



Department
for Transport

Research on experiences of disabled non-users of rail

December 2021

Department for Transport
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London
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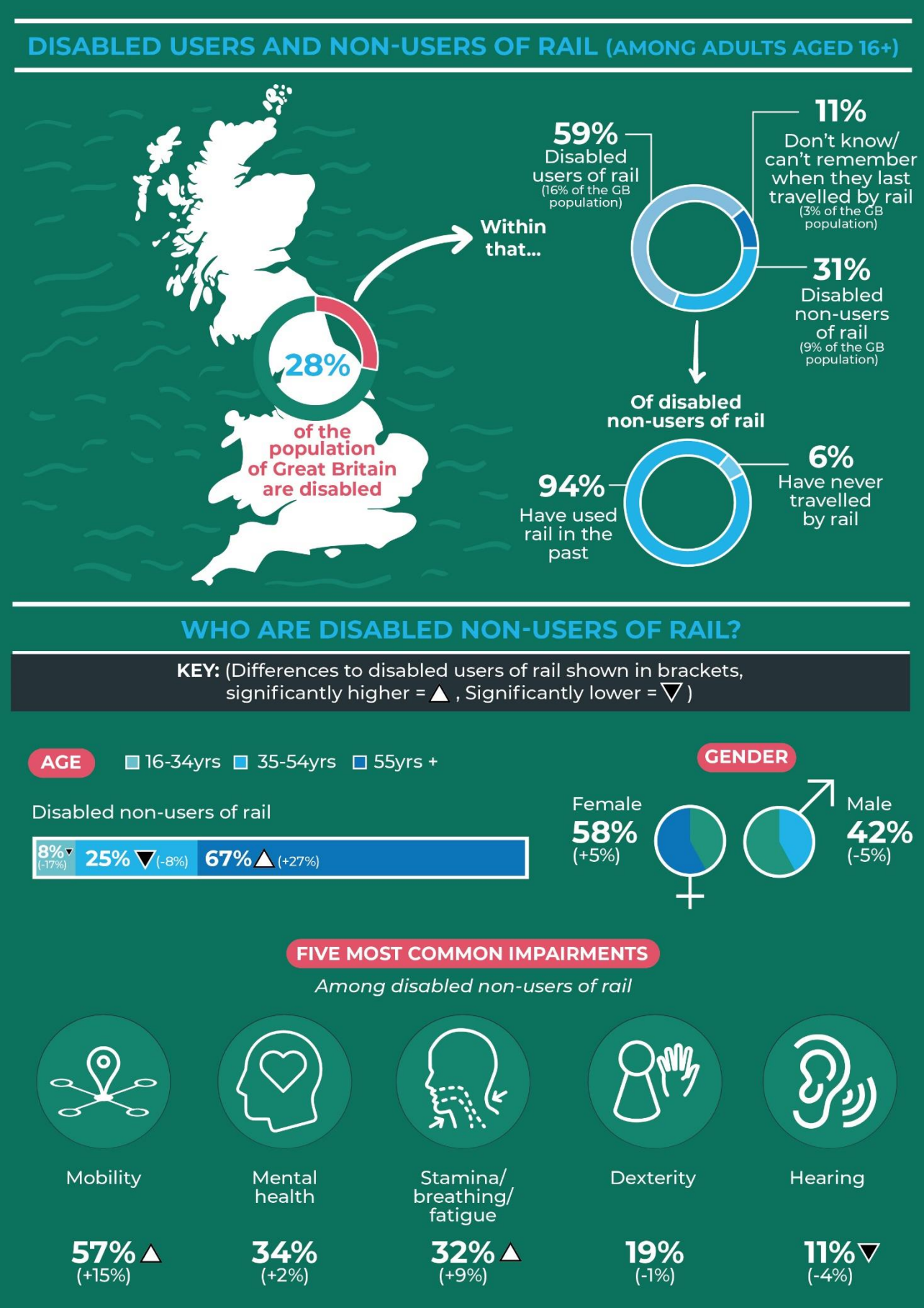
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Key Findings



PREVIOUS EXPERIENCES OF RAIL TRAVEL

Feelings about rail travel among disabled non-users **who have travelled by rail previously** – top five mentions

27%
Unconfident

24%
Very difficult

24%
Not easy to move around the station /train

23%
Un-comfortable

19%
Confusing



BARRIERS TO TRAVEL BY RAIL

TOP 5 BARRIERS

To rail travel in general, among disabled non-users **who have travelled by rail previously**

Too expensive

49%

Too costly/inconvenient to get to the station

41%

The train station isn't close to my journey start/end point

36%

Worries about seating

25%

Lack of confidence travelling alone

22%

PART OF THE JOURNEY CAUSING THE MOST CONCERN

Barriers to rail travel by journey stage **among all disabled non-users** – including those who haven't travelled by rail before

5%

Planning the journey

17%

Getting to and from the station

9%

Getting around the station/platform

7%

Getting assistance

7%

Buying a ticket

17%

Getting on /off the train

12%

Being on the train

FUTURE OF RAIL TRAVEL

LIKELIHOOD TO USE RAIL IN FUTURE

Among disabled non-users



DESIRED CHANGES TO INCREASE CONFIDENCE WITH RAIL TRAVEL

Among disabled non-users – open text response, top five mentions

21%
Less expensive tickets/
reasonably priced tickets

14%
Nothing

9%
Easier access/
better access

7%
More/ full assistance/
designated staff member

5%
Guaranteed seat



Executive summary

This research explored the experiences of disabled non-users of surface rail in order to understand barriers to travel and perceptions of travelling by rail in Great Britain. The research covered perceptions and previous experiences of the end-to-end journey, in order to identify and understand any unrecognised, or less well understood, barriers to rail travel.

This research, which consisted of an online and telephone survey and interviews, was conducted with disabled non-users of rail, specifically those who have not used rail in the last 18 months. Fieldwork was conducted between December 2020 and January 2021 and covered periods impacted by COVID-19 restrictions in place across Great Britain. Research participants self-reported their disability or impairment.

Estimating the proportion of the GB population who are disabled non-users of rail

Disabled non-users of rail (i.e. those who have not used surface rail in Great Britain in the last 18 months) represent 31% of the disabled population aged 16 and over in Great Britain. This equates to 9% of the total population aged 16 and over in Great Britain. They are an older group who are less likely to be in full time employment. Mobility and stamina, breathing or fatigue impairments are the most common impairment types for disabled non-users (compared with rail users), and many also self-identified as having mental health impairments. They are less likely to use all forms of public transport, but many of them travel via private cars.

Perceptions of rail travel

Disabled non-users had a more negative view of rail than those currently using rail services; this is similar to other research which found that non-users tended to rate the quality of rail services less positively than users. In particular, disabled non-users saw rail as expensive (18% agreed that it is a cheap way to travel), was inconvenient in comparison to other types of travel (31% agreed that it is well suited to the types of trips they need to make), and lacking in support (just 36% agreed they would know how to get assistance if something went wrong).

Previous experiences of rail among non-users

The majority of non-users of rail were lapsed users, with 94% having travelled by rail in Great Britain in the past; only 6% of non-users had never travelled by rail. Those that had travelled by rail previously reported a lack of confidence when travelling and found the experience difficult. In particular, they experienced difficulties when moving around the station and the train and found the experience uncomfortable.

The expense/cost of train tickets was the number one barrier to not using rail, mentioned by 49% of disabled non-users, and universally mentioned as a top barrier across all different types of impairment. Other key barriers were the cost and inconvenience of getting to the station (41%), along with proximity to the station (36%).

Barriers to rail travel

For disabled non-users of rail, barriers that prevent or discourage use exist across all stages of the rail journey. The parts of the journey that raised most concern were getting to and from the station and getting on and off the train. Other aspects such as being on the train, getting around the station/platform, buying a ticket, getting assistance and planning journeys caused fewer problems. However, these are still areas that could be addressed to help encourage use. Barriers are based on concerns about what might happen, but with most non-users having travelled by rail previously, for the majority, barriers are informed by prior experiences.

At each stage of the journey there were a variety of concerns that prevent or discourage use; rarely does a single barrier stand out that prevents use. Instead, at each stage several aspects could be improved to help encourage use among disabled non-users and make rail travel a more enjoyable experience. Specific concerns include worries about seating and overcrowding, the cost of tickets, parking and taxi/minicab services, and concerns around changing trains. The two stages that do have a single, predominant barrier to address are during ticket buying and being on the train; for these stages, the cost of tickets and overcrowding are the most prohibitive. This is similar to findings from research with disabled rail users which found the most common barriers were experienced on-board the train, when buying tickets and when planning journeys.

Future appetite to travel by rail

Around a third of disabled non-users (30%) said they would be very or quite likely to travel by rail in future. This is similar to findings from previous research with disabled non-users which found that across all journey types, respondents indicated that they would like to travel by rail more frequently than they currently did. Among disabled non-users that would use rail, the majority would do so infrequently with 41% expected to do so less than every 3 months.

There were several measures that would help increase confidence in rail travel for disabled non-users. While 14% of disabled non-users said that nothing could be done to make them feel more confident, the most cited means of encouraging confidence in rail travel were to make tickets less expensive (21%), providing easier access (9%) and offering full assistance or designated staff (7%). Beyond this, seat guarantees, simpler booking and less crowding, alongside a more reliable service, and more staff at stations and on trains would help to encourage use.

When considering the needs of disabled non-users of rail and their barriers to rail use, it is evident that disabled non-users are a very diverse group, with hugely varied needs. Some of the reasons for disabled non-users not using rail are also common to non-users of rail amongst the general adult population. This highlights the scale of the challenge in overcoming disabled non-users' barriers to rail; there is no easy solution to address the challenges experienced by this diverse group of people when travelling by train.

That said, there are a number of barriers that can be addressed to improve the experience of rail travel for disabled non-users in order to encourage rail use among this group. When considering implementing future changes to address key barriers, it will be important to bear in mind the need to manage risk and the concern that disabled non-users have around things going wrong or being unpredictable..

While many disabled non-users had reported previous positive experiences of rail, without having confidence that the experience will be predictable, or that they will be in control, it is likely that addressing barriers may not provide them with the confidence they need to choose rail as their preferred mode of transport.

1. Introduction

Background and Objectives

- 1.1 This report presents findings from research commissioned by the Department for Transport (DfT) in 2020-21, on the experiences of disabled non-users of surface rail in Great Britain. The research was carried out by 2CV Research, an independent research organisation. It complements a previous study undertaken by the Department for Transport with Transport Focus in 2019, which sought to understand the experiences of disabled rail passengers¹.
- 1.2 The purpose of this research was to collect data on the experiences, attitudes and opinions of disabled non-users of the railway in Great Britain, in order to better understand why they don't travel by train. The research aimed to identify and understand any previously unrecognised, or less well understood, barriers to rail travel that may impact this group, and which of these should be prioritised to help make rail travel in Great Britain more inclusive and accessible.
- 1.3 Research was required:
 - To provide a robust quantitative estimate of the proportion of disabled people aged 16+ in Great Britain who have used rail in the last 18 months²
 - To collect data on the experiences and attitudes of disabled non-users of rail, to understand their reasons for not using rail

Methodology

- 1.4 Across both qualitative and quantitative phases, research was carried out with a broad sample, encompassing people with a wide range of impairments, including those with 'non-visible' impairments, carers and parents of disabled children. The research approach is outlined below.

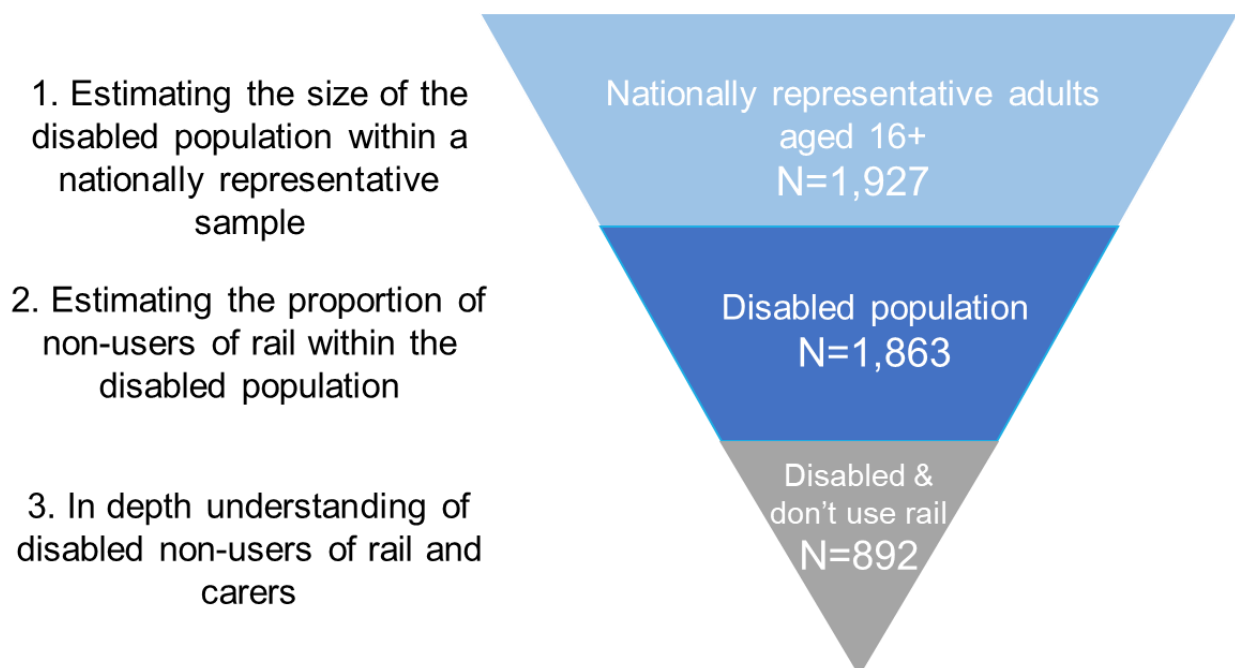
¹ Department for Transport (2019) *Research on experiences of disabled rail passengers*
<https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>

² The initial definition of disabled non-users was to be those who have not travelled by rail in the last 12 months. However, due to the Covid-19 pandemic impacting rail travel, this 12 month timeframe was extended to 18 months, with disabled rail non-users therefore defined as anyone with a disability who had not used rail at least once in the last 18 months.

Quantitative research

- 1.5 The quantitative research was required to provide robust data to estimate the proportion of rail users and non-users within the disabled population in Great Britain, along with providing detailed information on barriers and perceptions of rail travel across the journey end-to-end. It encompassed both online survey interviews and CATI (Computer Assisted Telephone Interviewing) interviews, to ensure the research was as inclusive as possible.
- 1.6 The quantitative research took place in three phases to allow us to identify the proportion of the different target groups and provide a robust sample for analysis.

Figure 1. Quantitative research phases and sample sizes



- 1.7 The online survey was provided in an accessible format, it adhered to easy read principles and was compatible with screen reader technology to aid inclusivity. The survey was emailed out to online panel respondents, inviting them to take part. The online survey was supplemented by CATI based interviewing to remove the sampling bias of only recruiting through online methods. The CATI interviews were carried out using a specialist partner who contacted potential respondents who had opted into taking part in market research to ask if they wanted to participate.
- 1.8 Respondents self-reported whether they had a disability or impairment, with the Government Statistical Service (GSS) harmonised question on long-lasting health conditions and illnesses used to classify the sample³.
- 1.9 The quantitative fieldwork took place between December 2020 - January 2021.

³ The question is worded as: "Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?". The answer codes are "Yes" and "No". <https://gss.civilservice.gov.uk/policy-store/long-lasting-health-conditions-and-illness/#questions>

Qualitative research

- 1.10 The qualitative research was required to provide greater depth and context around the quantitative research findings and to understand the lived experiences of disabled people, their perceptions of rail journeys and the barriers to using rail. This element consisted of 40 x 1-hour in-depth individual interviews that were either conducted on Microsoft Teams or over the telephone with disabled non-users of rail recruited from the quantitative survey or additional sampling approaches (see full sample breakdown below).
- 1.11 Iterative thematic analysis (this is the identifying, analysing and interpreting patterns of meaning within the qualitative data collected) was employed to identify common themes, barriers and experiences of rail across the interviews, but also within the different types of impairments.
- 1.12 The qualitative fieldwork took place during February - March 2021.

Sample

1.13 Quantitative sample

- 1.14 Initially, a nationally representative sample of n= 1,927 aged 16 and over was recruited to identify the proportion of those with a disability within Great Britain.
- 1.15 The sampling frame for the online survey included adults aged 16 and over, using panel provider Dynata. Dynata use a mix of recruitment methods to achieve panel representation including partnership with other organisations, online sources such as panels and social media as well as traditional open forms of recruitment from many different sites across the web. This channel delivers a broad representation of the online population within Great Britain including lower-income groups, older people and minorities.
- 1.16 Those within the nationally representative sample who were identified as having a disability or were a carer of someone who has a disability continued through the survey. We did not specifically recruit parents within the survey but carers of disabled people under the age of 16 were able to progress through the survey.
- 1.17 To increase the overall size of the disabled sample, recruitment of this population continued. To ensure representation, this did not include any targeting and the survey continued to be sent out to a nationally representative sample. However, to qualify for this part of the survey respondents needed to have a disability. In total, a sample of n=1,863 disabled people was achieved. This was then used to estimate the proportion of disabled people who do not use rail.
- 1.18 Additional sample was also recruited to the quant survey using a CATI methodology. As with the online booster, this sampling didn't include any targeting and the survey was recruited from databases containing contact details from a selection of respondents across the general population of Great Britain. As with the online approach, to qualify for this part of the survey, respondents needed to have a

disability. The CATI sample frame for the CATI research was sourced from three suppliers; Sample Answers, DBS Data Solutions and MarketingLists.co.uk.

- 1.19 Throughout this report there is reference to two mutually exclusive sample groups: disabled non-users of rail and carers. The below table indicates the sample groups that make up each grouping and how they progressed through the survey. Those who fell into the carer definition (below) could answer about their own experiences as a carer to gain a greater understanding of their experiences and barriers around travelling with a disabled person. A very small number of carers answered the survey on behalf of the person they cared for; this group of responses were included in the disabled non-user sample group.

Table 1. Main sample groups of the quantitative research and how they answered the survey

Sample group definition	How the respondent answered the survey	
	Answering about their own experiences	Carers answering on behalf of the person they care for
1. Disabled non-users of rail (694 in total)	N=667 in total	N=27
	n=467 (online)	
	n=200 (CATI)	
2. Carer sample (198 in total)	N=198	n/a

The carer sample included a very small number (7 carers) who cared for someone under the age of 16. There were no minimum quotas placed on this audience, but they were based on the natural fall out of the sample.

For information on sample robustness and margins of error, please see the appendix.

- 1.20 Below is an outline of the sample sizes achieved by the different sample groups. While 100 is generally a good rule of thumb for a robust sample size, not all subgroups had a sample size of at least n=100, reflecting the natural profile of the different groups. Throughout the report we do indicate where the sample size is below n=100, and only statistically significant differences have been highlighted (which take into account sample sizes). Sample sizes that are below n=100 have been indicated with an asterisk below. More detail on sample sizes and margins of error can be found in the Appendix.

Table 2. Types of impairment amongst the disabled non- user sample

Type of impairment (multi-code)	
Vision (e.g. blindness or partial sight)	56*
Hearing (e.g. deafness or partial hearing)	93*
Mobility (e.g. walking short distances or climbing stairs)	415
Dexterity (e.g. lifting and carrying objects, using a keyboard)	150
Learning or understanding or concentrating	48*
Memory	80*
Mental health	209
Stamina or breathing or fatigue	250
Socially or behaviourally (e.g. associated with autism spectrum disorder (ASD) which includes Asperger's, or attention deficit hyperactivity disorder (ADHD))	42*
Other	34*

This question was multiple choice and therefore more than one answer can be selected by each respondent.

Table 3. Age profile of the disabled non-user sample

Age	
16-34	48*
35-54	186
55+	454

Table 4. Gender profile of the disabled non-user sample

Gender	
Male	290
Female	401

Table 5. Location of the disabled non-user sample

Region	
Scotland	62*
North East England	34*
North West England	72*
Yorkshire	73*
Wales	36*
East Midlands	64*
West Midlands	60*
East of England	61*
South West	85*
South East	104
Greater London	39*

Table 6. Age of carer among carer sample

Age of self	
16-34	20*
35-54	61*
55+	117

Table 7. Age of person cared for among carer sample

Age of person cared for	
Under 16	7*
16-34	178
35-54	248
55+	149

Table 8. Gender of carer among carer sample

Gender	
Male	91*
Female	107

Table 9. Location of carer sample

Region	
Scotland	7*
North East England	12*
North West England	27*
Yorkshire	15*
Wales	9*
East Midlands	20*
West Midlands	18*
East of England	19*
South West	19*
South East	35*
Greater London	17*

1.21 Quotas were set on the sample to ensure a nationally representative sample of adults in Great Britain. The quotas used were based on the adult population in the 2011 Census. A representative sample of those with a disability, with quotas set on broad disability type, age and gender was recruited, but no quotas were set on users and non-users of rail to identify the natural differences that exist between these two groups. Minimal weighting was applied to the disabled sample on age and gender, to match the sample achieved in the representative online survey. Unless otherwise stated, all reported figures are weighted.

