcome statements more closely align with the success factors in the Inclusion and Integration Mission.
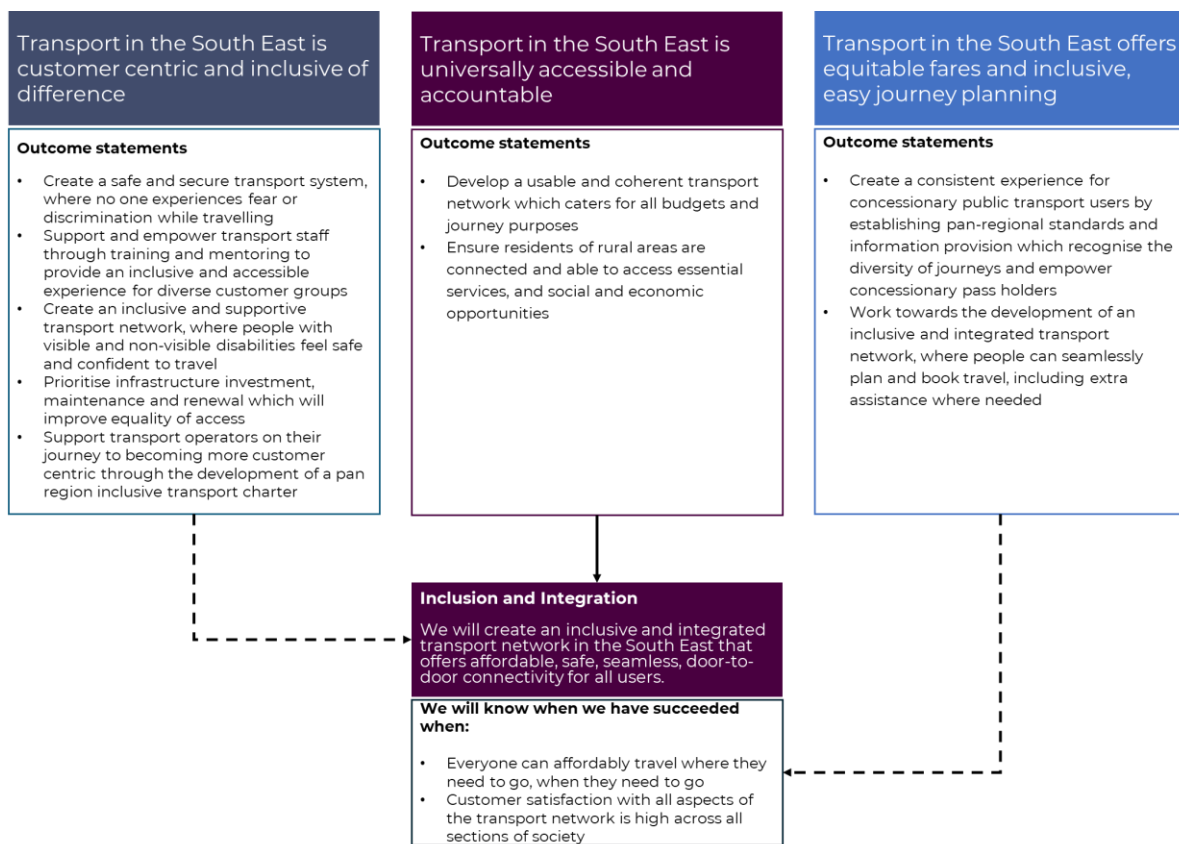
Figure 36 - Relationship between missions identified in the Socially Excluded Groups engagement work and the Inclusion and Integration Mission

7.0 Engagement with Expert Working Groups

7.1 Introduction

7.1.1 This section of the report shows the results of the series of activities where our Expert Working Groups were engaged in the development of the transport strategy.

7.1.2 Engagement with our Expert Working Groups was important in shaping our evidence base and checking and challenging the strategy that resulted. This helped ensure that the strategy was based on a robust evidence base, and that the strategy balanced ambition with deliverability. How our Expert Working Groups fed into the strategy is summarised in Figure 37.
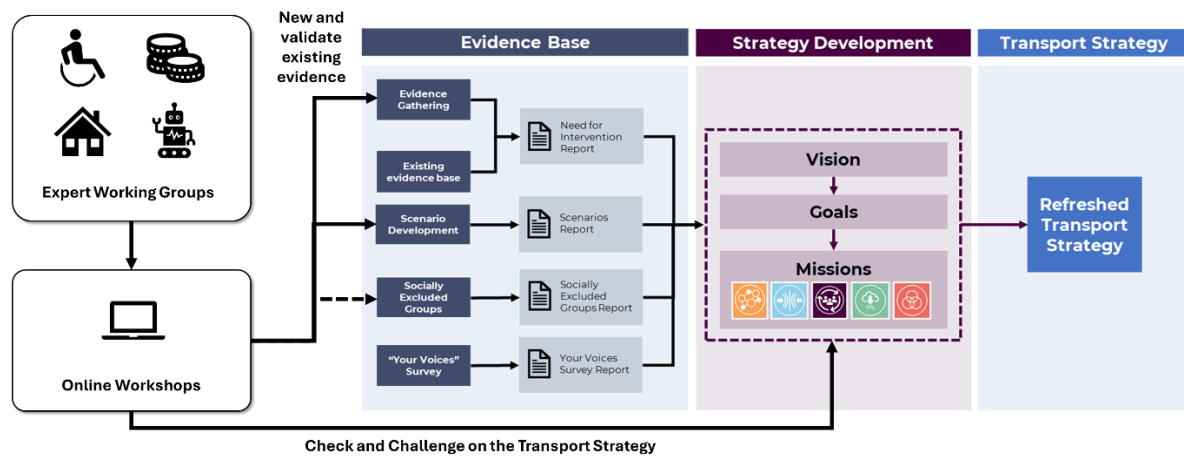
Figure 37 - Overview of how the Expert Working Groups fed into the development of the Transport Strategy

7.1.3 Throughout this section of the report, we have highlighted in tables where changes were made, partial changes were made, or no changes were made, along with a rationale. This is presented in each table in the below manner. It should be noted that in some instances, many different comments made by our Expert Working Groups on a particular matter or issue may be summarised into a single comment which has been responded to. This is purely for brevity.

Change made   This is where a direct change to the document has been made because of the comment or issue.
Partial change made   This signifies one of two things. Some changes were made in response to the comment but not all of those requested. Or changes in other parts of the strategy were made that respond to this comment.

<table>
<tr><td colspan="3" style="background-color:#f8cfce">No change made

This is where no changes were made to the strategy in response to the comments.</td></tr>
</table>

7.2 Identification of evidence and drivers of change

7.2.1   In the first round of workshops, feedback was received regarding several research gaps that the experts considered it important to review. And where applicable, include within the strategy evidence base. All these research gaps, and what the Project Team did about this, is shown in Table 18. In all, 35 recommendations were made.

Table 18 - Research gaps identified by the Expert Working Groups, and what was done in the Transport Strategy

Group	Research Gap	What we did
Planning for Healthy and Connected Places	Wealth and Capacity Building in Rural Areas	*No change made* A further meeting with some local stakeholders was arranged after this meeting to explore the evidence concerning this. A decision was taken after this meeting to explore this in more detail as part of further work on the Inclusion and Integration Mission.
	Links between housing affordability and transport access	*Change made* Evidence prepared for the Strategic Investment Plan included links between affordability and transport access, particularly in relation to rail. This formed part of the evidence base for the Transport Strategy. In the Need for Intervention Report, we specifically included the challenge of housing affordability.
Planning for Healthy and Connected Places	What are the different place typologies of the South East?	*Partial change made* No specific evidence on this is presented in the Need for Intervention Report. However, the transport strategy does include as a delivery principle a movement and place framework.
Planning for Healthy and Connected Places	How effectively are we planning with resilience in mind, especially on infrastructure?	*Change made* Evidence was collected and included in the Need for Intervention Report relating to resilience, including the impacts of climate change. The Transport Strategy itself has a specific mission on Resilience.