Qualitative sample

Table 10. Types of impairment amongst the disabled non- user qualitative sample

Type of impairment (multi-code)	
Vision	6
Mobility and dexterity	21
Mental health	10
Social or behavioural	5
Cognitive	5
Hearing	6

Table 11. Age profile of the disabled non-user qualitative sample

Age of self	
18-34	9
35-54	11
55+	20

Table 12. Location of the disabled non-user qualitative sample

Gender	
Male	16
Female	24

Table 13. Location of disabled non-user qualitative sample

Location	
South East	15
South West	5
Midlands	4
North	8
Wales	3
Scotland	5

1.22 Disability definitions for the qualitative and quantitative sample differed slightly. Whilst the aim of the qualitative sample was to reflect the needs of all disabilities, this posed practical difficulties due to the small sample size and not wanting to exclude any disability from this research. Consequently, disabilities were combined in the qualitative sample in order to reflect a range of different disabilities. In effort to not homogenise different disabilities we used the quantitative findings to identify which disability groups shared reasons for not using the train. As such, mobility (for example walking short distances or climbing stairs or with stamina/breathing/fatigue) and dexterity (for example lifting and carrying objects) were combined. Also, those with impairments that affect learning, understanding, concentrating or memory were combined to form the Cognitive group.

1.23 The majority of the qualitative sample was recruited from a list of respondents who had contributed to the quantitative phase and provided consent to participate in further research. Due to a low incidence rate for those with social or behavioural impairments, a free-find approach using 2CV's national network of recruiters to

identify and recruit participants who matched the requisite disability criteria was employed to ensure those with social and behavioural impairments were included in the research. The aim was to recruit a sample that reflected the range of impairments, with quotas set for social and behavioural impairments, a 50:50 gender split and focus of those living in Wales to ensure a balanced sample and that segments were not over or underrepresented.

Previous research

- 1.24 Previous research has shown a number of significant areas to consider for the quantitative and qualitative phases of research. Firstly, it clearly demonstrates that experiences and challenges faced vary significantly according to type of impairment⁴. Confidence was also identified as a key issue affecting non-users of rail, and especially disabled non-users⁵. Confidence comes from experience, which suggests that non-users will likely be less confident using rail than frequent or infrequent users⁶. Staff can play a key role in increasing confidence⁷. The cost of rail travel was also a key issue identified in the literature, with the cost of travel the highest ranked reason for why non-users don't take the train⁸, with price reductions seen as the main way to encourage use of the railway. Previous research also highlighted that many of the identified barriers to rail travel are outside of the train and station experience, emphasising the importance of capturing detailed information on the full end-to-end journey, from planning to the onward journey, rather than focusing purely on the train and station experience⁹.
- 1.25 The findings from previous reports were incorporated into the survey design, with detailed questioning on each stage of the journey. For a list of sources consulted in the desk research, see appendix.

⁴ DfT/Transport Focus Experiences of Disabled Rail Passengers (2017) <https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>

⁵ Williams review (2019) – Barriers to Travel <https://www.transportfocus.org.uk/research-publications/publications/williams-rail-review-barriers-travel-make-rail-attractive-infrequent-non-users/>

⁶ Cognitive Impairments, Mental Health and Travel, Roger Mackett, UCL (2015) https://www.researchgate.net/publication/321903495_Cognitive_impairments_mental_health_and_travel

⁷ Inclusive Transport Strategy (2018) <https://www.gov.uk/government/publications/inclusive-transport-strategy> “For disabled people levels of staffing and the quality of customer service on the railway can make the difference between having the confidence to travel and not. This was a point raised through the Accessibility Action Plan consultation.”

⁸ Williams review (2019) – Barriers to Travel <https://www.transportfocus.org.uk/research-publications/publications/williams-rail-review-barriers-travel-make-rail-attractive-infrequent-non-users/> 55% of non-users of rail cited cost as a barrier

⁹ DfT/Transport Focus Experiences of Disabled Rail Passengers (2017) <https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>

2. Estimating the proportion of the GB population who are disabled non-users of rail

Section summary:

Disabled non-users of rail (i.e. those who have not used surface rail in Great Britain in the last 18 months) represent 31% of the disabled population aged 16 and over in Great Britain. This equates to 9% of the total population aged 16 and over in Great Britain. They are an older group who are less likely to be in full time employment. Mobility and stamina, breathing or fatigue impairments are the most common impairment types for disabled non-users (compared with rail users), and many also self-identified as having mental health impairments. They are less likely to use all forms of public transport, but many of them travel via private cars.

The disabled population

- 2.1 The quantitative research identified that 28% of the population of Great Britain are disabled. Existing data captured over the last few years for the UK place this estimate at a similar level, albeit slightly lower. These were at the UK (rather than GB) population level, and estimated that around 21%-23% of the UK population were disabled¹⁰.
- 2.2 Around a third (32%) of those who are disabled experience a condition or impairment that reduced their ability to carry out their day-to-day activities a lot, with the remaining 68% saying they were impacted 'a little'. This group covered a broad range of impairments, but mobility challenges were the most common. This was followed by mental health conditions and stamina, breathing or fatigue. Respondents could indicate if they had more than one type of disability, health condition or impairment.

¹⁰ Department for Work & Pensions, Family Resources Survey (2018/2019)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874507/family-resources-survey-2018-19.pdf
Office for National Statistics, Annual Population Survey (2014-2016)
<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/adhocs/008832weightedandunweightedcountbyextentofactivitylimitationfromannualpopulationsurveyapsuk2014to2016>

- 2.3 The disabled population is older than the general population on average, with 51% being aged 55+ (compared with 31% in the general adult population aged 16 and over) and with a gender ratio of 44:56 male: female (compared with 49:51 in the population)¹¹. Half (50%) of disabled respondents also had caring responsibilities.

Understanding disability

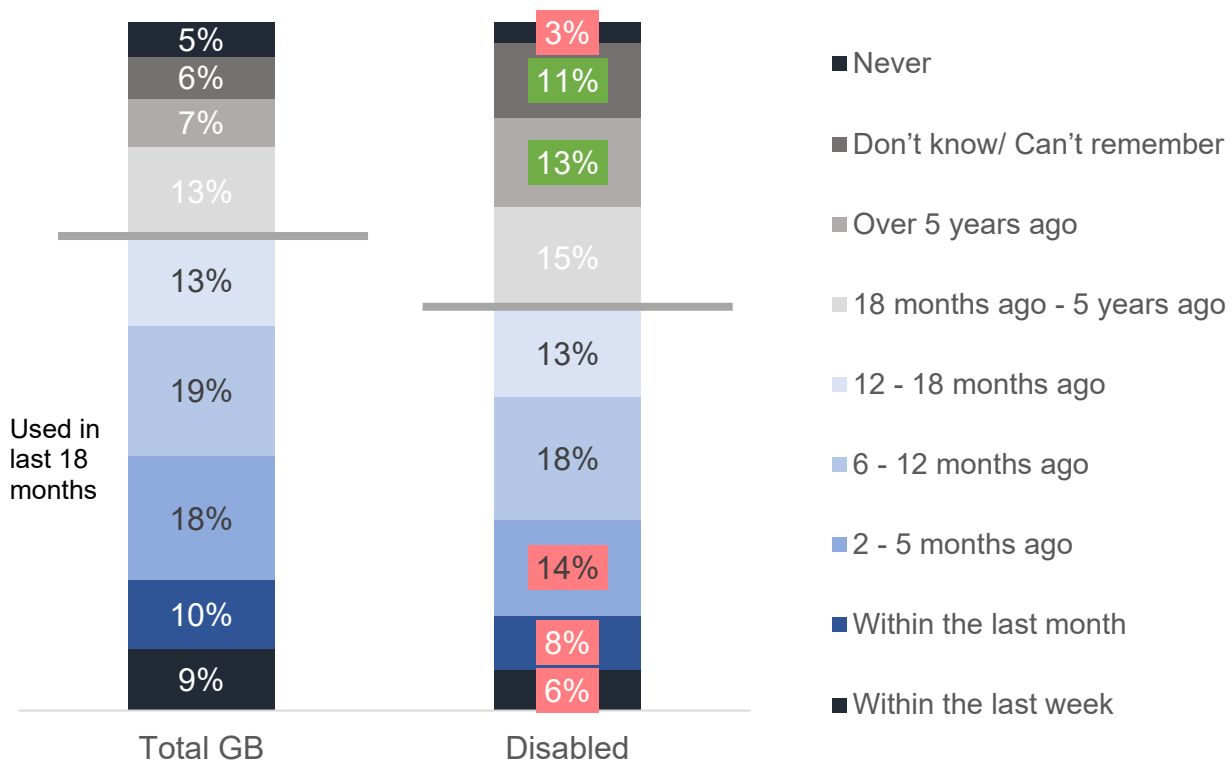
- 2.4 Qualitative interviews with the non-user group highlighted the impact of living with multiple impairments on day-to-day life. Within disability groups, experiences and barriers in life were varied. Whilst those who identify as disabled may unite over a shared challenge or barrier, this was not always experienced in the same way. To use mental health as an example, crowded places can pose challenges for people who have experienced post-traumatic stress disorder and anxiety, however, these were not always shared. Equally, stigma experienced by someone with Irritable Bowel Syndrome was different to someone with a mobility impairment. Therefore, disabled non-users of rail are not one homogenous group as disabilities intersect.

¹¹ Office for National Statistics, Analysis of population estimates tool (Mid- 2019)
<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/analysisofpopulationestimatestool>

Use of rail

2.5 Through speaking to a representative cross section of the population of Great Britain earlier in the survey, we were able to compare both disabled non-users of rail, with disabled users and the wider population. Use of surface rail amongst disabled people was lower than that of the general population. Quantitative analysis of the online and telephone survey data showed that disabled people were significantly less likely to have used surface rail in the last 18 months; 59% had done so compared with 69% of the general adult population aged 16 and over in Great Britain.

Figure 2. Frequency of rail travel amongst the total GB population aged 16+ vs. the disabled population (%)



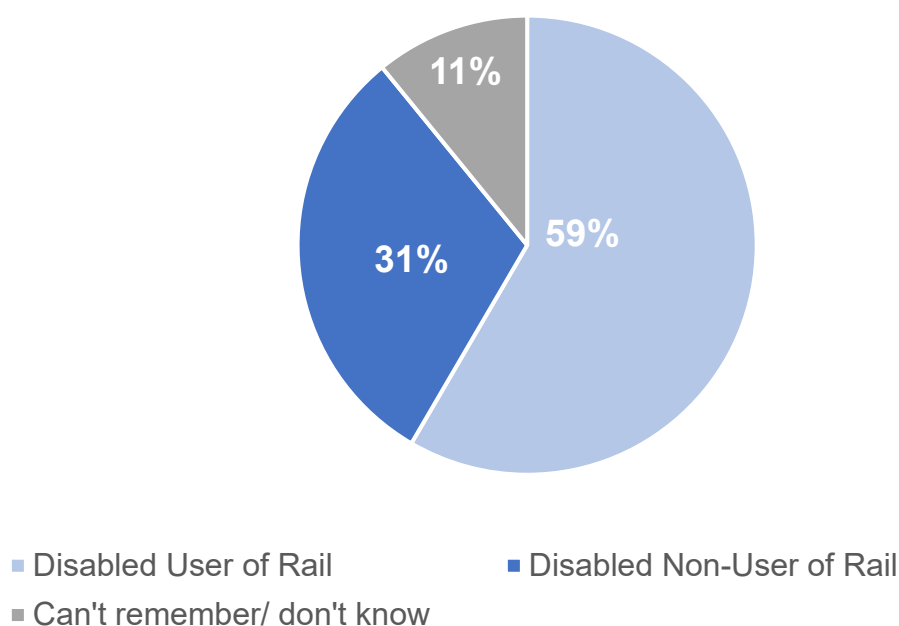
Question: SQ6. When was the last time you travelled by train within Great Britain (with the person you care for)? Please don't include underground services, light rail/tram or specialist trains such as steam railways
Base: Total nat rep sample (1,927) Disabled sample (1,863)

Green box shows scores significantly higher compared with Total at 95% confidence interval.
Red box shows scores significantly lower compared with Total at 95% confidence interval.

Estimating the proportion of rail users and non-users within the disabled population

2.7 Defining rail users as those who have travelled by surface rail in the last 18 months, the quantitative research showed that 59% of disabled people fell into this category, whilst almost a third (31%) did not. A further 11% state that they could not remember/don't know.

Figure 3. Rail usage amongst disabled people (%)



Question: SQ6. When was the last time you travelled by train within Great Britain (with the person you care for)? Please don't include underground services, light rail/tram or specialist trains such as steam railways
Base: Disabled sample (1,863)

2.9 The quantitative data was used to estimate the proportion of disabled non-users of rail in Great Britain. Twenty-eight per cent of the population are disabled and just under a third of these people had not used rail in the last 18 months, this means that 9% of the population are considered disabled non-users of rail and 16% of the population aged 16+ in Great Britain are disabled users of rail. Most non-users are in fact lapsed users; only 9% of disabled non-users had never used rail at all in the past.

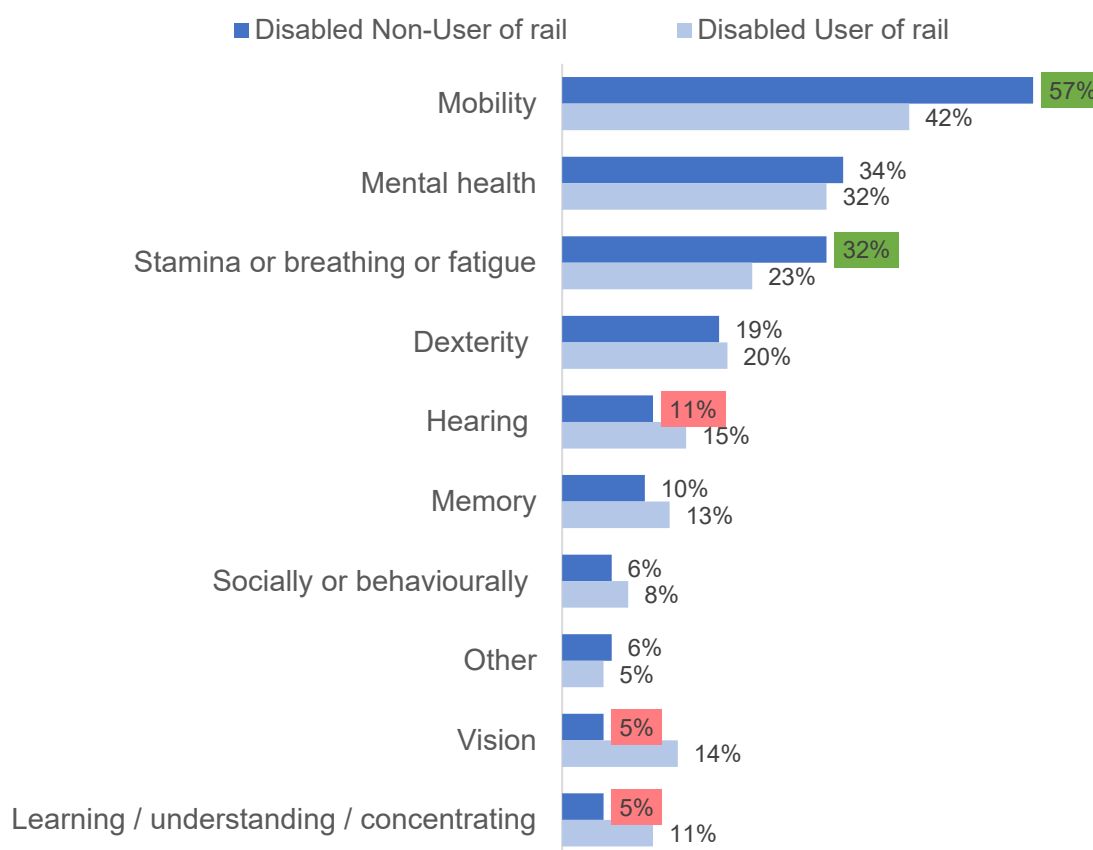
Profiling disabled non-users of rail

2.10 Survey results highlighted that the profile of disabled non-users of rail is different to disabled users of rail. Non-users were typically older, with two thirds of disabled non-users being aged 55 years or over. Disabled users of rail were younger, with 25% aged 16-34 years (compared with 8% of non-users), 33% aged 35-54 years (compared with 25% of non-users) and 40% aged 55 years or over (compared with 67% of non-users).

2.11 Disabled non-users were also less likely to be in work, with only 15% in full time work (compared with 40% of disabled rail users), and a large proportion of disabled non-users were retired (38% compared with 20% amongst disabled rail users).

2.12 Whilst the pattern of impairment type remained largely the same across the two groups, some differences did emerge. Non-users of rail were more likely to have mobility-based impairments (57% compared with 42% for disabled rail users), or a condition that affects their stamina, breathing and fatigue (32% compared with 23% for disabled rail users). They were also less likely than rail users to have hearing impairments (11% compared with 15% for disabled rail users), vision impairments (5% compared with 14% for disabled rail users) and less likely to have learning, understanding, and concentration impairments (5% compared with 11% for disabled rail users).

Figure 4. Disability type among disabled non-users of rail and disabled users of rail (%)



Question: SQ4. Do any of these conditions or illnesses affect you in any of the following areas? Base: Disabled sample. Base: Disabled non-user (524), Disabled user (1,152). This question was multi response so the total can add to more than 100.

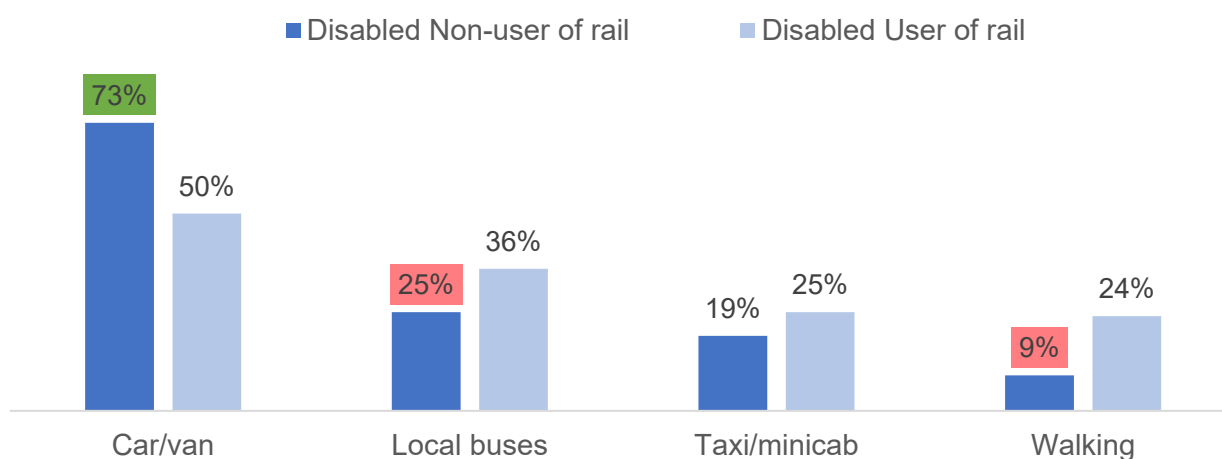
Green box shows scores significantly higher compared with disabled users at 95% confidence interval.

Red box shows scores significantly lower compared with disabled users at 95% confidence interval.

Usage of other transport modes amongst disabled non-users

2.13 Survey results showed that the most common travel mode for disabled non-users was car or van (driver or passenger); with on average 73% using this mode across different journeys. This was significantly higher than for disabled rail users, where 50% used this mode. Disabled non-users of rail were significantly less likely to use all other forms of transport including bus (25% compared with 36% of disabled rail users) and taxi/mini cab (19% compared with 25% of disabled rail users). They were also significantly less likely to mention walking when asked about journeys made in the last 18 months. The results were taken from an average across different journeys covering a range of purposes (e.g. leisure, commuting etc), some of which have small sample sizes, which can impact the reliability of results. Taking an average across these journeys, as well as highlighting only the differences that are significant helped to increase the overall reliability of the results.

Figure 5. Mode used (average across all journey types) comparing disabled non-users of rail with disabled users (%)



Question: SQ5. What types of journeys have you made when travelling in Great Britain in the last 18 months (with the person you care for)? Disabled sample who have made the journey: commuting (non-user n=61, user n=385), travel for business (non-user n=54, user n=411) leisure (non-user n=379, user n=862) personal business (non-user n=299, user n=602) An average score was taken for all modes across all journey types (among all those who made this journey in the past 18 months)

Green box shows scores significantly higher compared with disabled users at 95% confidence interval.

Red box shows scores significantly lower compared with disabled users at 95% confidence interval.

3. Perceptions of rail travel

Section summary

Disabled non-users had a more negative view of rail than those currently using rail services; this is similar to other research which found that non-users tended to rate the quality of rail services less positively than users. In particular, disabled non-users saw rail as expensive (18% agreed that it is a cheap way to travel), was inconvenient in comparison to other types of travel (31% agreed that it is well suited to the types of trips they need to make), and lacking in support (just 36% agreed they would know how to get assistance if something went wrong).