Group	Research Gap	What we did
Planning for Healthy and Connected Places	Where are major new developments being planned in relation to sustainable transport infrastructure, and how successful are they in delivering new sustainable transport infrastructure?	*Change made* The Need for Intervention Report includes evidence on major growth areas, and the Strategic Investment Plan includes plans for schemes that are in growth areas. There is a commitment as part of the Sustainable Growth mission to include sustainable transport principles as part of major growth.
Planning for Healthy and Connected Places	How are retail land uses changing (e.g. transition of out-of-town retail to supermarkets, High Streets to cafes)?	*No change made* Detailed assessment of changes in retail land use was not undertaken as part of the development of this strategy. Understanding changes in commercial land use are being considered as part of TfSE's Analytical Framework.
Planning for Healthy and Connected Places	What is the state, and success, of community planning?	*No change made* The Need for Intervention Report includes information on planned growth across the region. However, community planning was too detailed a matter for the transport strategy.
Planning for Healthy and Connected Places	How would different approaches to development affect travel outcomes?	*Partial change made* The Transport Strategy contains a commitment as part of the Sustainable Growth mission to more effectively integrate land use and transport planning.
Planning for Healthy and Connected Places	How effectively does transport planning and land use planning align?	*Partial change made* An assessment of effectiveness of transport and land use planning alignment was not undertaken. However, the Sustainable Growth mission contains a commitment to more effective land use and transport planning integration.
Embracing the Future	Technological maturity of different transport technologies	*Partial change made* An assessment of the maturity of different technologies was undertaken as part of the development of TfSE's Future Mobility Strategy. While not explicitly referenced in the Need for Intervention Report, these findings form part of the evidence base of the transport strategy.

Group	Research Gap	What we did
Embracing the Future	What is the capacity within local communities to adopt new transport solutions?	*Partial change made* Whilst there is not a formal assessment of capacity and capability of specific communities to adopt new solutions, discussions were held with local authorities on their capacity and capabilities. This feedback forms part of the evidence base of the transport strategy.
Embracing the Future	What will the impact of the Automated Vehicles Bill[3] be?	*Partial change made* No specific assessment was made of the impact of the Automated Vehicles Act. An assessment of the maturity of different technologies was undertaken as part of the development of TfSE's Future Mobility Strategy. While not explicitly referenced in the Need for Intervention Report, these findings form part of the evidence base of the transport strategy.
Embracing the Future	What technological solutions are likely to scale?	*Partial change made* No specific assessment was made of what technologies are likely to scale. An assessment of the maturity of different technologies was undertaken as part of the development of TfSE's Future Mobility Strategy. While not explicitly referenced in the Need for Intervention Report, these findings form part of the evidence base of the transport strategy.
Embracing the Future	How has family travel changed? (not just travelling as a family, but travelling for family purposes, e.g. to care for elderly loved one)	*No change made* No evidence could be found of this change outside of the national level data from the National Travel Survey. This matter is being considered as part of TfSE's own data collection on travel in the region.
Embracing the Future	Are people putting off learning to drive and driving until later in life?	*Partial change made* This specific data was not assessed as part of the Need for Intervention Report. The work with Socially Excluded Groups included driving habits of younger people being raised as part of the engagement process, which included young people.
Embracing the Future	What have been the changes in inward and outward migration in the South East?	*Partial change made* General changes in population, sourced from the Census 2021, were assessed as part of the Need for Intervention and Socially Excluded Groups reports.

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[3] At the time that this matter was raised, this was the Automated Vehicles Bill. It received Royal Assent on 20th May 2024, and is now the Automated Vehicles Act 2024.

Group	Research Gap	What we did
Embracing the Future	What are the emerging lessons from future mobility trials across the South East, e.g. the FTZ?	*Partial change made* Engagement was undertaken with TfSE's Future Mobility Forum, at which lessons learned from existing trials is shared. But this has not been fully assessed as part of the Need for Intervention Report.
Embracing the Future	How can private investment in infrastructure and new mobility be effectively leveraged?	*Partial change made* The Delivery section of the Transport Strategy refers to the roll of private sector finance as an opportunity to deliver new infrastructure and services. But no detailed assessment has been undertaken.
Embracing the Future	How will the current local authority funding challenges affect long term planning for transport investment?	*Change made* Funding challenges facing local authorities were raised throughout the engagement process. Such challenges have been reflected in the Transport Strategy.
Embracing the Future	Available capacity within local authorities to deliver new technologies and new solutions	*Change made* While no formal assessment was undertaken, through engagement with local authorities' capacity issues across delivery more generally were identified. This was included as a major delivery challenge in the strategy.
Realising Economic Opportunities	What will the regional and national economy look like in 20 years?	*Partial change made* Future projections for job growth underpinned the technical modelling work that formed part of the Scenarios work for the strategy.
Realising Economic Opportunities	How have key supply chains changed, and what impact is that having on freight travel through international gateways (e.g. any shift from roll-on roll-off to containers due to shifting supply chains to the Far East)?	*Partial change made* Whilst a full analysis of changes in supply chains is not included in the transport strategy, data on some aspects of the supply chain has been included in the transport strategy. Notably changes in overall freight volumes through international gateways such as ports.

Group	Research Gap	What we did
Realising Economic Opportunities	How is the planning system acting as a blocker to commercial development?	*Partial change made* No specific evidence on planning and commercial development is included in the Need for Intervention Report. However, through engagement with our partners transport being a blocker through the planning system to all kinds of development was identified as an issue. Tackling such as an issue is part of the Sustainable Growth mission.
Realising Economic Opportunities	What do Kent/Medway stakeholders think of the bi-furcation strategy given changes in UK-EU relations?	*Partial change made* The Transport Strategy includes the Kent Bi-furcation Strategy under the Resilience Mission. It also explicitly refers to this as a case study in the strategy.
Realising Economic Opportunities	How will changes in regional, national, and global economy manifest itself spatially within the South East?	*Change made* Future projections for job and housing growth underpinned the technical modelling work that formed part of the Scenarios work for the strategy.
Delivering a Just Transition	What projects have been delivered since 2020, and which projects are behind plan?	*Partial change made* The Transport Strategy document itself does not contain a full assessment of the current delivery of schemes to date. But other TfSE documents which contain this information, such as the Delivery Action Plan and State of the Region Report contain this information, and this formed part of the evidence base.
Delivering a Just Transition	What is the definition of a just transition?	*Partial change made* Whilst the strategy and the Need for Intervention Report do not offer a formal definition, the strategy does incorporate an Inclusion and Integration mission, as well as a Decarbonisation mission.
Delivering a Just Transition	What is the impact of policy packages compared to individual schemes?	*No change made* As the strategy is largely developing an overarching delivery framework, as well as providing some evidence to assist in developing this, this was considered a matter of detail. Therefore, this may be followed up in a future refresh of the Strategic Investment Plan.
Delivering a Just Transition	What does place-based decarbonisation look like across the South East – or could it look like?	*Partial change made* This is not included explicitly in the transport strategy. However, the strategy contains a Decarbonisation mission, based on current carbon emissions from transport across the South East.

Group	Research Gap	What we did
Delivering a Just Transition	How is accessibility defined?	*Change made* Accessibility in the transport strategy is broadly defined as Transport-Related Social Exclusion. Data was collected on Transport-Related Social Exclusion as part of work with Socially Excluded Groups.
Delivering a Just Transition	Who are the users of the transport network across the South East, and what are their needs?	*No change made* No detailed analysis was undertaken specifically of users of the transport network. However, detailed engagement was undertaken with socially excluded groups, as well as data collected on customer attitudes and experiences.

7.3   Feedback on the strategy document

7.3.1   Engagement with the Expert Groups in the final round of workshops also sought feedback on some of the content of the Draft Transport Strategy document itself. The key pieces of feedback, and what changed because of these comments, is shown in Table 19.

Table 19 - Comments on the Draft Transport Strategy by the Expert Working Groups, and the changes made

Expert Working Group	Comment	What we did
Delivering a Just Transition	Planning for socially excluded groups means that you plan for everyone. How is this reflected in the strategy?	*Partial change made* This is not explicitly stated in the strategy itself, and no changes were made in response to this comment. But the Inclusion and Integration Mission contains actions to integrate the needs of socially excluded groups in scheme development.
	Has an intersectional lens been applied to the strategy?	*Partial change made* No changes were made to the strategy in response to this comment. While this is not referred to in the strategy, the Socially Excluded Groups work applied concepts such as intersectionality into its approach to engagement.
Delivering a Just Transition	Is delivering reductions in vehicle-km included in the strategy?	*Partial change made* The Transport Strategy includes an indicator to monitor vehicle-kms. But the strategy does not contain any specific target in this regard, or any specific targets at all.