Requirements for travel

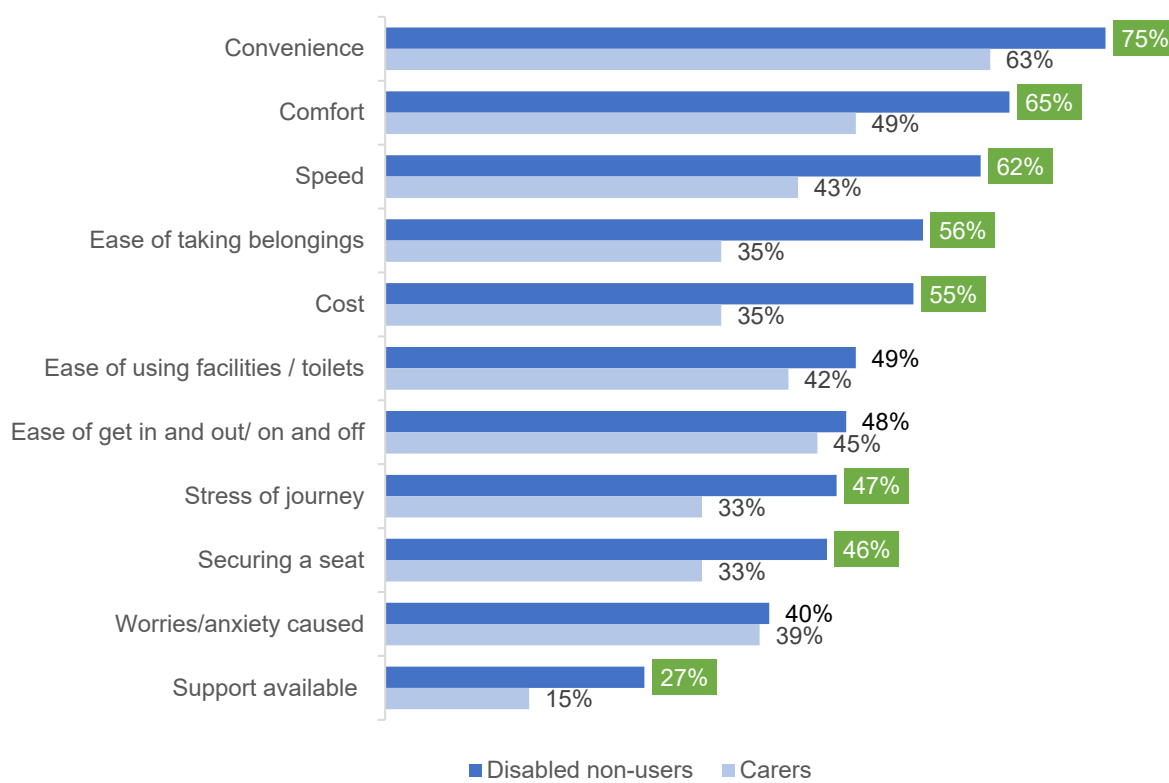
- 3.1 When exploring travel needs with disabled non-users of rail through depth interviews, it was apparent that many were focused on mitigating against the risk of anything going wrong. For disabled non-users of rail the impact of a journey not playing out how it was intended was felt far more acutely than when they compare themselves to someone without a disability. The need to be in better 'control' of outcomes was of key importance and determined their choices. Many felt that they needed a predictable and manageable experience.

"I like to stick to my routine and don't like anything unexpected. If I go somewhere new or even on holiday I try to plan as much as possible and always try to get everywhere very early to mitigate against things going wrong." **Social and behavioural, 35-54 [Qualitative]**

"I really like to plan to feel in control I get very anxious when plans change last minute or things don't pan out the way I had expected." **Social and behavioural, 35-54 [Qualitative]**

- 3.2 This said, quantitative survey data highlighted several other important factors when considering modes of travel for this sample; both disabled non-users and carers wanted travel to be convenient (75%/63%), comfortable (65%/49%) and quick (62%/43%), with all of these elements significantly more important for disabled people than carers.

Figure 6. Important factors when picking travel mode among disabled non-users and carers (%) – across all types of travel



Question: A1. When you're choosing how you travel (e.g. by car, bus or train), which, if any of these are important to you? Base: Disabled non-user (694), Carer non-user (198)

Green box shows scores significantly higher compared with carers at 95% confidence interval.

- 3.3 Needs differed quite substantially by disability type, shown in the table below. Significant differences are indicated in green (where those with this impairment were significantly more likely to mention these factors when compared with disabled non-users as a whole). For example, those with stamina impairments were more likely to prioritise convenience than disabled non-users as a whole; those with dexterity and stamina impairments were more likely to prioritise ease of using toilet facilities when compared to disabled non-users as a whole.

Table 14. Important factors when picking travel mode, by disability type (%) - across all types of travel

	Vision impairments	Hearing impairments	Mobility impairments	Dexterity impairments	Learning impairments	Memory impairments	Mental health impairments	Stamina impairments	Social/behaviour impairments
<i>How convenient it is generally</i>	77%	78%	78%	74%	75%	71%	73%	83%	71%
<i>How comfortable it is</i>	69%	69%	69%	73%	62%	58%	58%	70%	61%
<i>How quickly it will get me/us there</i>	62%	73%	59%	61%	60%	57%	64%	65%	67%
<i>How much it will cost</i>	48%	54%	52%	61%	57%	53%	62%	59%	55%
<i>How easy it is to take my belongings (e.g. luggage, mobility aids)</i>	68%	64%	58%	68%	74%	68%	56%	70%	64%
<i>How easy it will be to use toilet facilities/stop for toilet breaks</i>	45%	51%	54%	59%	50%	53%	45%	57%	58%
<i>How easy it is to get in and out/on and off the mode of travel</i>	48%	55%	59%	59%	52%	53%	44%	61%	45%
<i>How stressful the journey will be</i>	55%	43%	47%	57%	75%	69%	63%	55%	73%
<i>Whether I can be sure of getting a seat</i>	53%	53%	50%	55%	53%	44%	43%	57%	49%
<i>How worried/anxious I am about making the journey</i>	48%	41%	38%	46%	72%	63%	62%	43%	76%
<i>The support available from staff/others</i>	32%	32%	30%	39%	43%	33%	28%	34%	31%

Question: A1. When you're choosing how you travel (e.g. by car, bus or train), which, any of these are important to you? Base: Disabled non-users who have Vision Disabilities (59) Hearing Disabilities (95) Mobility Disabilities (414) Dexterity Disabilities (152) Learning Disabilities (52), Memory Disabilities (82), Mental Health Disabilities (219), Stamina Disabilities (252), Social/Behavioral disabilities (44)

Green text shows scores significantly higher compared with total disabled non-users of rail at 95% confidence interval. Note, due to low bases of some of the groups, these may not be significantly higher compared with disabled non-users of rail and so are not highlighted in green. For example, 58% of those with Social/Behavioural impairments prioritise 'How easy it will be to use toilet facilities/stop for toilet breaks', but this is not highlighted as it is not significantly higher than disabled non-users, due to sample size (44).

3.4 Demographics also drive differences in travel needs.

- Female disabled non-users tended to be more concerned with the stress of a journey (54%, compared to 38% of men) and were more likely to mention worries/anxieties (47%, compared to 31% of men). This was also true of those aged 35-54 (59% stress, 51% worries/anxieties, compared to 47% and 40% respectively among disabled non-users in total).
- Those over 55 were more concerned with ease of taking belongings (62%, compared to 56% among all disabled non-users) and convenience (81%, compared to 75% among disabled non-users).

Perceptions and feelings about rail travel

- 3.5 Qualitatively disabled rail non-users perceived rail travel as both positive and negative at the same time. On one hand, travelling by train was perceived to be a fast mode of transport when travelling long distances. Also, travelling by train was seen as a comfortable way to travel. This echoes previous research findings with adults in Great Britain¹².

“The phrase ‘let the train take the strain’ comes to mind... you can read a book or just stare out the window or have some quiet time.” **Mobility and dexterity, 55+ [Qualitative]**

“In principle I love the train and train travel. I went on the orient express once and that was such a great experience.” **Mobility and dexterity, 55+ [Qualitative]**

- 3.6 On the other hand, train travel was also seen as expensive, unreliable and stressful. The idea of train travel being too expensive was reinforced through the survey results with 17% of disabled non-users mentioning it as one of their top-of-mind feelings about rail.

“Highs – it is a fast way to travel. Lows - expensive – the car is cheaper; very busy and nowhere to sit and because I can’t stand up for long I sat on the floor. It was a nasty, dirty, humiliating and demeaning experience and since then I said to myself ‘I am never doing that again’.” **Mobility and dexterity 35-54 [Qualitative]**

“It’s dirty, congested. ‘Being late, worry and fear of teenage gangs’ - those are my associations. I’m most worried about the amount of people.” **Mental health, 55+ [Qualitative]**

“Busy, overwhelming, stressful. I get really panicky when there is a lot of people around and I get anxious. Before when it was rush hour I would hate it and I’d need to be by the door so I could escape... I find it overwhelming and stressful.” **Social and behavioural, 18-34 [Qualitative]**

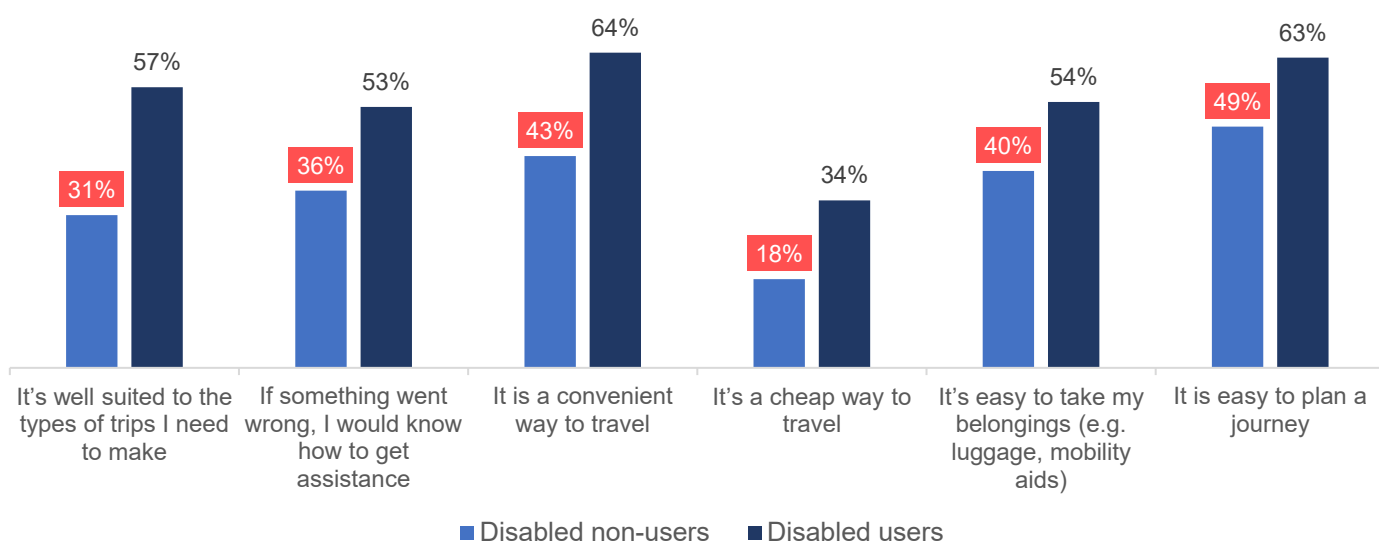
¹² DfT/ONS Public attitudes towards train services (2018): [//assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf)

- 3.7 This reinforces the idea that both positive and negative perceptions of rail were held simultaneously. Furthermore, positive perceptions of rail travel tended to refer to the concept of rail and what it offers as a mode of transport whereas negative perceptions referred to the experiences and inconveniences of being a passenger.
- 3.8 Reflecting on their experiences of rail, survey data highlighted that disabled non-users tended to have more negative perceptions of rail travel generally when compared to users. Perceptions of non-users were significantly lower than users across all perceptions as shown in figure 7 below. This echoes findings from previous research, where non-users tended to rate the quality of rail services less positively than users¹³. In particular, when prompted, non-users were less likely to see rail as cheap, convenient and offering accessible support.

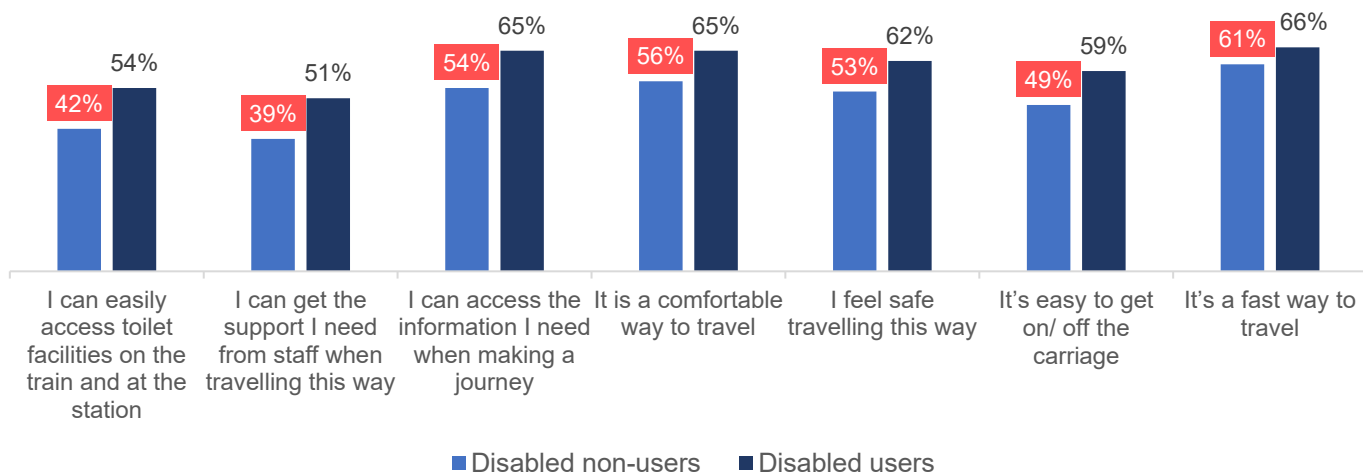
¹³ DfT/ONS Public attitudes towards train services (2018):
[//assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf)

Figure 7. Perceptions of rail travel: Positive perceptions – agreement. Disabled non-users and disabled users (%)

Weaker perceptions compared to users



Stronger perceptions compared to users



Question SQ8/B1. How strongly do you agree or disagree with the following statements relating to rail travel in Great Britain? Base: Disabled non-users (694), Disabled users (1,152)

Red box shows scores significantly lower compared with disabled users at 95% confidence interval.

3.9 Perceptions of rail varied across different impairment types.

- Those with hearing impairments were significantly more likely to say that rail was a safe way to travel (65% compared with 53% total disabled non-users).
- Those with mental health impairments were significantly less likely to agree that they feel safe when travelling by rail (44% compared with 53% total) and significantly less likely to agree that it was a comfortable way to travel (48% compared with 56% total).

- Those with dexterity-based impairments were significantly less likely to agree that it is easy to use toilet facilities/stop for toilet breaks (33% compared with 42% total).
- 3.10 Disabled non-users aged 16-34 were more positive in their views of rail; this age group were more likely to mention rail travel as being convenient, that it's easy to take their belongings, that they could find support and that it is well suited to the trips they need to make.
- 3.11 Perceptions of rail as a cheap means of travel decreased with age. Almost two in five (36%) of those aged 16-34 agreed that rail travel was cheap, compared with 26% of those aged 35-54 and just 13% of those over 55. The sample size for those aged 16-34 is small. Focusing on differences that were statistically significantly different is the most effective way of drawing comparisons between different age groups.

Table 15. Perceptions of rail travel: agreement (%) by age, disabled non-users

	16-34	35-54	55+
It's a fast way to travel	60%	57%	63%
It is a comfortable way to travel	52%	52%	58%
I feel safe travelling this way	59%	46%	55%
I can access the information I need when making a journey	62%	53%	54%
It's easy to get on/off this mode of transport	58%	49%	49%
It is easy to plan a journey	55%	52%	47%
It is a convenient way to travel	62%	43%	41%
It is easy to use toilet facilities/stop for toilet breaks	54%	38%	43%
I can get the support I need from staff/others when travelling this way	54%	44%	36%
It's easy to take my belongings (e.g. luggage, mobility aids)	55%	42%	38%
If something went wrong, I would know how to get assistance	39%	37%	35%
It's well suited to the types of trips I need to make	48%	34%	27%
It's a cheap way to travel	36%	26%	13%

B1. How strongly do you agree or disagree with the following statements about rail travel?

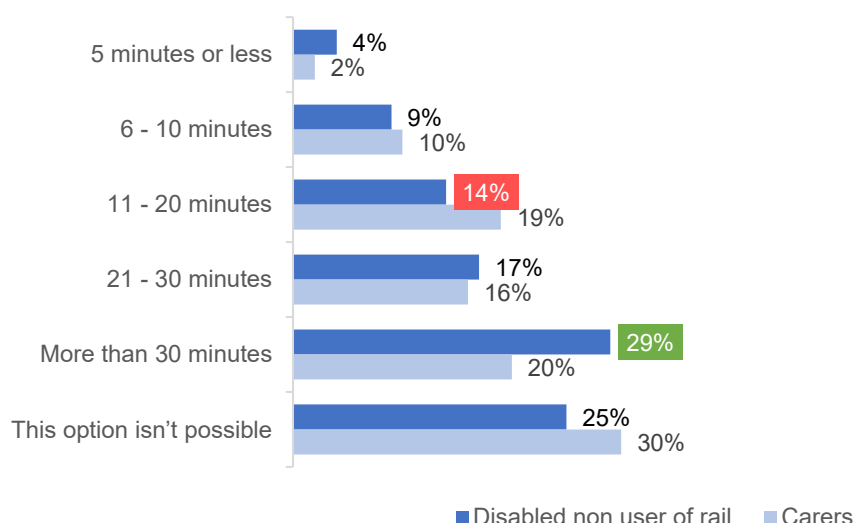
Base: Disabled non-users aged 16-34 (63) 35-55 (191) 55+ (437)

Green text shows scores significantly higher compared with total disabled non-users of rail at 95% confidence interval.

Note, due to low bases of the 16-34 age group (n=63), even when scores are higher, these may not be significantly higher than the other age groups and so are not highlighted in green. For example, 54% mention 'It is easy to use toilet facilities/stop for toilet breaks', but this is not highlighted in green as it is not significantly higher than the total sample when taking into account base size.

3.12 Perceptions that rail is inconvenient was related to the means of getting to the station (both financially and physically). Forty-one per cent state that it was too costly/inconvenient to get to the station. For a quarter of disabled non-users (25%) and nearly a third of carers (30%), getting to the station by foot was not an option, and for a further 29% of disabled non-users and 20% of carers, their journey to the station by foot would take over 30 minutes.

Figure 8. Length of time it would travel to nearest rail station – By foot, disabled non-users and carers (%)



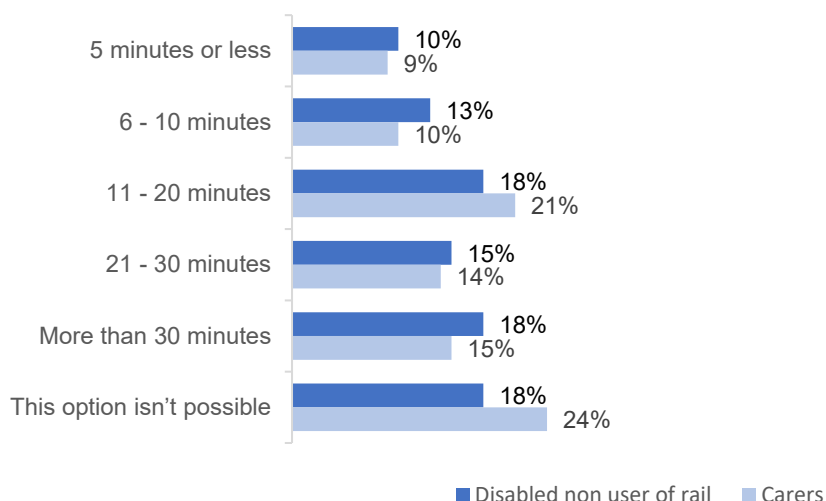
Question A3-1. How long would it take you to travel to your nearest railway station (with the person you care for)? By foot. Base: Disabled non-user (694), Carer non-user (198)

Green box shows scores significantly higher compared with carers at 95% confidence interval.
 Red box shows scores significantly lower compared with carers at 95% confidence interval.

3.13 Using public transport to access railway stations was often problematic for respondents. From the quantitative results 18% of disabled non-users and 24% of carers said it was not possible to get to their nearest railway station by bus or tram, and a further 18% of disabled non-users and 15% of carers said that this journey would have taken more than 30 minutes, adding considerably to any journey they took via rail. In comparison to the general population, previous research showed that for 19%, using the bus to get to the nearest station was not possible and for 14% this would have taken longer than 30 minutes¹⁴. This similarity suggests that disability may not be the only factor which impacts upon the inaccessibility of using the train for some people.

¹⁴ DfT/ONS Public attitudes towards train services (2018):
[//assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf)

Figure 9. Length of time it would take to travel to nearest rail station – By bus / tram, disabled non-users and carers (%)



Question A3-2. How long would it take you to travel to your nearest railway station (with the person you care for)? By bus/tram. Base: Disabled non-user (694), Carers (198)

3.14 Whilst 37% of disabled non-users in the survey said they generally travelled alone, the vast majority typically travel with someone else:

- 62% with family or friends
- 11% with a carer
- 1% with their assistance dog

3.15 The desire to be accompanied while travelling came through strongly for some respondents in the qualitative interviews. this need was connected with the lack of confidence many disabled people feel when navigating unfamiliar situations.

“Being in a new environment, being around crowds, not having control, things being delayed or going wrong. I can’t cope with that alone.” **Mental Health, 18-34 [Qualitative]**

3.16 There were mixed feelings when it comes to travelling by rail; for the majority of disabled non-users, car was the preferred way to travel (73%). This is also the preferred mode of transport among the wider GB population, with car/van the most likely mode of travel used (after walking)¹⁵.

3.17 The preference for travelling by car over other forms of transport for some respondents was directly connected with the need to better manage their experiences and control their environment. This theme came out strongly in the qualitative interviews.

“The car and my husband driving me for me is certainty and security.” **Social and behavioural, 55+ [Qualitative]**

¹⁵ DfT/ONS Public attitudes towards train services (2018): [//assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf)

"I try my hardest to go with my husband by car. My car is my space. The people I'm familiar with are in there with me." **Mental Health, 35-54 [Qualitative]**

"I feel safe in the car. Everything else I worry in case something goes wrong. Will the ramp come down; will people make room; will there be someone to help?" **Mobility and dexterity, 18-34 [Qualitative]**

- 3.18 When asked generally how they felt about travelling by rail, in line with perceptions of rail, price was the most prohibitive element mentioned by disabled non-users (17%). For carers on the other hand, the experience was generally considered to be quite difficult; 15% said they would prefer to travel by car, 9% said it makes them anxious, and 8% said it was generally quite difficult.

4. Previous experiences of rail among non-users

Section Summary

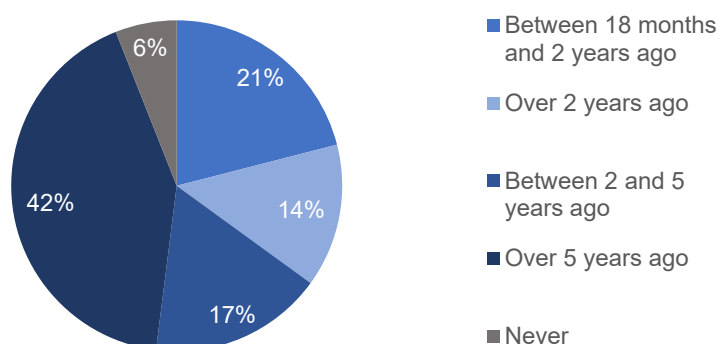
The majority of non-users of rail were lapsed users, with 94% having travelled by rail in Great Britain in the past; only 6% of non-users had never travelled by rail. Those that had travelled by rail previously reported a lack of confidence when travelling and found the experience difficult. In particular, they experienced difficulties when moving around the station and the train and found the experience uncomfortable.

The expense/cost of train tickets was the number one barrier to not using rail, mentioned by 49% of disabled non-users, and universally mentioned as a top barrier across all different types of impairment. Other key barriers were the cost and inconvenience of getting to the station (41%), along with proximity to the station (36%).

Previous experience

- 4.1 The majority of disabled non-users of rail were lapsed users, only 6% of the non-rail users surveyed had never travelled by rail. The remaining 94% had travelled by rail in the past, albeit not in the last 18 months (the definition of a non-user for this research).
- 4.2 The qualitative research demonstrated that disabled non-users' previous experiences of using the train were both positive and negative. Positively, train travel was seen as a quick, efficient way of traveling long distances. However, it was also seen to be highly unpredictable, overwhelming and was not always well suited to the varied needs of disabled people. This dissonance around using train travel set a precedent for not wanting to use the train. Whilst many disabled non-users could recall a positive experience of using a train, they had concerns and anxieties about using the train again. These experiences of travelling by rail in the past inform their current attitudes and perceptions of rail.

Figure 10. Recency of rail travel among disabled non-users



Question: SQ6. When was the last time you travelled by train within Great Britain (with the person you care for)? Please don't include underground services, light rail/tram or specialist trains such as steam railways
Base: Disabled non-users (694)

4.3 For the majority of disabled non-users, previous experiences of rail were for a leisure journey (63%), followed by personal business, e.g. to an appointment (12%).

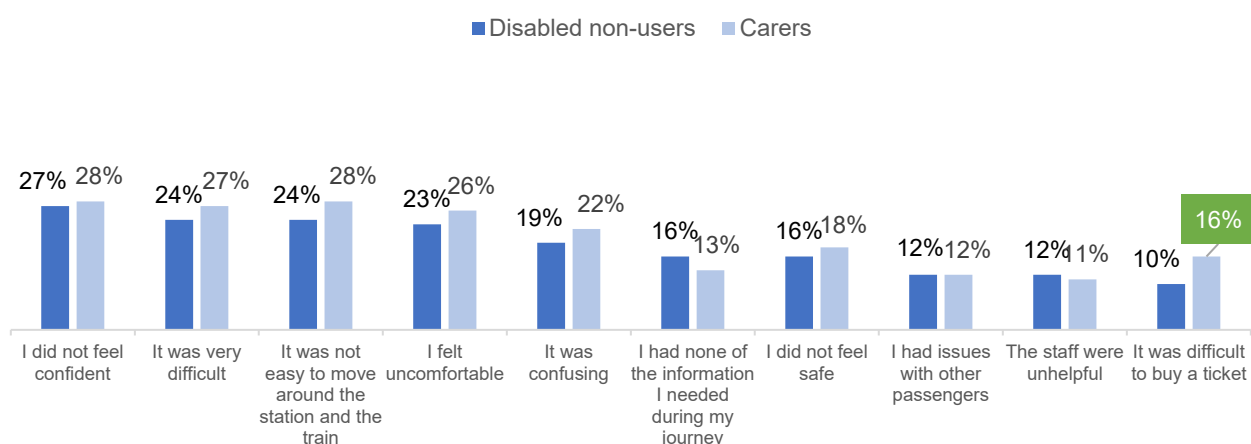
Table 16. Journey purpose of most recent journey taken by rail

Travel for leisure	63%
Travel on personal business (e.g. to an appointment)	12%
Travel for business	7%
Commuting to/ from work	5%
Travel to/from school/ college/ university	1%
Don't know/ Can't remember	9%
Other	3%

Question: C2. You said you have used rail services before, but not in the last 18 months. What was the main purpose of your most recent journey? If you're not sure, just use your best guess. Base: Disabled non-users, who have travelled by rail previously, longer than 18 months ago (648)

4.4 When recalling previous rail travel experiences, 27% of current non-users reported feeling a lack of confidence. This was closely followed by people reporting the experience as being difficult in general (24%), finding it difficult to move around the station and the train (24%), and that it was an uncomfortable experience (23%). Overall, the experiences recalled were at a similar level for both disabled non-users and carers, the only significant difference being that carers reported greater difficulty when buying a ticket (mentioned by 16% of carers, compared to 10% of disabled non-users).

Figure 11. Perceptions of previous rail travel: among disabled non-users and carers (% agreement)



Question: C4. For each pair of statements, using the 5 point scale below, please select which best describes your previous experiences of travelling by train in Great Britain (with the person you care for). Base: Disabled non-users (648), carers (125) previously travelled by rail

Green box shows scores significantly higher vs. non-users at 95% confidence interval.

- 4.5 While the majority of those who had travelled by rail previously had met with positive experiences from other passengers, this was not the case for everyone. Sixteen per cent of disabled non-users stated that the actions of other passengers had made them feel uncomfortable or worried when using rail services previously. This figure was significantly higher among carers travelling with the person they care for, at 24%. The groups most likely to have experienced negative or anti-social behaviour were those with a condition that affected their learning, understanding or concentrating (39%), those with dexterity impairments (23%) and disabled young people aged 16-34 (29%).

"I was next to the restaurant carriage which was serving alcohol in the late afternoon to commuters returning from London who were extremely drunk, boisterous and aggressive. Staff on the train were incapable of offering support or protection." **Male, 55-64 [Quantitative Open Response]**

"I have often experienced an uncomfortable situation and have not been able to deal with it." **Female, 55-64 [Quantitative Open Response]**

- 4.6 Previous research on the experiences of disabled rail passengers identified around 1 in 3 (31%) of disabled users of rail reported experiencing anti-social behaviour while travelling by train¹⁶. While most journeys do not include instances of anti-social or discriminatory behaviour, experiencing a single incident can discourage people from travelling by rail in future.
- 4.7 When exploring how perceptions of previous travel differ among those with different types of impairments and conditions, those with social or behavioural impairments

¹⁶ DfT/Transport Focus Experiences of Disabled Rail Passengers (2017) <https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>

were significantly more likely to mention negative experiences. They were more likely to have experienced a lack of confidence (60% mention this, compared to 27% of the total disabled non-user sample), to have found the experience difficult in general (44%, compared to 24% total) and to have felt uncomfortable (40% compared to 23% total). Those with learning, understanding, or concentrating impairments were also more likely to mention negative experiences. For this group, confidence was a significantly greater issue when travelling by rail compared with disabled non-users in general (51% cited this as an issue, compared to 27% of disabled non-users when recalling previous rail journeys).

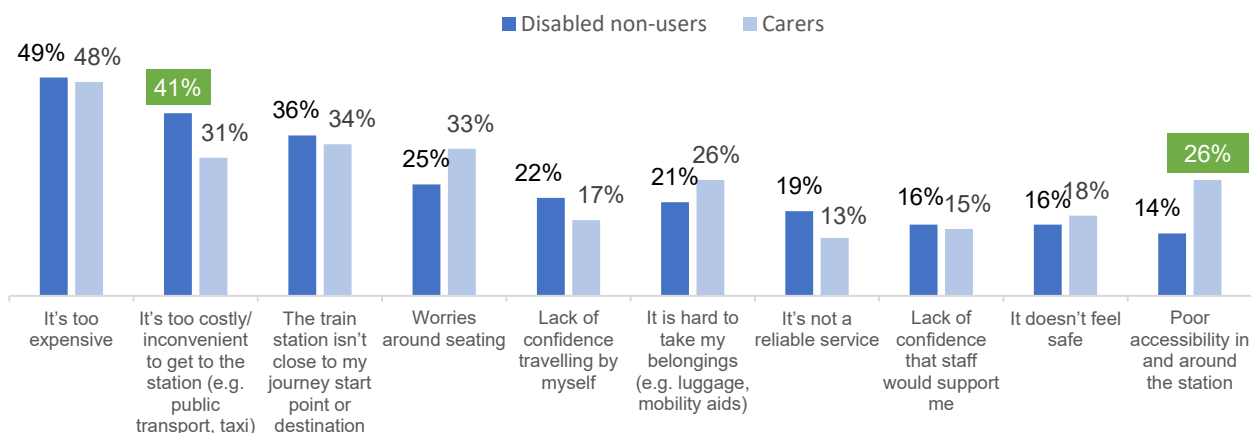
“The whole experience is horrible and I’m not ok until I arrive at the place which I am trying to get to. It’s always so busy at the stations which is a stimulating environment at the best of times, so I just feel very overwhelmed being there. Then, I’m sat on the train trying to zone out and ignore everything that’s going on around me until it’s my stop.” **Social and behavioural, 18-34 [Qualitative]**

“I have a poor sense of direction so unless I’ve already been to a place then I rely on apps a lot to get me around. I am much more eager to find other routes than trains to get to where I need to go. Trains are so convoluted, and you have to get 3 trains and it’s too much to consider.” **Social and behavioural, 18-34 [Qualitative]**

Reasons to not travel by rail

- 4.8 The qualitative research found that concerns and anxieties towards using the train could manifest in many ways: from the state of service and staff presence to the cost of travel, presentation of information and other passengers. However, the underlying concerns tend to be around rail feeling unpredictable, uncontrollable, inconvenient and overwhelming.
- 4.9 When asked why they have not travelled by rail recently, expense was the key barrier mentioned by almost half of disabled non-users in the survey (49%). Other significant barriers included the cost and inconvenience of getting to the station (41%), proximity to the station (36%), as well as worries around seating (25%). When considering previous experiences, many disabled non-users felt that travelling by rail was more expensive than other preferred modes of transport, especially compared to the car. However, the qualitative research indicated that it’s not just the financial expense that stops people from using the train. It’s also the value for money that the train doesn’t offer.
- 4.10 When looking at barriers among carers, we saw a very similar picture, with the same barriers experienced to a similar degree. However, carers were less likely to mention the cost and inconvenience of getting to the station (31% of carers mentioned this, compared to 41% of disabled non-users), and were more likely to mention accessibility in and around the station itself (26% of carers mentioned this, compared to 14% of disabled non-users).

Figure 12. Reasons for not using rail services: among disabled non-users and carers (%) – Top 10 reasons selected



Question: C8. What are the reasons you haven't used rail services recently/don't use rail? Base: Disabled non-users (652), carers (125).

Green box shows scores significantly higher vs. comparison group at 95% confidence interval.

4.11 Concern and anxiety around using rail were heightened for different groups. Those with learning, understanding or concentrating impairments mentioned the most concerns, citing 4.9 barriers, compared to 3.7 on average among disabled non-users, out of the list of 19 barriers asked about in the survey question. In particular, they were more likely to have experienced a lack of confidence when travelling by themselves (48%, compared to 22% among the total group of disabled non-users), and when buying a ticket (22%, compared to 10% total), as well as anti-social behaviour from other passengers (28%, compared to 13% total). This group were also more likely to feel that the journey was too slow (15%, compared to 7% total).

4.12 The qualitative research found that buying a ticket could be a stressful experience as there are often many options and prices available. This can be confusing for those with learning, understanding or concentrating impairments as it is unclear what train ticket they are purchasing.

"I would worry that I'd bought the wrong ticket and that I'd get on the wrong train and end up in the middle of nowhere. There are lots of words which I don't understand on the machines so I would have to go in and ask the clerk what ticket I would need."

Cognitive, 45-54 [Qualitative]

4.13 Those with social and behavioural impairments mentioned specific concerns when travelling by rail, especially issues around confidence. They were more likely to lack confidence that staff would support them (31%, compared to 16% among disabled non-users), in travelling by themselves (38% compared to 22% total), and also when buying a ticket (22% compared to 10% total). They were also more likely to have difficulty finding the information they needed before travelling (19%, compared to 8% total).

- 4.14 The qualitative research found that those with social and behavioural impairments found train stations overwhelming, which may explain why it can be hard to find the information they need to find their train. Moreover, as a non-visible disability, there was anxiety and fear that staff will not be able to understand their needs when they require assistance – this is experienced in other aspects of their life.

“Even thinking of taking the train to somewhere I haven’t been before or having to go to an unfamiliar train station gives me a lot of anxiety. In the past I always find the train stations very stimulating and I get distracted from finding out what time my train is coming in and where the platform is. It is not a nice experience having to figure it all out when there’s so many things overwhelming me.” **Social and Behavioural, 18-34 [Qualitative]**

“People are always rushing around you which is very anxiety provoking when you can’t see well. My disability is ‘hidden’ so people don’t understand or don’t pay attention. There aren’t many staff around and the quality of assistance is very inconsistent.” **Vision, 55+ [Qualitative]**

- 4.15 Those with a vision impairment were more likely to experience issues with finding information, both before (19%, compared to 8% among the total sample of disabled non-users) and during (20%, compared to 10% total) travel. The qualitative interviews found that before and during travel, there was often a lot of information being displayed together at once, for example, on a ticket-purchasing website, a journey planning app, or information display screens and signage at the station. Due to the amount of information available it was hard to discern what information they need for their journey.

“The screens are very hard to read, especially the ones at Kings Cross. The writing is too small and you can never find your station in the list of destinations – it’s not clear whether or not the train goes to your destination. Then I’ll have to figure out what platform I need to get to and how to get there. Sometimes it’s just easier to find a member of staff and let them tell me everything but often they don’t know either.” **Vision, 18-34 [Qualitative]**

- 4.16 Equally, when relying on overhead announcements for updates, the information provided did not help with directions to where they needed to be or inform them of where staff would be for further assistance.

“I can get myself to the station and that is fine, however, as soon as I am there, I’m going to need some support and sometimes there just isn’t anyone there to help. I have booked assistance in the past and they have not showed up. The thought of that happening again is very scary and dangerous for me.” **Vision, 18-34 [Qualitative]**

- 4.17 Those with mental health impairments were more likely to mention low confidence travelling alone (29%, compared to 22% among the total sample of disabled non-users) as well as feeling unsafe (27%, compared to 16% total). The qualitative research uncovered that individual experiences differed widely across different mental health conditions. Social anxiety made it very uncomfortable and scary for some to be around large crowds, or to talk to strangers. Furthermore, a person’s mental health is not visible to staff and other passengers so they were concerned

that they would not know to provide assistance - which in itself could exacerbate feelings of anxiety. Therefore, travelling during busy periods of the day and having to ask for assistance was sometimes triggering, overwhelming and, at times, isolating for someone with mental health impairments.

“A crowded train is a real problem for me to deal with. I would get anxiety around being stuck in a busy train and being trapped with lots of people that I don’t know.”
Mental health, 35-54 [Qualitative]

“As my condition is hidden, I feel staff are not always certain of the level of help I require and in what form it is needed. I can ask for it, but I’m so conscious of ‘being that person’.” **Social and behavioural, 18-34 [Qualitative]**

- 4.18 Those with a stamina, breathing and fatigue impairment were more likely to mention poor accessibility in and around the station (21%, compared to 14% total). Walking long distances, up and down stairs or standing on an escalator, or in a queue, was at times physically demanding. Whilst some stations provided accessible lifts and ramps, these weren’t always in the most convenient places and could require additional walking.

“Walking halfway down my garden path gets me out of breath – there’s no way I’m getting over the bridge at my local station without getting there with enough time to spare.” **Mobility and dexterity, 55+ [Qualitative]**

“I’d use the lifts, if they’re working, but for whatever reason the lifts always seem to be long walk away!” **Mobility and dexterity, 35-54 [Qualitative]**

- 4.19 Those non-users with a condition affecting their dexterity were more likely to mention a lack of accessible toilet facilities as an issue (18% compared to 11% total) and uncertainty around how to arrange passenger assistance (20% compared to 13% total).
- 4.20 While few differences were seen among non-users by age, expense becomes more of an issue as age increases. Over half of disabled non-users aged over 55 (52%) mentioned expense as a barrier to rail travel compared with only around one third (35%) among those aged 16-34 mentioning it.
- 4.21 In terms of gender, female non-users of rail mentioned a greater number of barriers to travelling by train than their male counterparts. Of the 19 barriers included in the survey question, women mentioned 3.9 barriers on average, compared to 3.3 barriers mentioned by men. In particular, confidence was a greater issue for women, who mentioned lacking confidence when travelling by themselves (29% women, compared to 13% men) or whether staff would support them if needed (19%, compared to 12% men). Women were also more likely to have worries around seating (29%, compared to 19% men) and uncertainty around arranging passenger assistance (16%, compared to 9% men). They were also more likely to have a perception that travelling by rail was unsafe (20%, compared to 10% men).
- 4.22 Women were also more likely to mention poor accessibility in and around the station (17%, compared to 11% men), as well as difficulties finding the information needed before travelling (10%, compared to 5% men).

5. Barriers to rail travel

Section Summary

For disabled non-users of rail, barriers that prevent or discourage use exist across all stages of the rail journey. The parts of the journey that raised most concern were getting to and from the station and getting on and off the train. Other aspects such as being on the train, getting around the station/platform, buying a ticket, getting assistance and planning journeys caused fewer problems. However, these are still areas that could be addressed to help encourage use. Barriers are based on concerns about what might happen, but with most non-users having travelled by rail previously, for the majority, barriers are informed by prior experiences.

At each stage of the journey there were a variety of concerns that prevent or discourage use; rarely does a single barrier stand out that prevents use. Instead, at each stage several aspects could be improved to help encourage use among disabled non-users and make rail travel a more enjoyable experience. Specific concerns include worries about seating and overcrowding, the cost of tickets, parking and taxi/minicab services, and concerns around changing trains. The two stages that do have a single, predominant barrier to address are during ticket buying and being on the train; for these stages, the cost of tickets and overcrowding are the most prohibitive. This is similar to findings from research with disabled rail users which found the most common barriers were experienced on-board the train, when buying tickets and when planning journeys.