Expert Working Group	Comment	What we did
Embracing the Future	Policy changes can enable technological innovations. How is this accounted for?	*Partial change made* No changes were made in the transport strategy. However, the 5 missions of the strategy provide the overall delivery framework within which policies will be delivered. Including technological changes. Consequently, the strategy itself is an enabler of technological solutions that achieve these missions.
	TfSE could co-ordinate on digital enabling work, such as Digital Traffic Regulation Orders	*No change made* No changes were made to the transport strategy. However, this comment has been taken away for consideration as part of TfSE's Future Mobility work.
Embracing the Future	How will this achieve more integrated transport networks?	*Change made* No changes were made resulting from this comment. However, the Sustainable Growth mission includes plans to adopt more integrated land use and transport planning, while the Inclusion and Integration mission focusses on integrated networks as an enabler for socially excluded groups.
	How does this work relate to the Industrial Strategy?	*No change made* The implications of Invest 2035 on transport are currently unclear. This will be reviewed after the Draft Transport Strategy consultation, including any revised version of Invest 2035, and any changes to the transport strategy will be considered then.
Embracing the Future	How does the strategy account for 'known unknowns?'	*Partial change made* Catering for 'known unknowns' as well as 'unknown unknowns' was part of the process of Scenario Planning, which was undertaken as part of the transport strategy development process.
Planning for Healthy and Connected Places	Who has been consulted on the draft vision?	*No change made* No changes have been made in response to this comment, as it was a clarifying question in addition to a comment. The Vision was developed in close collaboration with our key partners and has been included in the Draft Transport Strategy on this basis.

Expert Working Group	Comment	What we did
	How does this work link with the Industrial Strategy?	*No change made* The implications of Invest 2035 on transport are currently unclear. This will be reviewed after the Draft Transport Strategy consultation, including any revised version of Invest 2035, and any changes to the transport strategy will be considered then.
	Health appears to largely be missing from the strategy. Is there scope to push the targets? It could make places more equitable	*Change made* Changes were made to the strategy resulting from this comment. The Sustainable Growth mission includes health as an outcome.
Planning for Healthy and Connected Places	The role of buses should not be underestimated	*Change made* No changes have been made in response to this comment. The Sustainable Growth, Decarbonisation, and Inclusion and Integration missions highlight the value of buses by including them in their respective Policy Route Maps.
	What role does place-based investment have in the strategy?	*No change made* No changes have been made in response to this comment. This is because TfSE needs to explore and understand this further, and its applicability to the strategy. However, the Delivery section of the strategy refers to the need to use alternative funding sources.
	TfSE could have a strong advocacy role for healthy and sustainable communities	*Change made* No changes were made to the strategy following this comment. The Delivery section refers to TfSE advocating and collaborating with its partners on all aspects of delivery.
Realising Economic Opportunities	Decarbonising larger vehicles will be difficult	*Change made* No changes were made in response to this comment. The Transport Strategy contains a commitment to decarbonise the vehicle fleet, including larger vehicles. It does not specifically reference a preferred technology for larger and commercial vehicles.
	TfSE will need to work in partnership with logistics companies.	*Change made* Changes were made to the transport strategy to identify freight and logistics companies as key third parties that TfSE will need to partner with to deliver the strategy.