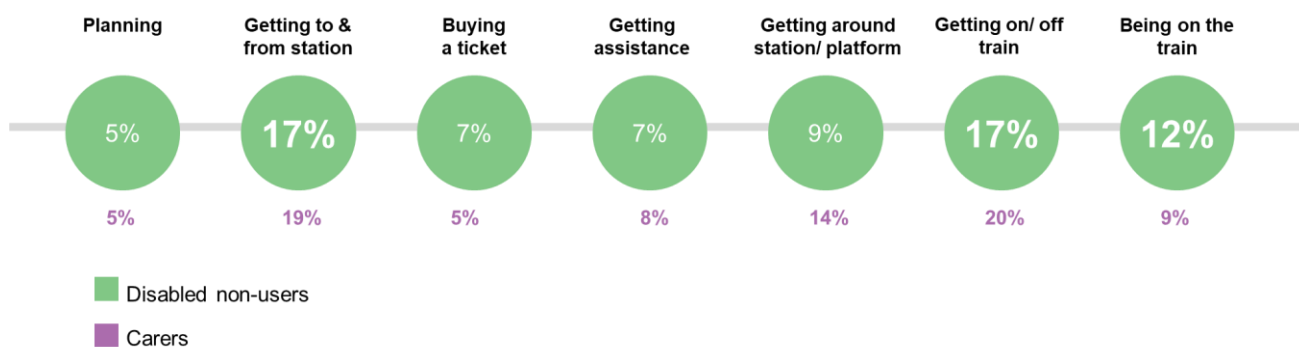
Barriers across the journey

- 5.1 Barriers exist right across the rail journey for disabled passengers; however, the research identified several stages that elicit greater concerns than others. Here, the term 'barriers' is used to refer to the expected or anticipated barriers of using rail which could be based either on personal experience or general perceptions held about rail.
- 5.2 Getting to and from the station and getting on and off the train were seen as the most problematic stages of the journey for disabled non-users and carers. These two stages stood out as delivering the greatest barriers to rail use, mentioned by 17% of disabled non-users and 19%/20% of carers respectively. However, being on the train itself caused concern for 12% of disabled non-users and 9% of their carers and getting around the station and platform was also seen as problematic for 9% of

disabled non-users and 14% of carers. Other stages of the journey presented fewer problems, such as buying a ticket getting assistance and planning, however, that is not to say there aren't issues that could be addressed at these stages to help encourage use. Across these stages, disabled non-users and carers experience similar levels of concern, with no significant differences seen by stage.

- 5.3 These findings are broadly similar to previous research with disabled rail users which found the most common barriers were experienced on-board the train, when buying tickets and when planning journeys¹⁷.

Figure 13. Barriers to rail: Part of the journey that causes the most concern (%), disabled non-users and carers



Question: D7. And which part of this journey process, if any, do you think would cause you the most concern when travelling by train (with the person you care for)? Base: Disabled non-users (694), carers (198).

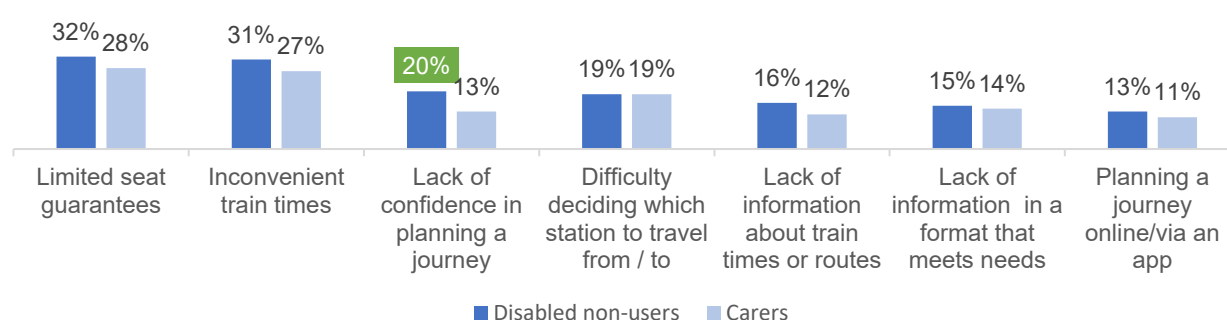
- 5.4 In addition, concerns at various stages of the journey also varied across different groups. For those with mobility impairments, getting on and off the train was significantly more likely to present problems (22% compared with 17% total disabled non-user sample), while those with dexterity impairments and memory impairments were significantly more likely to report getting assistance as the most problematic part of the journey (15% dexterity, 15% memory compared with 7% total). Those with mental health impairments were significantly more likely to find the planning stage problematic (9% compared with 5% total). For those with social or behavioural impairments, being on the train itself stood out as the part of the journey that caused the greatest concern (24% compared with 12% total).
- 5.5 The next few sections of this report will discuss each stage of the rail journey, from planning the journey and getting to the station, right through to being on the train itself, and the anticipated barriers at each stage. The barriers mentioned at each stage were selected from a prompted list rather than being mentioned spontaneously by respondents and are not necessarily barriers that those answering may have experienced before.

¹⁷ Department for Transport (2019) *Research on experiences of disabled rail passengers*
<https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>

Stage 1: Planning

- 5.6 Barriers at the planning stage of rail travel are mixed, with no single barrier standing out as the main cause for concern for disabled non-users. This said, there was a general lack of confidence when planning a journey via rail, significantly more so for disabled non-users (20%) than carers (13%).

Figure 14. Barriers to rail: Planning stage (%)



Question: D1. Thinking about planning a rail journey, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Disabled non-users (694), carers (198).

Green box shows scores significantly higher vs. carers at 95% confidence interval.

- 5.7 Lack of confidence when planning journeys was also found to be experienced by disabled rail passengers¹⁸. Previous research into experiences of disabled passengers found that 57% of those who reported a problem at the journey planning stage reported a lack of confidence. This issue was experienced frequently and was the problem which had the biggest impact on their journeys at the journey planning stage.
- 5.8 Qualitative research conducted for this study indicated that disabled non-users plan as much as they can before travelling by rail in order to feel in control, however, there are still many 'unknowns' that are unpredictable which can induce feelings of anxiety and fear. For example, the survey found that limited seat guarantees (32%), lack of information about train time and routes (16%) and a lack of information in a format that meets their needs (15%) were anticipated barriers when travelling by train. The qualitative research found that for some respondents, if anything unexpected or unplanned were to occur, non-users can feel out of control and anxious before they've even started their journey.

¹⁸ Department for Transport (2019) *Research on experiences of disabled rail passengers*
<https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>

"I feel like I don't know enough about trains and how they operate to understand what to do if something unexpected happens. I'd just go into a panic if I was on my own." **Mental Health, 35-54 [Qualitative]**

- 5.9 Having to plan all aspects of their journey is an added inconvenience in comparison to other modes of transport for some qualitative respondents. For example, other barriers identified via the survey when planning a journey included inconvenient train times (31%), difficulty deciding which stations to travel to/from (19%) and having to plan a journey online or via an app (13%). These are considerations that are felt to be unique to train travel that add time, expense and frustration to using the train in general.

"With the car all I have to do is walk from my front door to the garage and drive. For the train there are a lot more steps to it so why bother. It's not like it's any cheaper than driving." **Mobility and dexterity, 55+ [Qualitative]**

"Previously, we got allocated a seat number but someone else was on it, so we had to stand for the whole journey as the train was full." **Disabled non-user, 55-64 [Quantitative Open Response]**

"The nearest train station is an hour bus ride away from where I live and is too difficult to arrange connection times." **Disabled non-user, 45-54 [Quantitative Open Response]**

"I have to have a fixed plan or I become very anxious and experience panic attacks... the thought of something going wrong with my journey puts me off." **Disabled non-user, 45-54 [Quantitative Open Response]**

- 5.10 When exploring how these barriers differ across different groups, different 'pain points' stood out. Those with hearing impairments were significantly more likely to report issues with lack of information about train times or routes in a format that meets their needs (25% compared with 15% of the total disabled non-user sample), while those with dexterity impairments reported greater concerns with difficulty deciding on stations (30% compared with 19% total). Those with learning impairments reported significantly greater concerns across several stages of the planning process; lack of information in a format that meets their needs (27% compared with 15% total), planning a journey online or via an app (24% compared with 13% total), and lack of confidence (41% compared with 20% total). Those with memory impairments, mental health impairments and social/behavioural impairments were all significantly more likely to say they lacked confidence in planning a journey (32%, 30% and 34% respectively compared with 20% of all disabled non-users).

Stage 2: Getting to and from the station

- 5.11 Getting to and from the station was one of the most problematic stages of the rail journey identified by disabled non-users, and the stage itself presents a range of issues that may prevent or discourage disabled people from using rail services.

- 5.12 As with the planning stage, there is no single barrier that stood out above and beyond the rest; however, around a third of disabled non-users of rail said that additional costs were a barrier. This refers to the cost of station parking (34%) and the cost of taxis to and from the station (33%) which is a significantly greater problem for disabled non-users compared with carers (25%). To many, the price of the train ticket is already a significant expense.

"I used to take the train from London up to Manchester to visit my friends but I had to stop because I couldn't afford it anymore, it became very expensive even for a one-off trip." **Social and behavioural, 18-34 [Qualitative]**

- 5.13 Distance of the station from the destination (31%) and departure point (30%) also prevent or discourage just under a third of disabled non-users from using rail. Therefore, having to pay for additional transport to be able to travel on the train makes the journey unaffordable and impractical.

"The two options I've got is to drive or book a taxi. Both are expensive because I'd either have to spend a fortune on the parking at the station or fork out for a taxi...I'll have to repeat this on the other side too if I have no one to pick me up from the station." **Mobility, 55+ [Qualitative]**

- 5.14 Whilst the cost of getting to and from the station is a practical barrier to taking the train, the lack of accessibility to the station poses both practical and emotional barriers. Limited station parking (29%), limited public transport options (25%) and poor accessibility of transport to and from the station (22%) were all barriers reported by survey respondents at this stage. The qualitative research found that for some respondents travelling in off-peak times, there is fear that the car park will be full and they wouldn't be able to catch their train. Equally, with limited public transport links there would be uncertainty that the state of service would get them to the station with enough time.

"I would choose to travel in the off-peak to avoid the crowds but if I got to the station and the car park is full from everyone travelling in the rush I'd just turn around and go home." **Mobility and dexterity, 35-54 [Qualitative]**

"The bus service around here is erratic and I can't always get a seat...Getting the bus to the train station isn't an option as you can't rely on the bus to get you there in enough time, you have road traffic to contend with and making the stops for all other passengers." **Mobility and Dexterity, Vision, 55+ [Qualitative]**

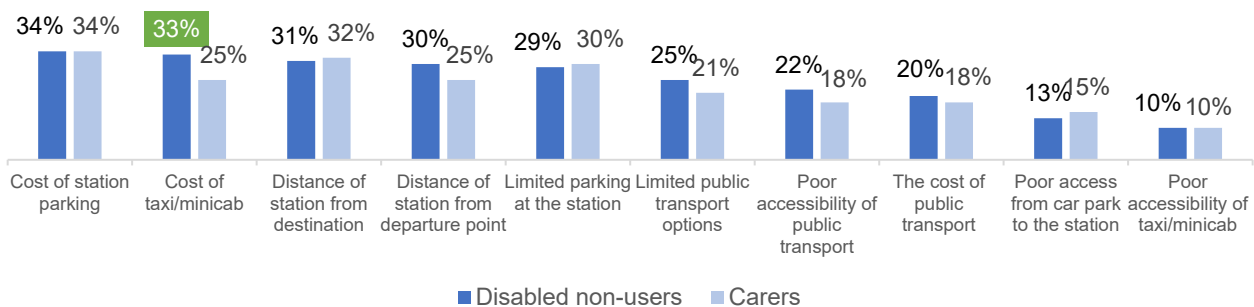
- 5.15 As well as accessibility of public transport, 20% of disabled non-users also said the cost of public transport to and from the station put them off travelling by rail. Cost of public transport was not as much of an issue as cost of parking and taxis (perhaps due to fewer people using public transport than private means of travel).

"It's just another thing to consider isn't it. Figuring out what time the bus would arrive, whether it stops near the station, worrying about getting a seat – it's just another faff which I could avoid by driving." **Hearing, 55+ [Qualitative]**

- 5.16 Lesser barriers exist in the form of poor access from the car park to station (13%), and poor accessibility of taxis to/from the station (10%). Public transport not being

safe, a lack of information about travel to/from the station and information about travel to/from the station not being in a format that met their needs are all barriers for 9% of disabled non-users (not shown on the chart as sitting outside the top 10).

Figure 15. Barriers to rail: Getting to and from the station (%) – Top 10



Question: D2. Now thinking about travel to and from railway stations, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Disabled non-users (694), carers (198).

Green box shows scores significantly higher vs. carers at 95% confidence interval.

“Taxi or expensive car parking are the only practical options; this makes most train journeys a worse option than traveling by car.” Disabled non-user, 65-7
[Quantitative Open Response]

“Lack of public transport, poor and expensive car parking at or near railway station, high cost of taxis etc. to get to station.” Disabled non-user, 75+
[Quantitative Open Response]

“I would either need to get a taxi or drive myself and pay parking fees, which are expensive. I would not be able to take a bus as it stops too far away from the station.”
Disabled non-user, 55-64 [Quantitative Open Response]

- 5.17 These barriers were felt more strongly across different groups. Those with hearing impairments were more likely to report the cost of station parking (45% compared with 34% total) and limited public transport options to/from the station (35% compared with 25% total) as barriers to travelling by train, while those with mobility impairments found poor accessibility of public transport to and from the station significantly more problematic (28% compared with 22% of all disabled non-users).
- 5.18 Those with dexterity impairments reported significantly greater concerns with several elements of this stage; particularly concerns around accessibility of travel to and from the station, as well as the distance needed to cover.

Table 17. Barriers to rail: Getting to and from the station (%) – Dexterity impairments

	Dexterity impairments	Total
Limited public transport to/from the station	35%	25%
Poor accessibility of public transport to/from the station	30%	22%
Distance of station from departure point	44%	30%
Distance of station from destination	44%	31%
Poor accessibility of taxi/minicab to/from station	20%	10%
Lack of information available about travel to / from station	15%	9%

Question: D2. Now thinking about travel to and from railway stations, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Disabled non-users (694), dexterity disabilities (152).

Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where the difference is significantly different to the total sample of disabled non-users.

5.19 Those with learning impairments also reported several elements of this journey stage as more problematic. For this group, feeling unsafe on public transport is a key barrier, alongside accessibility and information.

Table 18. Barriers to rail: Getting to and from the station (%) – Learning impairments

	Learning impairments	Total
Poor access from car park to the station	27%	13%
Poor accessibility of taxi/minicab to and from the station	22%	10%
Unsafe public transport to/from the station	23%	9%
Lack of information on travel to and from the station	18%	9%
Information about travel not in a format that meets needs	18%	9%

Question: D2. Now thinking about travel to and from railway stations, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Disabled non-users (694), Learning difficulties (52).

Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where the difference is significantly different to the total sample of disabled non-users.

5.20 For those with memory impairments and mental health impairments, a lack of information available about travel to and from the station also caused greater concern (16% and 14% respectively compared with 9% total), while those with stamina impairments mentioned distance, accessibility and safety.

Table 19. Barriers to rail: Getting to and from the station (%) – Stamina impairments

	Stamina impairments	Total
Distance of station from departure point	38%	30%
Poor accessibility of taxi/minicab to and from the station	15%	10%
Unsafe public transport	14%	9%

Question: D2. Now thinking about travel to and from railway stations, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Disabled non-users (694), Stamina disabilities (252).

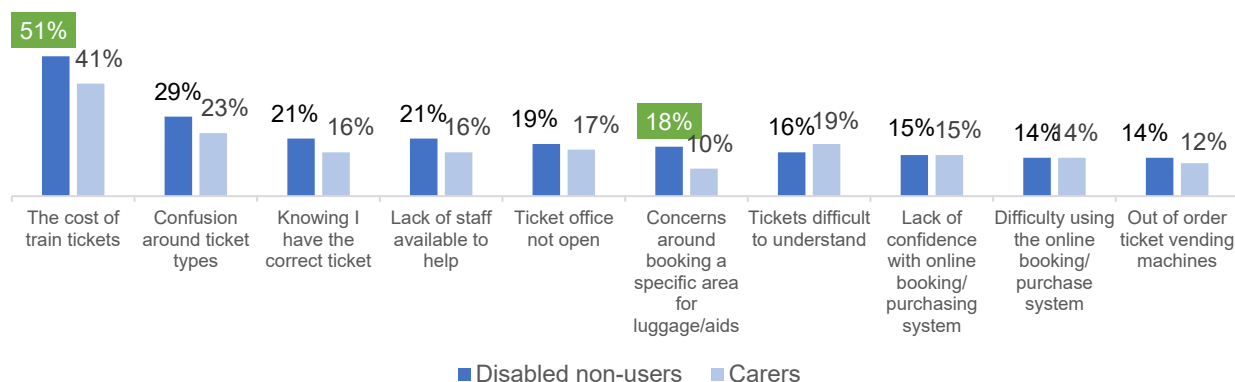
Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where the difference is significantly different to the total sample of disabled non-users.

Stage 3: Buying a ticket

- 5.21 Buying a ticket tended to be a less problematic stage of the rail journey anticipated by disabled non-users. However, the cost of train tickets stood out as the single greatest barrier for both disabled non-users and carers (51%/41%), although it presented a significantly greater problem for disabled non-users.
- 5.22 Barriers for disabled non-users also existed around the complexity of tickets and assistance, confusion around ticket types (29%) and not knowing if you have bought the correct ticket (21%), as well as lack of assistance when it comes to booking tickets, a lack of staff available to help (21%), and the ticket office not being open (19%). Disabled non-users were significantly more likely to say that they had concerns around booking a specific area for luggage or mobility aids (18% compared with 10% for carers).
- 5.23 The complexity of tickets also comes through when considering lesser barriers to rail travel. Sixteen per cent of disabled non-users said tickets were difficult to understand. However, more generally the online booking system was felt to prevent or discourage disabled non-users travelling by rail, whether due to a lack of confidence with the online booking system (15%), difficulty using the online booking system (14%) or a lack of compatibility of the booking system with adaptive technologies (8%).
- “I’ve booked online before and there are so many different options and prices I’m never completely sure which one I need to click.” Cognitive, 18-34 [Qualitative]*
- 5.24 Accessibility of booking systems within the station also presented an obstacle for this group; 14% mentioned ticket vending machines being out of order, 14% mentioned accessibility of the ticket office, and 13% mentioned accessibility of ticket vending machines as being barriers at this journey stage. Availability of information prior to booking was a problem for about 1 in 10 (12%) as well as this prior information not being in a format that suited their needs (8%). One in 10 also reported that the attitude of staff/passengers when booking tickets prevented them from travelling by rail (11%).

"I have never known what to do if the ticket machine is broken and there are no staff. Does that mean no one can get on the train? Can I buy a ticket on the train? I would panic that I'll get a fine." **Mental Health, 18-34 [Qualitative]**

Figure 16. Barriers to rail: Buying a ticket (%) – Top 10



Question: D3. Thinking now about buying a train ticket, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Disabled non-users (694), carers (198).

Green box shows scores significantly higher vs. carers at 95% confidence interval.

"I couldn't be sure it was the best available on price and what limitations there are." **Disabled non-user, 65-74 [Quantitative Open Response]**

"The confusion of which tickets to buy. Peak/off peak, special discounts. So confusing." **Carer, 75+ [Quantitative Open Response]**

"It's confusing which tickets you want and where the seats are on the train." **Carer, 35-44 [Quantitative Open Response]**

5.25 Buying a ticket causes various concerns across disability type, with those with hearing and visual impairments and learning impairments most likely to have reported issues at this stage.

Table 20. Barriers to rail: Buying a ticket (%) – By impairment types

	Visual impairment	Hearing impairment	Learning impairments
Knowing I have the correct ticket	33%	29%	24%
Confusion around ticket types	31%	40%	37%
Difficulty using online booking/purchase system	28%	24%	23%
Lack of compatibility of online booking/purchase system with adaptive technologies	16%	17%	16%
Out of order ticket vending machines	28%	19%	25%
Ticket vending machines that are not accessible	27%	22%	31%
Attitude of staff or other passengers	16%	15%	23%
Lack of staff available to help	32%	28%	37%
Availability of ticket information prior to booking	19%	20%	13%
Ticket information prior to booking not in a format that meets needs	17%	20%	17%
Tickets difficult to understand	28%	27%	28%
Accessibility of ticket office	17%	22%	24%

Question: D3. Now thinking about buying a train ticket, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Visual impairment (59); Hearing impairment (95); Learning difficulties (52). Those with visual, hearing impairments and learning difficulties have the most barriers, and therefore are the impairments show in the chart.

Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where there are significant differences to the total sample of disabled non-users.

5.26 Those with dexterity impairments were more likely to report a lack of confidence with online booking/purchasing systems (24% compared with 15% total disabled non-user sample), ticket vending machines that are not accessible (20% compared with 13% total), a lack of staff available to help (30% compared with 21% total), availability of ticket information prior to booking (18% compared with 12% total) and the ticket office not being open (28% compared with 19% total).

5.27 Those with mental health impairments or social/behavioural impairments were significantly more likely to say the attitude of staff or other passengers was a problem when buying a ticket (17%/24% compared with 11% of all disabled non-users), while those with stamina impairments reported confusion around ticket types (36% compared with 29% total), concern around booking a specific seat/area to accommodate luggage/aids (25% compared with 18% total), a lack of compatibility of online booking/purchase system with adaptive technologies (13% compared with 8% total) and tickets being difficult to understand (23% compared with 16% of all disabled non-users).

Stage 4: Moving around the station

5.28 Moving around the station caused problems for both disabled non-users and carers, with several stages of the process prompting different concerns. Overall, accessibility and general information availability within the station posed the key barriers to travelling by surface rail at this journey stage.

5.29 Starting with accessibility, 32% of disabled non-users in the survey mentioned difficulties changing trains. It was highlighted from the qualitative interviews that when changing trains there is often a time frame until the connecting train arrives; this can evoke feeling of panic if someone is unfamiliar with the station they have to change at, as they will not know where to go to complete the connection. Also, some respondents reported how not being able to get to the train as quickly as other passengers can make them feel inadequate, making them feel that their disability is why they miss the train.

“Being on crutches it naturally means I take more time to get around.” **Mobility and dexterity, 18-34 [Qualitative]**

“I’ll try and avoid booking trains that have a change but sometimes it’s not possible... There have been times when our first train has been delayed but the second train is still on time and we had four minutes to get across a whole station. I just cannot move that fast.” **Mobility and dexterity, 18-34 [Qualitative]**

“My local station clearly isn’t built for someone like me to use it and fixing the problem would probably be a nuisance for them – it’s not my fault I’m disabled.” **Mobility and dexterity, 55+ [Qualitative]**

5.30 Further issues at this journey stage included difficulty finding space to sit with belongings (24%), lack of, or poor accessibility to station toilets (24%), lack of step free access into and around the station (23%) and the availability of lifts/ramps (23%). Smaller barriers such as uneven surfaces in and around the station (19%) and inaccessible facilities (19%) were also reported by survey respondents.

5.31 When moving around the station there is a lot of information present and there is an expectation from passengers for staff to provide clarity. Information needs raised in the qualitative interviews include, but are not limited to, the expected arrival time of the train, the platform it is arriving on and directions to the platform. From the qualitative interviews, disabled non-users reported that information within the station is often inconsistent.

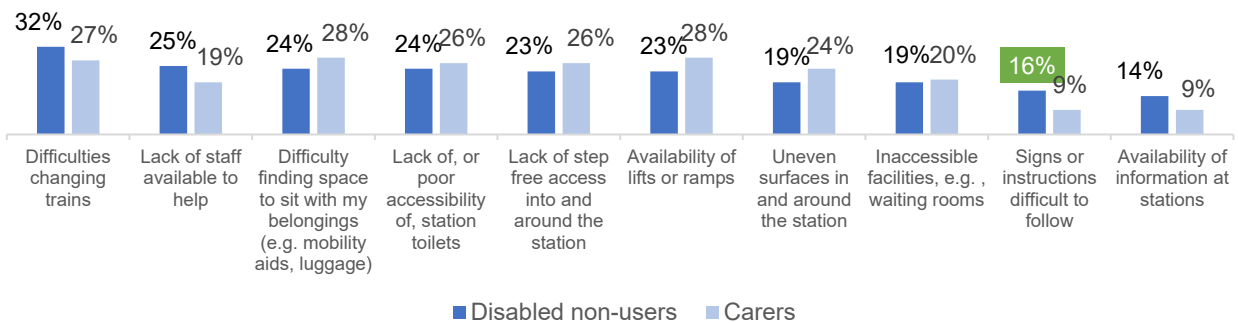
“The station itself is very overwhelming with people and crowds but also by the constant announcements that I’m trying to listen to in case it says my train has changed platform or been cancelled. There’s also all the screens that have lots of information on... it’s easier to ask staff.” **Social and Behavioural, 18-34 [Qualitative]**

“I would just stand in front of the screens looking at them and not understanding them at all. I did it because that’s what everyone else did and I didn’t want to look like I didn’t know what I was doing.” **Mobility and Dexterity, 55+ [Qualitative]**

“The boards are not always up to date and it is very confusing when you hear something different like a platform change on the tannoy but the board says something different. Which one am I supposed to believe? Years ago I remember asking a member of staff which platform my train was going to come in on and he didn’t know either as he was receiving information at the same time as everyone else.” **Mobility and dexterity, 55+ [Qualitative]**

5.32 A lack of staff available to help (25%) and having signs or instructions that are difficult to follow (16%) both caused problems at this journey stage, with signs and instructions significantly more problematic for disabled non-users than carers (9%). This is followed by availability of information (14%) and format of information at stations (9%), which caused concerns for about 1 in 10.

Figure 17. Barriers to rail: Moving around the station (%) – Top 10



Question: D4. Now we’d like you to think about moving around the station and platform when travelling by train, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Disabled non-users (694), carers (198).

Green box shows scores significantly higher vs. carers at 95% confidence interval.

“Never able to make a direct route to visit family, always have to change trains/platforms so pushing a chair and managing luggage is difficult. Male pride of my husband doesn’t like to rely on others. Easier for me to drive.” **Carer, 65-74 [Quantitative Open Response]**

“Lack of trained staff with disability awareness to provide the appropriate assistance.” **Disabled non-user, 45-54 [Quantitative Open Response]**

“I am scared of falling or being pushed and falling, getting my luggage off the train, worrying that I am holding other passengers up, panic that I may not be able to get off the train in time before it starts again and leaves the station.” **Disabled non-user, 55-64 [Quantitative Open Response]**

5.33 Moving around the station can present significantly more problems for those with physical impairments, as shown in the table below. Almost half of those with dexterity impairments mentioned difficulty changing trains, and around 2 in 5 of those with mobility and stamina impairments also reported this to be an issue.

Table 21. Barriers to rail: Moving around station (%) – By disability type

	Mobility impairments	Dexterity impairments	Stamina impairments
Difficulties changing trains	38%	49%	43%
Lack of step free access into and around the station	30%	35%	28%
Uneven surfaces in and around the station	26%	32%	27%
Inaccessible facilities	24%	35%	28%
Difficulty finding space to sit with belongings	29%	35%	31%
Lack of staff available to help	29%	38%	29%
Lack of, or poor accessibility of, station toilets	29%	40%	28%
Signs or instructions difficult to follow	15%	24%	18%
Availability of information at stations	14%	21%	17%
Availability of lifts or ramps	30%	33%	29%

Question: D4. Now thinking about moving around the station and platform, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Mobility impairments (414); Dexterity impairments (152); Stamina impairments (252). Those with mobility, dexterity & stamina impairments have the greatest number of barriers at this stage so have been included within this chart

Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where there are significant differences to the total sample of disabled non-users.

- 5.34 Those with visual impairments were more likely to report difficulty finding space to sit with belongings (38% compared with 24% total disabled non-user sample), finding signs/instructions difficult to follow (27% compared with 16%), and difficulty with the format of information at stations (20% compared with 10%), with format of information also a problem for those with hearing impairments (17% compared with 10% total). The qualitative research highlighted that for some the information presented on screens is hard to read due to the size of the text. Plus, the abundance of information presented makes it harder for disabled non-users to determine the relevant information from it. Those with hearing impairments reported that it was hard to hear overhead announcements clearly due to the background noise.
- 5.35 As well as those with physical impairments, those with learning impairments reported uneven surfaces in and around the station (32% compared with 19% total), lack of staff available to help (41% compared with 25% total), lack of, or poor accessibility of, station toilets (38% compared with 24% total) as well as availability of (25% compared with 14% total) and format of (24% compared with 10% total) information at stations as barriers at this journey stage. Those with memory-based impairments reported problems with difficulty finding space to sit with belongings (34% compared with 24% total) while those with social/behavioural impairments found signs/instructions difficult to follow (36% compared with 16% of all disabled non-users).

Stage 5: Assistance services

- 5.36 Assistance services was one of the least common journey stages in terms of barriers, however, it does prompt a variety of different concerns when travelling by rail. For some disabled non-users in the qualitative interviews, staff symbolise a safety-net for when their journey does not go to plan or they can't find the information they need; for some, staff are essential in getting around the train station safely. A lack of staff presence, or not knowing where to find staff assistance can therefore make them feel alone in a time of need. Consequently, availability of assistance (or lack thereof) and information are key factors in preventing rail travel.

"I struggle a lot with crowds so trying to find staff in a busy station is stressful...it would be great if I knew where to find them so I did not have to brave the crowds."

Social and Behavioural, 18-34 [Qualitative]

"I know there is the help desk but often there isn't anyone there. I once booked assistance and they told me to wait there but I couldn't find any staff to help me...I can't walk far either so it's not like I can roam around the station trying to find them."

Mobility and dexterity, 18-34 [Qualitative]

- 5.37 For one in four disabled non-users, a lack of staff available to help on the day of travel was reported to prevent rail usage (26% disabled non-users). Not knowing how to book assistance (22%), concerns about asking for help or not wanting to (22%), a lack of information on assistance (21%), uncertainty on whether assistance can meet their needs (21%), uncertainty around what is involved in assistance (21%) and a lack of confidence in services being provided (19%) were frequently cited issues for disabled non-users.

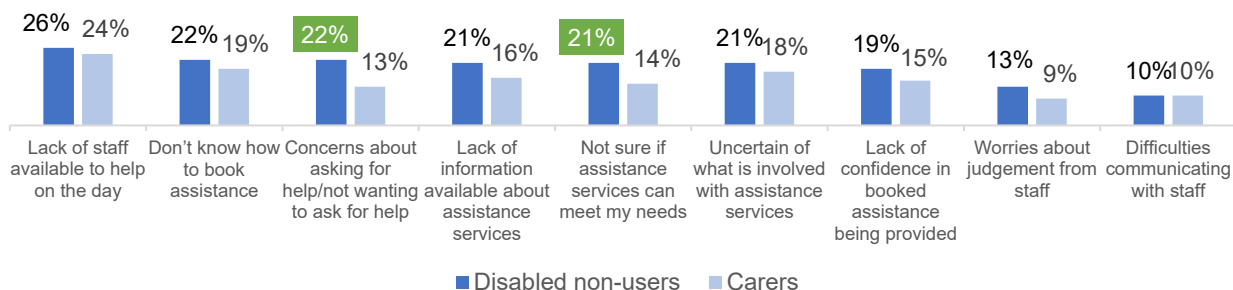
"I booked assistance when I was travelling by myself as I needed some assistance with bags and getting me onto the train. I waited for a while but nobody turned up. Luckily, another passenger saw me stood at the help desk and offered to help."

Mobility and dexterity, 18-34 [Qualitative]

"I was always the last one off the train and I do not know if anyone is coming to help me off the train. I just have to sit there and hope there will be someone at the other end." **Vision, 55+ [Qualitative]**

- 5.38 Smaller barriers exist in the form of worries about judgement from staff (13%) and difficulties communicating with staff (10%). Concerns about asking for help and not being sure if assistance will meet their needs were significantly greater for disabled non-users than carers.

Figure 18. Barriers to rail: Assistance services (%)



Question: D5. Now we'd like you to think assistance services people may use when travelling by train, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Disabled non-users (694), carers (198).

Green box shows scores significantly higher vs. carers at 95% confidence interval.

"If I booked assistance I wouldn't be confident that it would materialise i.e. would staff be there to help." **Carer, 55-64 [Quantitative Open Response]**

"I'd asked for help but it was not provided, my carer struggled to cope and I then felt I was on show to other passengers who just stare but do nothing to assist, so never again." **Disabled non-user, 55-64 [Quantitative Open Response]**

5.39 Worries around assistance vary somewhat by group; those with hearing impairments were more likely to be concerned with communicating with staff (21% compared with 10% total disabled non-user sample). If there is a lot of background noise, many find it hard to discern what staff are telling them.

"Once a member of staff gave me instructions of what platform I needed to go to and how long I had to until the train departed. I heard "Platform 10 in 7 minutes" but it was actually Platform 7 with the train leaving in 10." **Hearing, 35-54 [Qualitative]**

"The help desk is usually out in the open and in busy environments which is hard for me to hear things properly. Even when they're behind the glass, their voice is very tinny through the speaker which is hard to hear." **Hearing, 35-54 [Qualitative]**

5.40 For those with learning impairments, there are several elements of assistance services that generate worries when travelling by rail. These include concern over communicating with staff and asking for help, as well as uncertainty about the service itself and whether booked assistance will be provided.

Table 22. Barriers to rail: Assistance services (%) – Learning impairments

	Learning impairments	Total
Difficulties communicating with staff	23%	10%
Worries around staff being available to help on the day	46%	26%
Concerns about asking for help/not wanting to ask for help	39%	22%
A lack of confidence in booked assistance being provided	31%	19%
Uncertainty of what is involved with assistance services	33%	21%

Question: D5. Now thinking about assistance services people may use when travelling by train, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)?

Base: Learning difficulties (52).

Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where there are significant differences to the total sample of disabled non-users.

5.41 Similar concerns exist for those with social/behavioural impairments. Some qualitative interview respondents mentioned being uncertain about the service provided and process of booking; they also mentioned worries about communication and judgement from staff.

“I get confused about how to ask questions in the right way. I’ll worry if I’ve asked the wrong question or ask a question that wouldn’t get me the information I need.” **Social or Behavioural, 20-29 [Qualitative]**

Table 23. Barriers to rail: Assistance services (%) – Social / behaviour impairments

	Social/ behavioural impairments	Total
Uncertainty on how to book assistance	35%	22%
Worries about judgement from staff	31%	13%
Difficulties communicating with staff	23%	10%
A lack of confidence in booked assistance being provided	35%	19%
Uncertainty of what is involved with assistance services	37%	21%

Question: D5. Now thinking about assistance services people may use when travelling by train, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)?

Base: Social/behavioural disabilities (44).

Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where there are significant differences to the total sample of disabled non-users.

5.42 For respondents with dexterity-based impairments, several concerns also existed around assistance. Of particular concern was a lack of staff available to help on the day, being unclear on how to book services and a lack of information on assistance services.

Table 24. Barriers to rail: Assistance services (%) – Dexterity impairments

	Dexterity impairments	Total
Uncertainty on how to book assistance	31%	22%
A lack of information available about assistance services	31%	21%
Worries about judgement from staff	20%	13%
A lack of staff available to help on the day	39%	26%
A lack of confidence in booked assistance being provided	29%	19%
Uncertainty about whether assistance services can meet needs	29%	21%

Question: D5. Now thinking about assistance services people may use when travelling by train, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)?

Base: Dexterity disabilities (152).

Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where there are significant differences to the total sample of disabled non-users.

5.43 For those with stamina impairments, not knowing how to book assistance, a lack of staff available to help on the day, and a lack of confidence in booked assistance being provided were also reported as concerns at the assistance services journey stage.

Table 25. Barriers to rail: Assistance services (%) – Stamina impairments

	Stamina impairments	Total
Uncertainty on how to book assistance	29%	22%
A lack of staff available to help on the day	33%	26%
A lack of confidence in booked assistance being provided	26%	19%

Question: D5. Now thinking about assistance services people may use when travelling by train, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)?

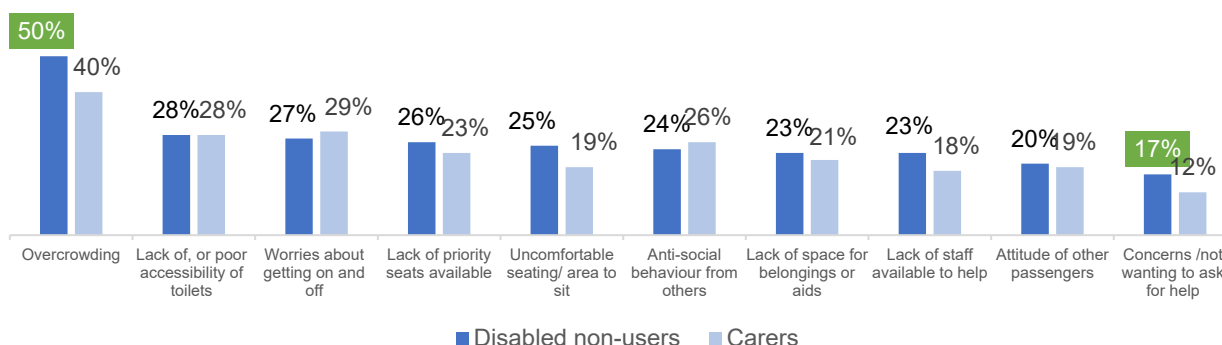
Base: Stamina disabilities (252).

Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where there are significant differences to the total sample of disabled non-users.

Stage 6: Being on the train

- 5.44 Overcrowding was the greatest reported cause for concern when considering the train journey itself; 50% of disabled non-users and 40% of carers said this discourages them from travelling by train.
- 5.45 This was also a key concern identified in previous research with disabled passengers of rail, with 61% of those who anticipated a problem on the train mentioning lack of space or seating being a concern¹⁹.
- 5.46 While overcrowding stood out as the primary barrier at this journey stage, several other aspects of the train journey prompted concerns for disabled non-users. These included a lack of, or poor accessibility of toilets on trains (28%), lack of priority seats available (26%), uncomfortable waiting areas (25%) and anti-social behaviour from other passengers (24%). A lack of space for belongings (23%), lack of staff available to help (23%), attitude of other passengers (20%) and concerns about not wanting to ask for help from other passengers (17%) all caused concern too – with not wanting to ask for help from other passengers a significantly greater problem for disabled non-users than carers (12%). Lesser barriers existed in the form of attitudes of staff (10%), availability of information on board the train (10%) and format of information of board trains (8%).

Figure 19. Barriers to rail: Being on the train (%) – Top 10



Question: D6. Now thinking about being on the train itself, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Disabled non-users (694), Carers (198).

Green box shows scores significantly higher vs. carers at 95% confidence interval.

¹⁹ Department for Transport (2019) *Research on experiences of disabled rail passengers*
<https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>

“Given the expense of train travel I would expect to have a seat rather than having to stand up for the whole journey due to overcrowding and/over booking.” Disabled non-user, 65-74 [Quantitative Open Response]

“I would need a lot of assistance including toileting, and this would be embarrassing to all concerned.” Disabled non-user, 65-74 [Quantitative Open Response]

“Trains are very unpleasant, uncomfortable and unwelcoming for disabled people.” Carer, 55-64 [Quantitative Open Response]

5.47 Concerns about being on the train vary by group, with those with dexterity impairments, learning impairments and stamina impairments reporting more barriers at this stage of the journey compared to all disabled non-users.

Table 26. Barriers to rail: Being on the train (%) – By impairment type

	Dexterity impairments	Learning impairments	Stamina impairments
Concerns /not wanting to ask for help from others	28%	34%	22%
Attitude of other passengers	23%	35%	22%
Attitude of staff	16%	21%	13%
Anti-social behaviour from other passengers	30%	46%	28%
Lack of space for belongings or assistance dog	32%	39%	32%
Lack of staff available to help	33%	35%	29%
Lack of priority seats available	39%	42%	37%
Format of information on board trains	13%	17%	12%
Uncomfortable seating/area to sit	34%	30%	33%
Lack of, or poor accessibility of toilets on trains	45%	39%	35%

Question: D6. Now thinking about being on the train itself, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? Base: Dexterity disabilities (152), Learning difficulties (52), Stamina disabilities (252). Those with learning difficulties, dexterity & stamina impairments have the greatest number of barriers at this stage so have been included within this chart. **Green text** shows scores significantly higher vs. total disabled non-users at 95% confidence interval. Note, table shows only those statements where there are significant differences to the total sample of disabled non-users.

5.48 Those with visual impairments were more concerned with the format of information on board trains (21% compared with 8% total disabled non-user sample), while those with hearing impairments reported the attitude of other passengers (33% compared with 20% total) and availability of information on board the train (18% compared with 10% total) to be greater problems. For those with mobility impairments, lack of priority seats available (32% compared with 26% total) and lack of, or poor accessibility of toilets on trains (35% compared with 28% total) were a concern.

5.49 For those with memory impairments, concerns about not wanting to ask for help from other passengers (26% compared with 17% total), attitude of other passengers (30%

compared with 20% total) and anti-social behaviour from other passengers (36% compared with 24% total) were reported. Survey respondents with social/behavioural impairments also had similar concerns (concerns about/not wanting to ask for help from other passengers, 45% compared with 17% total, and attitude of other passengers, 32% compared with 20% of all disabled non-users).

Stage 7: Getting on and off the train

- 5.50 The qualitative interviews found that being able to get on or off the train in time (i.e. before the doors close) can create anxiety that disabled non-users will miss their train/stop; this concern was exacerbated when travelling with luggage. Worries about getting on and off the train posed a problem for just over 1 in 4 of disabled non-users and carers (27% disabled non-users, 29% carers) in the survey.

“I worry that my suitcases get left behind, or if I manage to get them on the train first the train will go on without me and I’ve lost my belongings.” **Mobility and dexterity, 55+ [Qualitative]**

“There isn’t enough time to get yourself together, walk to the door and step down. It’s very rushed. Also, you have other passengers to contend with.” **Mental Health, Mobility and dexterity, 18-34 [Qualitative]**

- 5.51 While there was some awareness amongst qualitative respondents that assistance services can help to address these concerns by helping people on and off the train and to their seats, there was a concern that a staff member would not be at their destination to help them off.

“I’ve sat and waiting on the train for the staff assistance to come and get me for nearly an hour. I like to think I’m independent and I want to be able to do most things by myself, and I can, but that was dangerous. I’d be terrified if that happened again.” **Vision, 18-34 [Qualitative]**

- 5.52 Concerns around getting on and off the train were greater for some groups compared to others; this stage was particularly problematic for those with mobility impairments (34%), dexterity impairments (40%), learning impairments (44%), and those with stamina impairments (35% compared with 27% of all disabled non-users).