8.0 Engagement with the Wider Public

8.1 Introduction

8.1.1   This section of the report shows the results of an online survey that we undertook early in the strategy development process with the Wider Public. This was important in getting a sense of priority of the challenges and priorities facing transport across the South East, and people's views on it. How this fed into the strategy is summarised in Figure 38.
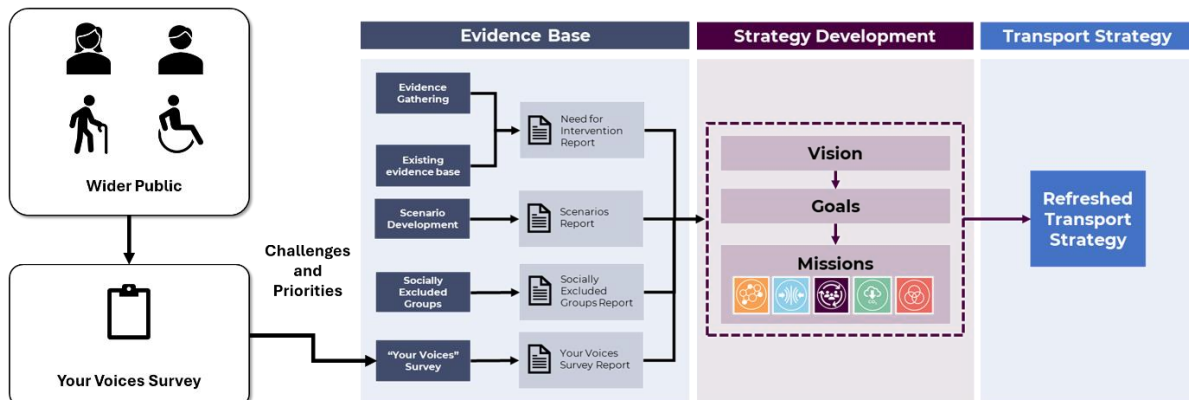

Figure 38 - How engagement with the wider public fed into the development of the strategy

8.1.2   In this section of the report, we have highlighted in tables where changes were made, partial changes were made, or no changes were made, along with a rationale. This is presented in each table in the below manner. It should be noted that in some instances, many different comments made through the online survey on a particular matter or issue may be summarised into a single comment which has been responded to. This is purely for brevity.

Change made This is where a direct change to the document has been made because of the comment or issue.
Partial change made This signifies one of two things. Some changes were made in response to the comment but not all of those requested. Or changes in other parts of the strategy were made that respond to this comment.
No change made This is where no changes were made to the strategy in response to the comments.

8.1.3   The full results of this survey are covered in the Your Voices Survey Report, which has been published alongside the Draft Transport Strategy.

8.2 Headline Results from the Your Voices Survey

8.2.1 The Your Voices Survey Report highlights several headline results from the 1501 responses that were received. These were as follows:

- Amongst the three themes from the existing transport strategy: economic, environmental and social, 47.8% or respondents ranked social as their highest priority, 31.9% said environmental was the top priority and 20.2% ranked the economic theme first.
- Amongst the economic priorities, the need for joined up thinking between transport planning and housing and employment needs emerged as the area which had grown most in importance. 86.2% of respondents stated this was more or much more important than 5 years ago.
- Responses across the environmental priorities were similar with improving biodiversity as part of new infrastructure schemes emerging as the one with most respondents stating this had got more or much more important (71.4% of respondents).
- 84.9% of respondents said an accessible and affordable transport network was now more or much more important than 5 years ago, this was the highest amongst the social themes.
- Walking was the most frequent mode of travel, with 92.1% of respondents having walked once a week or more, closely followed by car driving with 74.9% of respondents driving once a week or more.
- Public transport was the priority which emerged as most important across the board in the free comments. The top six themes all related to public transport, with the affordability of public transport being the most mentioned priority overall.
- Public transport was rated as both the area respondents were most concerned about in their local area and the area which people felt authorities should act to improve.
- Around half of respondents were either 'not aware' or 'not very aware' of Transport for the South East prior to taking part in the survey.
- There was over representation from citizens aged 55 or over (63% of respondents) compared to the demographic profile of the region (32.8% of south east residents aged over 55). The gender split was in line with the Census 2021 results.

8.3 Incorporating the feedback into the Transport Strategy

8.3.1 The Transport Strategy responded to many of these matters in several ways. Relating to each of the headline results presented previously, Table 20 provides such a detailed response to these.