Table 27. Concern about getting on and off the train (%) – By impairment type

Vision	30%
Hearing	35%
Mobility	34%
Dexterity	40%
Learning difficulties	44%
Memory	37%
Mental Health	31%
Stamina	35%
Social/behavioural	25%

Question: D6. Now thinking about being on the train itself, which, if any, of the below have ever prevented or discouraged you from travelling by train (with the person you care for)? All selecting 'getting on and off the train' Base: Dexterity disabilities (152), Learning difficulties (52), Stamina disabilities (252).

Green text shows scores significantly higher vs. total disabled non-users at 95% confidence interval.

6. Future appetite to travel by rail

Section Summary

Around a third of disabled non-users (30%) said they would be very or quite likely to travel by rail in future. This is similar to findings from previous research with disabled non-users which found that across all journey types, respondents indicated that they would like to travel by rail more frequently than they currently did. Among disabled non-users that would use rail, the majority would do so infrequently with 41% expected to do so less than every 3 months.

There were several measures that would help increase confidence in rail travel for disabled non-users. While 14% of disabled non-users said that nothing could be done to make them feel more confident, the most cited means of encouraging confidence in rail travel were to make tickets less expensive (21%), providing easier access (9%) and offering full assistance or designated staff (7%). Beyond this, seat guarantees, simpler booking and less crowding, alongside a more reliable service, and more staff at stations and on trains would help to encourage use.

Some of these findings are consistent with the findings of research among the general adult population in Great Britain²⁰, which found that cheaper fares was mentioned by 66% of infrequent/non-users of rail as a factor that would encourage them to take longer train journeys (over 50 miles) more often. For shorter journeys, cost was also mentioned (11%) but the ease of car travel was cited as a reason for not taking more short journeys by rail (mentioned by 49% of infrequent/non-users).

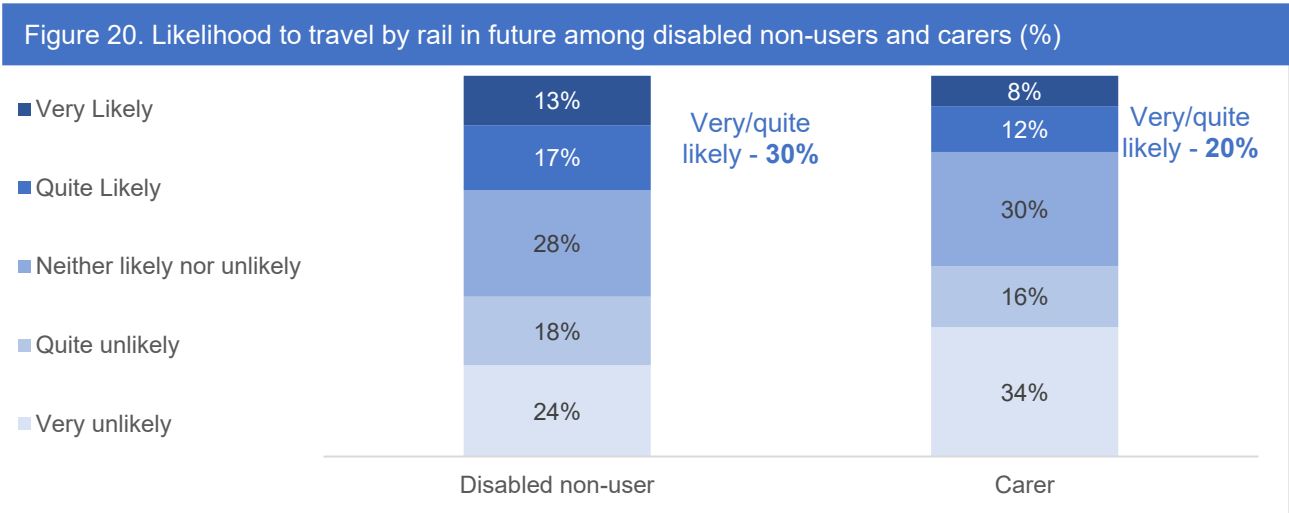
Likelihood to travel by rail in future

- 6.1 Around a third of disabled non-users (30%) claimed they were interested in travelling by rail in future, with 1 in 5 carers saying the same (20%). This is similar to findings from previous research with disabled non-users which found that across all journey

²⁰ DfT/ONS Public attitudes towards train services (2018):
[//assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf)

types, respondents indicated that they would like to travel by rail more frequently than they currently did²¹.

- 6.2 Generally, willingness to travel by rail in future was relatively balanced across different types of impairments, with no significant differences. Younger disabled non-users of rail (16-34), however, were significantly more open to travelling by rail in future; 45% say they would be very or quite likely to do so (compared with 32% of those aged 35-54 and 28% of those aged over 55).
- 6.3 The quantitative research suggested the more concerns or barriers a disabled non-user expects, the less open they were to travel by rail in the future. It wasn't any single, defining barrier that created this reduced openness to travel, it was a result of the scale and number of barriers they perceived. In addition, the qualitative findings highlighted how barriers that are seen to be relevant to the individual's circumstance and impairment are felt to be so overwhelming that choosing to travel by train is not a consideration.

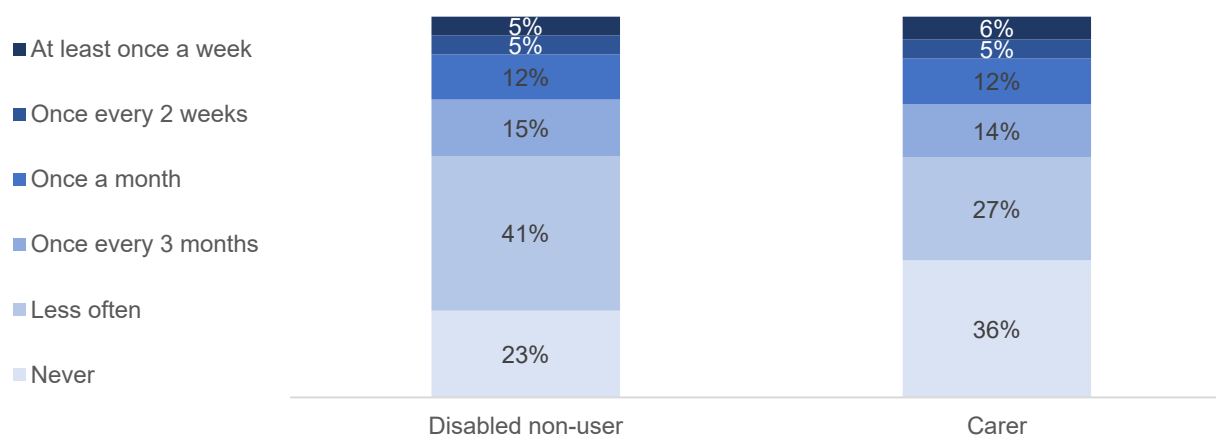


Question: E4. How likely are you to consider using rail in the future to travel (with the person you care for)?
Base: Disabled non-users (694), carers (198).

- 6.4 When asked how often they would use rail in future, 23% of disabled non-users and 36% of carers said they would never travel by rail. For those that did show willingness to use rail, the majority were open to using it infrequently; 41% of disabled non-users and 27% of carers expected to do so less than every 3 months.

²¹ Department for Transport (2019) *Research on experiences of disabled rail passengers*
<https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>

Figure 21. Frequency expected to travel by rail in future among disabled non-users and carers (%)



Question: E4a. Ideally, how often would you like to travel by train (with the person you care for) in Great Britain? Base: Disabled non-users (694), carers (198).

- 6.5 This level of frequency of rail use is largely consistent with other data on rail travel behaviour of the wider adult population in Great Britain²². Prior to the COVID-19 pandemic, for long-distance journeys of over 50 miles or more, 21% of adults made this type of rail journey monthly or more, with 39% doing so less than once per month. Two in five (41%) of adults reported that they had not made any long-distance journeys in the UK in the last 12 months. For shorter rail journeys (of 50 miles or less), only 20% of adults made these journeys monthly or more, with 34% taking these short journeys less often, and 46% never doing so. This helps to put the expected frequency among disabled non-users into context, as anticipated levels are fairly consistent with travel patterns among the GB adult population.
- 6.6 As with overall appetite to travel by rail in future, there were no significant differences across different impairments. Younger disabled non-users (16-34) again showed greater willingness to travel by rail; disabled non-users who are aged 16-34 were significantly more likely to say they would travel by rail once a week (18% compared with 5% total disabled non-users) while older users (55+) were significantly less likely to say they would travel by rail once a week (2% compared with 5% total disabled non-users).
- 6.7 For those that say they would be willing to travel by rail once a month or more, the top reason cited for using rail was to go on day trips/holidays/to visit family (19%), followed by enjoying rail travel (11%). For those who expect to travel by rail less often, their preference for the car was a significant motivation for not choosing to travel by rail. Specifically, for those who would expect to travel by rail once a month or less, the reasons for this were preferring to travel by car/more convenient to travel by car (20%), not having a need to use rail (14%) and not travelling/going out very often (14%). Similar reasons persisted for those who say they would never travel by

²² DfT/ONS Public attitudes towards train services (2018): [//assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/788424/public-attitudes-towards-train-services-feb-2018.pdf)

rail; preferring to use the car (20%), the cost preventing them (13%) and not travelling/going out very often (7%).

Table 27. Reasons for frequency of future travel (%) – Disabled non-users

	Frequent (at least once a month)	Infrequent (less than once a month)	Never
Prefer to travel/more convenient to travel by car	2%	20%	20%
Make it affordable/less expensive	14%	9%	13%
To go on day trips/holidays/visit family	19%	13%	0%
Do not go out much/only travel if necessary	7%	14%	7%
Do not need to use the train/do not use the train	4%	14%	5%
It is inconvenient	0%	6%	7%
Others	11%	2%	4%
Difficult because of my mobility issues/disability	3%	3%	5%
I enjoy rail travel/used to enjoy rail travel	11%	2%	0%
Would love to use/would be nice to use the train	6%	3%	0%

Question: E5. Coded data. Base: Frequent users (115), Infrequent users (258), Never (121)

Motivators and barriers to future rail travel

- 6.8 The qualitative interviews found that disabled non-users needed to feel as in control of their journey as possible. For disabled non-users, the inconsistent and unpredictable experiences of rail, or expected experiences of rail, were the key source of tension, stress and anxiety. To feel more in control, the rail experience needs to deliver more predictable outcomes, or for respondents to feel equipped with how to deal with these uncertainties of train travel when they arise.

“Being out of control is a trigger for my anxiety so I like to plan everything in order to feel on top of things. For example, when I have to leave the house I prefer to walk or take the car because I’m in control and I know roughly when I’ll arrive and also I can leave whenever I need to...Trains are the opposite. I can plan what time train but this changes all the time.” **Mental Health, 35-54 [Qualitative]**

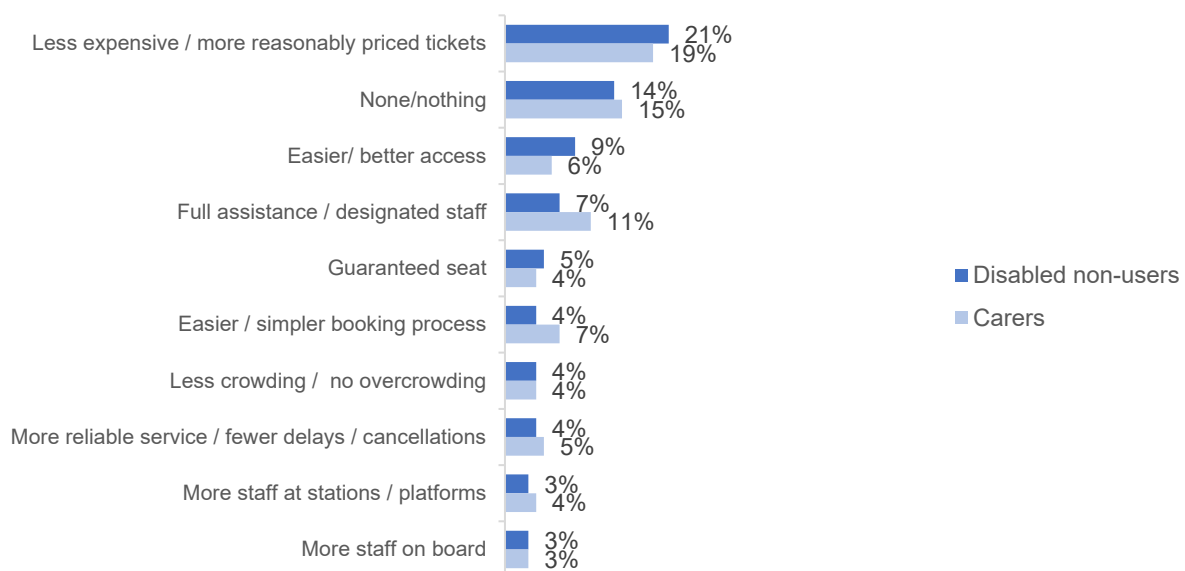
“I’m a planner. I plan every aspect of my life, be it going to the supermarket or going on holidays. I know exactly what I’m doing, where I’ll be, how long I’ll be there and even what to do if something doesn’t go to plan. This helps me feel on top of my mental health so I don’t panic if something unexpected happens – because I’ve already anticipated it. My problem with trains is that I don’t know what to do if anything does go wrong.” **Mental health, 18-34 [Qualitative]**

- 6.9 When prompted, around two thirds of disabled non-users (64%) and carers (67%) said that they feel there is information available in the right format to make them feel confident to travel by rail, meaning that for around one third this isn’t the case. This did not differ significantly by impairment type, age or gender of disabled non-users. In qualitative interviews, disabled non-users reported that a greater presence of staff

across the entire rail journey (and not just the station) would make them feel more confident to travel by rail. It was also claimed that a reduction in ticket price would encourage disabled non-users to consider travelling by rail.

- 6.10 Beyond information, there were a number of measures that could be taken to help increase confidence for disabled non-users when travelling by rail. While 14% of disabled non-users said that nothing could be done to make them feel more confident, the most cited means of encouraging confidence in rail travel was to make tickets less expensive/more reasonably priced (21%). Following this, easier/better access (9%) and full assistance/designated staff members (7%) would help to increase rail travel. Several other measures were also mentioned in relation to this; guaranteeing seats (5%), making booking easier/simpler (4%), ensuring less crowding/overcrowding (4%), delivering a more reliable service (4%), having more staff at stations and on platforms (3%) and more staff on board trains (3%). Similar suggestions are made by both carer and disabled non-users.

Figure 22. Changes to improve confidence in rail travel among disabled non-users and carers (%)



Question: E1. What would you like to see change to make you feel more confident about rail travel (when travelling with the person you care for)? Coded data. Base: Disabled non-users (694), Carers (198).

- 6.11 There were very few significant differences across impairment type and demographics of disabled non-users; however, those aged 16-34 were less likely to say more reasonably priced tickets would encourage them to travel by train – perhaps due to a greater willingness to travel by train.
- 6.12 When discussing factors that might prompt reappraisal for future travel by rail, solutions identified by participants in the qualitative interviews were closely aligned with the potential changes suggested in the survey.

“It would be good to be able to take a 'virtual tour' of every station beforehand (like they do with theatres or houses now) so that I can know exactly what the layout is before I get there. I also think staff should be much more aware and better trained on

hidden disabilities as they often don't understand why I struggle so much because I 'look normal'.” **Social and behavioural, 34-54 [Qualitative]**

“I haven't travelled by train for a while. I don't know what help they have in place. I'd like to have people there to go to and know they're going to help you. They need people who have a bit more empathy, tell you where to go.” **Mental health, 18-34 [Qualitative]**

“Cost - it's not feasible to get the train anymore. Years ago you were getting your money's worth but it's not worth it nowadays.” **Mobility and dexterity, 55+ [Qualitative]**

- 6.13 Whilst resolving these issues could encourage reappraisal for some, this is a significant challenge. This is because the reasons for not accessing and experiencing rail are innately varied and impact disabled passengers in different ways, meaning one solution would not resolve these barriers for all disabled non-users. Moreover, while addressing barriers is expected to make the experience of rail more comfortable and inclusive for disabled non-users, the qualitative research found that it would not necessarily motivate respondents to use the train. This is because they don't always have a strong reason to use the train or have a greater preference for more familiar modes of transport.

“If they can promise that there would be more staff, that they'll slash the prices and promise me a seat – that'd be great. But I'm not going to get the train just because I can afford it or because I can sit down...I need a reason to use it and I simply don't have one.” **Mobility and dexterity, 55+ [Qualitative]**

“Getting the train just isn't an option for me. I live too far away from any station that I might as well drive the whole way.” **Cognitive, 55+ [Qualitative]**

7. Summary and next steps

- 7.1 When considering the needs of disabled non-users of rail and their barriers to rail use, it is evident that disabled non-users are a very diverse group, with hugely varied needs. Some of the reasons for disabled non-users not using rail are also common to non-users of rail amongst the general adult population. This highlights the scale of the challenge in overcoming disabled non-users' barriers to rail; there is no easy solution to address the challenges experienced by this diverse group of people when travelling by train.
- 7.2 That said, there are a number of barriers that can be addressed to improve the experience of rail travel for disabled non-users in order to encourage rail use among this group. Barriers are both physical and emotional, and exist across the journey lifecycle, from planning to onward journey.
- 7.3 Specific barriers raised by disabled non-users in the research were around the cost of rail travel, a lack of convenience (when compared to other types of travel) and uncertainty about how to get support or assistance if something went wrong. Those who had experienced rail travel in the past also mentioned experiencing a lack of confidence, having difficulties moving around the station and the train, and finding the experience uncomfortable. When considering the journey end-to-end, the two stages of the journey posing the largest concern for disabled non-users were getting to and from the station and getting on and off the train.
- 7.4 When considering implementing future changes to address key barriers, it will be important to bear in mind the need to manage risk and the concern that disabled non-users have around things going wrong or being unpredictable. The research found that disabled non-users were highly attuned to any potential disruption of their day-to-day experiences, both when considering travel specifically and in their lives more generally. They were very concerned with the inconsistent nature of rail, because the impact of things going wrong or being unpredictable can be very risky for them, and a key source of anxiety.
- 7.5 While many disabled non-users had reported previous positive experiences of rail, without having confidence that the experience will be predictable, or that they will be in control, it is likely that addressing barriers may not provide them with the confidence they need to choose rail as their preferred mode of transport.

8. Appendix

Secondary research resources

- 8.1 Inclusive Transport Strategy (<https://www.gov.uk/government/publications/inclusive-transport-strategy>)
- 8.2 Inclusive Transport Strategy Monitoring and Evaluation Framework (<https://www.gov.uk/government/publications/inclusive-transport-strategy-monitoring-and-evaluation-framework>)
- 8.3 Williams review – Barriers to Travel <https://www.transportfocus.org.uk/research-publications/publications/williams-rail-review-barriers-travel-make-rail-attractive-infrequent-non-users/>
- 8.4 Age and the train (<https://www.transportfocus.org.uk/research-publications/publications/age-and-the-train-how-younger-and-older-people-use-the-train/>)
- 8.5 DfT/Transport Focus Experiences of Disabled Rail Passengers (<https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>)
- 8.6 Cognitive Impairments, Mental Health and Travel, Roger Mackett, UCL (https://www.researchgate.net/publication/321903495_Cognitive_impairments_mental_health_and_travel)

Margin of error and statistical significance testing

Large, robust and representative samples were recruited for the different phases of the research. The initial quantitative phase conducted among the adult population of Great Britain recruited over 1,900 adults aged 16 and over, and the subsequent phase of quantitative research recruited over n=1,800 disabled adults, in order to measure the proportion of the disabled population who are non-users of rail. The final quantitative sample of disabled and carer non-users of rail was over n=800.

However, once the smaller sub-groups such as individual impairment types or demographics such as age and gender are considered, these are naturally much smaller groups and therefore require larger differences between groups to be statistically significant at the 95% confidence level. While some of the impairment sub-groups are large (e.g. n=415 for those with a mobility impairment), other non-user impairment subgroups are much smaller (e.g. the smallest of the impairment subgroups – those with social or behavioural difficulties – is a relatively small sample of n=42). We also see some low samples (<n=50) when looking at age sub-groups and some regions.

Therefore, when pulling out subgroup differences throughout the report, significant differences at the 95% confidence level have been highlighted to show where a difference is notable, despite the low base size. Where differences are large, but are not indicated to be significant, we would caution against drawing conclusions from this data. These results could be derived from a small sample group, which means that a larger disparity is needed for a difference to be significant. Where results are not significant, we cannot be confident that they are a reliable representation of true differences in the population.

Below are the confidence intervals for each of the quantitative sample sizes. A confidence interval gives an estimated range of values which is likely to include the true population average. The estimated range is calculated from the given set of sample data. Confidence intervals are usually used in association with the margin of errors to reveal the confidence a statistician has in judging the results of an online survey as representative of the population it relates to.