Headline result from the Your Voices Survey	What we did
Amongst the three themes from the existing transport strategy: economic, environmental and social, 47.8% or respondents ranked social as their highest priority, 31.9% said environmental was the top priority and 20.2% ranked the economic theme first.	*Change made* The Transport Strategy does not apply relative priority to each of these themes. However, such themes have been translated into social, economic, and environmental goals in the Transport Strategy, incorporating elements of detailed responses (e.g. biodiversity net gain).
Amongst the economic priorities, the need for joined up thinking between transport planning and housing and employment needs emerged as the area which had grown most in importance. 86.2% of respondents stated this was more or much more important than 5 years ago.	*Change made* Our Sustainable Growth Mission deals with this matter directly. It judges success by sustainable transport being at the heart of planned growth and seeks to apply integrated transport and land use planning as a principle across the entirety of the South East. Including specific actions for TfSE to share best practice to enable this. Our Strategic Connectivity Mission also partially tackles this matter. It seeks to improve connectivity, especially by rail, between major economic centres, doing so in an integrated and sustainable manner.
Responses across the environmental priorities were similar with improving biodiversity as part of new infrastructure schemes emerging as the one with most respondents stating this had got more or much more important (71.4% of respondents).	*Change made* The Transport Strategy has a Decarbonisation Mission, which seeks to deliver several actions to reduce the amount of carbon emissions from the transport network. Ultimately achieving Net Zero carbon emissions by 2050. Under the Resilience Mission, there is a specific action that TfSE will take to work with partners to understand the role of nature-based solutions in improving resilience to extreme weather.
84.9% of respondents said an accessible and affordable transport network was now more or much more important than 5 years ago, this was the highest amongst the social themes.	*Change made* The Transport Strategy has an Inclusion and Integration Mission, which as a success criteria identifies that transport should be affordable. Especially for vulnerable groups. As part of this mission, there is a commitment for partners to work together to offer affordable fares and concession schemes.
Walking was the most frequent mode of travel, with 92.1% of respondents having walked once a week or more, closely followed by car driving with 74.9% of respondents driving once a week or more.	*No change made* This was contextual information on the survey respondents collected as part of the Your Voices Survey. So, no changes to the Transport Strategy were necessary.

Headline result from the Your Voices Survey	What we did
Public transport was the priority which emerged as most important across the board in the free comments. The top six themes all related to public transport, with the affordability of public transport being the most mentioned priority overall.	*Change made* Improvements to public transport is incorporated into all the missions of the Transport Strategy. Each mission contains as specific action relating to either improving public transport services, improving public transport infrastructure, or encouraging behaviour change.
Public transport was rated as both the area respondents were most concerned about in their local area and the area which people felt authorities should act to improve.	*Change made* Improvements to public transport is incorporated into all the missions of the Transport Strategy. Each mission contains as specific action relating to either improving public transport services, improving public transport infrastructure, or encouraging behaviour change.
Around half of respondents were either 'not aware' or 'not very aware' of Transport for the South East prior to taking part in the survey.	*No change made* This was contextual information on the survey respondents collected as part of the Your Voices Survey. So, no changes to the Transport Strategy were necessary.
There was over representation from citizens aged 55 or over (63% of respondents) compared to the demographic profile of the region (32.8% of south east residents aged over 55). The gender split was in line with the Census 2021 results.	*No change made* This was contextual information on the survey respondents collected as part of the Your Voices Survey. So, no changes to the Transport Strategy were necessary.

Appendix A – List of Member Organisations of TfSE's Transport Forum

More information on the TfSE Transport Forum can be found on the TfSE website. It should be noted that while the full list of members is given below, not all members attend every meeting.

Active Travel England
Addleshaw Goddard
Adur & Worthing Councils
AECOM
Air Products
Amey
Arriva
Arun District Council
Arup
Ashford Borough Council
Associated British Ports
AtkinsRéalis
Balfour Beatty
Bam Nuttall
Basingstoke & Deane Borough Council
Believ
Berkshire Local Transport Body (BLTB)
Beryl
Blackwater Valley Friends of the Earth
Blink Charging
Bolt
Bouygues Construction
BP Pulse
Bracknell Forest Council
Brighton & Hove Buses
Brighton & Hove City Council
British Ports Association
British Vehicle Rental Leasing Association (BVRLA)
Burges Salmon
Burwash Parish Council
Campaign to Protect Rural England
Canterbury Christ Church University
Canterbury City Council

Capita
Cardinal Buses
Chartered Institute of Logistics and Transport
Chichester District Council
Co Wheels Car Club
Community Transport Association
Community Transport Sussex
Compass Travel
Confederation of British Industry (CBI)
Confederation of Passenger Transport UK
Connected Kerb
Co-Wheels
Crawley Borough Council
Cycling UK
Dartford Borough Council
Department for Transport
Dock Lock Charge
Dover District Council
Dromos
East Hampshire District Council
East Sussex County Council
Eastleigh Borough Council
EB Charging
Elmbridge Borough Council
Energy Networks Association
Energy Saving Trust
Energy Systems Catapult
Enterprise Holdings
EO Charging
Epsom & Ewell Borough Council
Eurovia
Fareham Borough Council
Federation of Small Businesses
Ferrovial
First Bus
FOD Mobility Group

Folkestone and Hythe District Council
Friends of the Earth
Gatwick Airport Limited
Go Coach Hire Limited
Go South Coast
Gosport Borough Council
Gravesham Borough Council
Greater South East Energy Hub
Guildford Borough Council
Hampshire County Council
Hart District Council
Hastings Borough Council
Havant Borough Council
Heathrow Airport Limited
Hitachi
Hitachi Rail
Homes England
Horsham Cycle Forum
Horsham District Council
Hovertravel
Human Nature
Hydrogen Sussex
Infrastructure Matters
Invesis
Isle of Wight Council
John Lewis
Joju Solar
Kent Association of Local Councils
Kent County Council
Kings Hill Parish Council
KPMG
Lewes District & Eastbourne Borough Councils
Liberty Charge
Logistics UK
London Thames Port Authority
Maidstone Borough Council
Medway Council
Megabus
Metrobus
MHTech
Mid Sussex District Council
Mole Valley District Council

Motability Operations
Motion Energy Group
Motorcycle Action Group
Mott MacDonald
National Highways
Net Zero Associates
Network Rail
New Forest District Council
NHS
Nota Bene Consulting
O2
Office of Zero Emission Vehicles (OZEV)
Otterpool Park
Padam Mobility
PCC
Phil Carey Consulting
Port Authority
Port of Dover
Port Of Southampton
Portsmouth City Council
Premier Energy
quarterre
Rail Freight Group
RDM Group
Reading Borough Council
Reading University
Reigate & Banstead Borough Council
Ringway Jacobs Ltd
Road Haulage Association
Rother District Council
Royal Borough of Windsor & Maidenhead
Runnymede Borough Council
Rushmoor Borough Council
Scottish and Southern Electricity Network (SSE)
Seaford and District Motor Services Ltd
Sevenoaks District Council
Slough Borough Council
Society Of Motor Manufacturers & Traders

Solent Transport
South Downs National Park Authority
South Downs Network
South Downs Society
South East Coast Ambulance
South East England Councils (SEEC)
South Western Railway
Southampton Airport
Southampton City Council
Southdown PSV
Southeast Communities Rail Partnership
Spelthorne Borough Council
Sphere Marketing
Stagecoach
Stuart Michael Associates Limited
Surrey County Council
Surrey Heath Borough Council
Surrey University
Sustrans
Swale Borough Council
Tandridge District Council
Team East Sussex
Test Valley Borough Council
TfSE
Thanet District Council
The Big Lemon CIC
The Civil Engineering Contractors Association: CECA
The Routing Company
Tier
Tonbridge & Malling Borough Council
TotalEnergies
Transport East
Transport Focus
Transport for London
Transport for the South East
Tunbridge Wells Bicycle User Group
Tunbridge Wells Borough Council
Uber

UK Infrastructure Bank
UK Power Networks
University Of Brighton
University of Kent
University of Portsmouth
University of Southampton
University Of Surrey
University of Sussex
Via Transportation
Voi Technology
Waverley Borough Council
Wealden District Council
West Berkshire Council
West Sussex County Council
Western Gateway
White Bus
Winchester City Council
Winchester University
Woking Borough Council
Wokingham Borough Council
WSP
Xelabus
Zedify
Zenzic