Table 15. Sample size and margins of error – 95% confidence level

Sample size	Margin of error (at the 95% confidence level)	Relevant sample/sub-groups this margin of error applies to
1,900	2%	Nationally representative GB sample, aged 16 years +
1,800	2%	Disabled population aged 16 years+
800	3%	Disabled non-users and carer sample
400	5%	Age & gender subgroups (those aged over 55 years + and females)
300	6%	Males
200	7%	Carer sample, age subgroups (35-54 year olds)
100	10%	Some impairment subgroups
50	14%	The smallest of the impairment subgroups (e.g. those with learning, understanding or concentrating difficulties, those with social or behavioural difficulties)

Questionnaire

SCREENER

INTRODUCTION

This survey is all about your travel and travel choices. It will take up to **15** minutes to complete and your responses will be kept completely confidential.

If you wish to access the plain text version, please use the link at the top of the screen. This is a version of the survey that has a simplified layout and is compatible with screen readers.

DATA PROTECTION POLICY

The Department for Transport (DfT) is carrying out this survey to gather evidence on people's experience of and attitudes towards rail travel in Great Britain. This survey and the processing of personal data that it entails is necessary for the exercise of our functions as a government department. Where any special category data is being processed, condition (g) (reasons of substantial public interest) of article 9 will be relied upon.

For any information that allows you to be identified, DfT will, under data protection law, be the Controller for this information. 2CV (an independent research agency) have been contracted to collect responses to this survey; they are the Processor for this information.

As part of this survey we're asking for your age, gender, working status, income band, carer status and details of any disabilities. This data is being collected to help in the analysis of survey results. In addition, you have the option to provide your name, email address and phone number for the purpose of re-contact and for quality control purposes. If you provide this data, you may be re-contacted within 6 months; after this date, the data will be deleted. You don't have to provide this information if you don't want to. Your participation in this study is entirely voluntary. The survey will be carried out according to the Market Research Society (MRS) Code of Conduct.

DfT's privacy policy has more information about your rights in relation to your personal data, how to complain and how to contact the Data Protection Officer. You can view it at <https://www.gov.uk/government/organisations/department-for-transport/about/personal-information-charter>.

To receive this information by telephone or post, contact us on 0300 330 3000 or write to Data Protection Officer, Department for Transport, Ashdown House, Sedlescombe Road North, St Leonards-on-Sea, TN37 7GA.

Your information will be kept securely by 2CV and your answers will not be linked to you personally. Any personal information will be deleted following 2CV reporting the research findings to DfT by May 2021.

The survey will last around 15 minutes.

- 1 I agree and consent to all of the above.
- 2 I do not agree. **CLOSE**

ASK FOR THOSE ANSWERING ONLINE ONLY

SQ1 To start, please tell us, do you provide care for anyone who has a long-term health condition or illness?

This could be either someone you know in your personal life, or someone you care for in a professional capacity.

SINGLE CODE

1	Yes, one person
2	Yes, more than one person
3	No

ASK IF SQ1 = 1 OR 2 (CARE FOR SOMEONE)

SQ2

[SHOW IF SQ1=1] And how would you characterise the care you provide?

[SHOW IF SQ1=2] Please think about one of the people you care for and answer all questions with this one person in mind. And how would you characterise the care you provide?

SINGLE CODE, DO NOT RANDOMISE

1	They would not be able to live independently at all without my help
2	They need my assistance day to day, but can manage some tasks without my help
3	They need my assistance for specific tasks, but can manage a lot of the day without my help
4	They need my assistance only for occasional tasks and are mostly independent
98	Other, please specify

ASK IF SQ1 = 1 OR 2 (CARE FOR SOMEONE)

SQ3 For the purposes of this survey, would you prefer to...

SINGLE CODE, DO NOT RANDOMISE

1	Answer the questions on your own behalf, thinking of your experiences as a carer
2	Answer the questions on behalf of the person you provide care for, with them present and helping to feed into the answers provided

D_CARER**ALLOCATE TO CARER OR PERSONAL INTERVIEW, SINGLE CODE**

1	On behalf of someone who is severely disabled	SQ3 = 2
2	As a carer of someone who is severely disabled	SQ3 = 1
3	As a carer of a disabled person	SQ2 = 2-4
98	Other	SQ2 = 98

D_TYPE

1	Answering about the experiences of the person they provide care for	D_CARER = 1
2	Answering about their own experience of travelling with person they provide care for	D_CARER = 2 or 3 or 98
3	Answering as a non-carer	SQ1=3

ASK IF SQ1 = 1 OR 2 (CARE FOR SOMEONE)

Thanks for answering some questions about the people you care for. We would now like to ask a few questions about you personally.

ASK ALL (GSS QUESTION)

QS1. Do **you** have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

SINGLE CODE, DO NOT RANDOMISE

1	Yes
2	No

ASK IF QS1 = 1 (HAVE A PHYSICAL OR MENTAL HEALTH CONDITION) GSS QUESTION

RedAct. Does your condition(s) or illness(es) reduce your ability to carry out day-to-day activities?

SINGLE CODE, DO NOT RANDOMISE

1	Yes, a lot
2	Yes, a little
3	Not at all

D_REDACT_CLASSIFY**MULTICODE. (GSS QUESTION)**

1	EQUALITY ACT: CORE CURRENTLY DISABLED POPULATION	QS1=1 AND REDACT=1 OR 2
2	EQUALITY ACT: NOT CORE CURRENTLY DISABLED	QS1=2 OR REDACT = 3

ASK IF REDACT = 1 OR 2 (CONDITION AFFECTS DAY TO DAY ACTIVITIES) GSS QUESTION

DurRedAct. For how long has your ability to carry out day-to-day activities been reduced?

SINGLE CODE, DO NOT RANDOMISE

1	Less than six months
2	Between six months and twelve months
3	Twelve months or more

D_DUREDACT_CLASSIFY. GSS QUESTION

1	EU-SILC: SEVERELY HAMPERED IN DAILY ACTIVITIES	QS1=1 AND REDACT=1 AND DUREDACT = 2-3
2	EU-SILC: HAMPERED IN DAILY ACTIVITIES TO SOME EXTENT	QS1=1 AND REDACT=2 AND DUREDACT= 2-3
3	EU-SILC: NOT HAMPERED IN DAILY ACTIVITIES LONG TERM	DUREDACT = 1

ASK IF QS1 = 1 (HAVE A PHYSICAL OR MENTAL HEALTH CONDITION) GSS QUESTION

SQ4. Do any of these conditions or illnesses affect you in any of the following areas?

Please select all that apply.

MULTICODE,

1	Vision (for example blindness or partial sight)
2	Hearing (for example deafness or partial hearing)
3	Mobility (for example walking short distances or climbing stairs)
4	Dexterity (for example lifting and carrying objects, using a keyboard)
5	Learning or understanding or concentrating
6	Memory
7	Mental health
8	Stamina or breathing or fatigue
9	Socially or behaviourally (for example associated with autism spectrum disorder (ASD) which includes Asperger's, or attention deficit hyperactivity disorder (ADHD))
98	Other (please specify)
99	None of the above

ASK IF QS1 = 1 (HAVE A PHYSICAL OR MENTAL HEALTH CONDITION)

SQ4a. Would you describe yourself as disabled?

1	Yes
----------	-----

2	No
99	Prefer not to say

D_DISAB

1	DISABLED	D_REDACT_CLASSIFY = 1
2	NOT DISABLED	D_REDACT_CLASSIFY = 2

ONLY ASK IF CODE 1 OR 2 SELECTED AT SQ3 AND IF D_DISAB = 1 (CARE FOR SOMEONE AND HAVE A DISABILITY THEMSELVES)

SQ4b. And for the purposes of this survey would you prefer to...

SINGLE CODE, DO NOT RANDOMISE

1	SHOW IF SQ3=1 Answer the questions on your own behalf, thinking of your experiences as a carer
2	SHOW IF SQ3=2 Answer the questions on behalf of the person you provide care for, with them present and helping to feed into the answers provided
3	Answer the questions on your own behalf, thinking of your own experiences

D_CARER

ALLOCATE TO CARER OR PERSONAL INTERVIEW, SINGLE CODE

1	On behalf of someone who is severely disabled	SQ3 = 2
2	As a carer of someone who is severely disabled	SQ3 = 1
3	As a carer of a disabled person	SQ2 = 2-4
98	Other	SQ2 = 98

D_SAMPLE

1	DISABLED, ANSWER ON BEHALF	D_DISAB=1 AND D_TYPE=1 AND SQ4B= 2
2	DISABLED, ANSWER AS CARER	D_DISAB=1 AND D_TYPE=2 AND SQ4B= 1
3	DISABLED, ANSWER FOR THEMSELVES	D_DISAB=1 AND SQ1=3 OR D-DISAB=1 AND SQ4B=3. OR IF S_DISAB=1 AND SQ2=3,4,98
4	NOT DISABLED , ANSWER ON BEHALF	D_DISAB=2 AND D_TYPE=1
5	NOT DISABLED , ANSWER AS CARER	D_DISAB=2 AND D_TYPE=2
6	NOT DISABLED, ANSWER FOR THEMSELVES	D_DISAB=2 AND SQ1=3

D_AUDIENCE

1	CARER SAMPLE	D_SAMPLE=1,2,4, 5
2	DISABLED SAMPLE	D_SAMPLE=3
3	NOT DISABLED OR CARER	D_SAMPLE=6

- IF D_STAGE = 1: CONTINUE
- IF D_STAGE = 2 OR 3 AND D_SAMPLE = 6: **CLOSE**
- IF D_STAGE = 4 AND D_SAMPLE NOT = 1 OR NOT 3: **CLOSE**

SHOW FOR CARERS ONLY

We'd now like you to think about your experiences with the person that you care for.

ASK ALL**Covid_intro**

We recognise that the presence of Coronavirus (COVID-19) is currently affecting our day-to-day lives, and that these are unusual times. We would therefore like you to concentrate on and think about your experiences, thoughts and actions in a **normal period**, before Coronavirus (COVID-19), when taking this survey.

ASK ALL

SQ6

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

When was the last time you travelled by train within Great Britain? Please don't include underground services, light rail / tram or specialist trains such as steam railways.

SHOW FOR CARERS

When was the last time you travelled by train with the person you care for within Great Britain? Please do not include underground services, light rail / tram or specialist trains such as steam railways.

SINGLE CODE

1	Within the last week
2	Within the last month
3	2-3 months ago
4	4-5 months ago
5	6-12 months ago (within the last year)
6	12-18 months ago
7	Between 18 months and 2 years ago
8	Over 2 years ago
9	Between 2 and 5 years ago
10	Over 5 years ago
97	Don't know / Can't remember
99	Never

D_RAILUSER

1	USED RAIL IN LAST 18 MONTHS	SQ6 = 1-6	IF CATI: CLOSE
2	LAPSED, USED BEFORE BUT NOT IN LAST 18 MONTHS	SQ6 = 7, 8, 9 OR 10	
3	NEVER USED	SQ6=99	

ASK ALL

GENDER

SHOW FOR CARERS

What's the gender of the person you care for?

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

Are you...?

SINGLE CODE

1	Male	CONTINUE
2	Female	CONTINUE
98	I prefer to self-describe / They prefer to self-describe <OPEN TEXTBOX>	CONTINUE
96	Prefer not to say	CONTINUE

ASK ALL

AGE_1

SHOW FOR CARERS

How old is the person you care for?

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

How old are you?

SINGLE CODE

1	UNDER 16	CLOSE IF ANSWERING ON OWN BEHALF, CONTINUE IF CARER
2	16-24	CONTINUE
3	25-34	
4	35-44	
5	45-54	
6	55-64	
7	65-74	
8	75+	
99	Prefer not to say	

ASK CARERS

AGE And how old are you?

SINGLE CODE

1	UNDER 16	CLOSE
2	16-24	CONTINUE
3	25-34	
4	35-44	
5	45-54	
6	55-64	
7	65-74	
8	75+	
99	Prefer not to say	

ASK ALL

REGION

SHOW FOR CARERS

Where does the person you care for live?

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

Where do you live?

Please select one answer.

SINGLE CODE

1	Scotland	CONTINUE
2	North East	CONTINUE
3	North West	CONTINUE
4	Yorkshire and The Humber	CONTINUE
5	Wales	CONTINUE
6	East Midlands	CONTINUE
7	West Midlands	CONTINUE
8	East of England	CONTINUE
9	South West	CONTINUE
10	South East	CONTINUE
11	London	CONTINUE
12	Northern Ireland	CLOSE

DREGION

1	North	REGION =1,2,3,4
2	Midlands	REGION =5,6,7,8
3	South	REGION =9,10,11

ASK ALL

WORK

SHOW FOR CARERS

What's the working status of the person you care for?

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

Where do you live?

Which of the following best describes your working status?

SINGLE CODE

1	Working full time (30+ hours a week)
2	Working part time (8-29 hours per week)
3	Working part time (less than 8 hours per week)
4	Student
5	Full time home maker
6	Unemployed
7	Retired
98	Other, please specify
99	Prefer not to say

ASK ALL

SQ5.

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

What types of journeys have you made when travelling in Great Britain in the last 18 months?

SHOW FOR CARERS

Which types of journeys have you made when travelling with the person you care for within Great Britain in the last 18 months?

MULTI CODE

		Commuting to / from work	Travel to / from school / college / university (including accompanying children)	Travel for business	Leisure travel	Travel on personal business (e.g. to an appoint- ment)	Other	Don't know / Can't rememb- er	Never used this mode
1	Local buses	1	3	4	5	6	9	97	99
2	Car / van	1	3	4	5	6	9	97	99
3	Taxi / minicab	1	3	4	5	6	9	97	99
4	Train [DO NOT ASK IF HAVEN'T USED RAIL RECENTLY AT SQ6 (CODE 7-99)]	1	3	4	5	6	9	97	99
5	Underground, metro or light rail services	1	3	4	5	6	9	97	99

6	Walking	1	3	4	5	6	9	97	99
98	Other (please specify)	1	3	4	5	6	9	97	99

ASK IF ANSWERING ONLINE AND USE RAIL

SQ8

We would now like to ask you about your own experiences of rail travel **IF CARER** <(without the person you care for)>. How strongly do you agree or disagree with the following statements relating to rail travel in Great Britain?

SINGLE CODE PER ROW, RANDOMISE

		Strongly disagree	Slightly disagree	Neither agree nor disagree	Slightly agree	Strongly agree
1	It's a cheap way to travel	1	2	3	4	5
2	It's a fast way to travel	1	2	3	4	5
3	It's easy to take my belongings (e.g. luggage, mobility aids)	1	2	3	4	5
4	I can easily access toilet facilities on the train and at the station	1	2	3	4	5
5	I can get the support I need from staff when travelling this way	1	2	3	4	5
6	It's easy to get on / off the carriage	1	2	3	4	5
7	I feel safe travelling this way	1	2	3	4	5
8	It's well suited to the types of trips I need to make	1	2	3	4	5
9	If something went wrong, I would know how to get assistance	1	2	3	4	5
11	It is a comfortable way to travel	1	2	3	4	5
12	It is a convenient way to travel	1	2	3	4	5
13	I can access the information I need when making a journey	1	2	3	4	5
14	It is easy to plan a journey					

END OF SCREENER

SIZING ENDS – REST OF THE SURVEY IS DISABLED PEOPLE WHO DO NOT USE RAIL/ THEIR CARERS

QUOTA

1	DISABLED NON RAIL USER	D_SAMPLE=3 AND D_RAILUSER = 2 OR 3	CONTINUE THROUGH SURVEY
2	CARER ON BEHALF OF A SEVERELY DISABLED PERSON	D_SAMPLE=1 or 4 AND D_RAILUSER = 2 OR 3	CONTINUE THROUGH SURVEY
3	CARER SUPPORTING A DISABLED PERSON	D_SAMPLE=2 OR 5 AND D_RAILUSER = 2 OR 3	CONTINUE THROUGH SURVEY
4	NOT DISABLED OR A CARER	D_SAMPLE =6	CLOSE
5	DISABLED AND IS A RAIL USER	D_SAMPLE =3 AND D_RAILUSER =1	CLOSE

TRAVEL BEHAVIOUR

ASK ALL - INTRO

Thank you for your answers so far. We'd now like to ask you some questions about how you decide to travel and plan journeys, and what travel modes you'd consider using. We understand this is an unusual time due to Coronavirus (COVID-19), but please think about how you usually travel. Please only think about journeys you make in Great Britain.

ASK ALL

A1.

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

When you're choosing how you travel (e.g. by car, bus or train), which, if any of these are important to you?

SHOW FOR CARERS

When you're choosing how you travel (e.g. by car, bus or train) with the person you care for, which, if any, of these are important?

Please select all that apply.

MULTICODE, RANDOMISE

	ANSWER FOR THEMSELVES/PERSON THEY CARE FOR	ANSWER AS CARER
1	How much it will cost	How much it will cost
2	How quickly it will get me there	How quickly it will get us there
3	How easy it is to take my belongings (e.g. luggage, mobility aids)	How easy it is to take our belongings (e.g. luggage, mobility aids)
4	How easy it will be to use toilet facilities / stop for toilet breaks	How easy it will be to use toilet facilities / stop for toilet breaks
5	Whether I can be sure of getting a seat	Whether we can be sure of getting a seat
6	The support available from staff / others	The support available from staff / others
7	How easy it is to get in and out / on and off the mode of travel	How easy it is to get in and out / on and off the mode of travel
8	How comfortable it is	How comfortable it is
9	How convenient it is generally	How convenient it is generally
10	How stressful the journey will be	How stressful the journey will be
11	How worried / anxious I am about making the journey	How worried / anxious I or the person I care for is about making the journey
98	Something else is important to me (please specify)	Something else is important to me when travelling with the person I care for (please specify)

ASK ALL

A3. How long would it take you to travel to your nearest railway station <IF CARER with the person you care for>?

SINGLE CODE, DO NOT RANDOMISE

	By foot, assisted walking or wheelchair	By bus or tram
5 minutes or less	1	1
6-10 minutes	2	2
11-20 minutes	3	3
21-30 minutes	4	4
More than 30 minutes	5	5
This option isn't possible	6	6

I'm not sure	97	97
--------------	----	----

ASK ALL

A5a. Typically when travelling in Great Britain, do you travel...

MULTI CODE

	ANSWER FOR THEMSELVES/PERSON THEY CARE FOR	ANSWER AS CARER
1	Alone	Just you and the person you care for
2	With a carer	With another carer
3	With family / friends	With family / friends
4	With an assistance dog	With an assistance dog

ASK ALL

A5. Assistance services are available to help people travel by rail and can include things such as a ramp to get on and off a train or help moving around a station. These services, which are sometimes known as Passenger Assist, are available on the day of travel or can be booked in advance.

Had you heard of Passenger Assist before today? Please select one answer.

SINGLE CODE

1	Yes
2	No
3	Not sure

PERCEPTIONS OF RAIL TRAVEL

ASK ALL - INTRO

Thank you for your answers so far.

We'd now like to ask you some questions about rail travel and the rail industry in Great Britain. Even though you might not have travelled by rail for a long time, or ever, we are still interested in your opinions

MODE: ASK EACH PERSON ABOUT ONE MODE AT RANDOM AT B2

1	LOCAL BUSES
2	TAXIS OR MINICABS
3	UNDERGROUND TRAIN, METRO, LIGHT RAIL SERVICE, AND TRAMS

ASK ALL, RANDOMISE

B1.

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

How strongly do you agree or disagree with the following statements about rail travel?

SHOW IF CARER

How strongly do you agree or disagree with following statements about rail travel when it comes to travelling with the person you care for?

B2.

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

How strongly do you agree or disagree with the following statements about [MODE]?

SHOW IF CARER

How strongly do you agree or disagree with following statements about **[MODE]** when it comes to travelling with the person you care for?

	ANSWER FOR THEMSELVES/PERSON THEY CARE FOR	ANSWER AS CARER	Strongly disagree	Slightly disagree	Neither agree nor disagree	Slightly agree	Strongly agree
1	It's a cheap way to travel	It's a cheap way to travel	1	2	3	4	5
2	It's a fast way to travel	It's a fast way to travel	1	2	3	4	5
3	It's easy to take my belongings (e.g. luggage, mobility aids)	It's easy to take mine and the person I care for belongings (e.g. luggage, mobility aids)	1	2	3	4	5
4	It is easy to use toilet facilities / stop for toilet breaks	It is easy to use toilet facilities / stop for toilet breaks	1	2	3	4	5
5	I can get the support I need from staff / others when travelling this way	I can get the support we need from staff / others when travelling this way	1	2	3	4	5
6	It's easy to get on / off the this mode of transport	It's easy to get on / off the this mode of transport	1	2	3	4	5
7	I feel safe travelling this way	I feel safe travelling this way	1	2	3	4	5
8	It's well suited to the types of trips I need to make	It's well suited to the types of trips we need to make	1	2	3	4	5
9	If something went wrong, I would know how to get assistance	If something went wrong, I would know how to get assistance	1	2	3	4	5
10	It is a comfortable way to travel	It is a comfortable way to travel	1	2	3	4	5
11	It is a convenient way to travel	It is a convenient way to travel	1	2	3	4	5
12	I can access the information I need when making a journey	I can access the information I need when making a journey with the person I care for	1	2	3	4	5
13	It is easy to plan a journey	It is easy to plan a journey	1	2	3	4	5

ASK ALL

B3. How do you feel generally about travelling by rail < **IF CARER** with the person you care for>? We recognise that this is an unusual time given Coronavirus (COVID-19) but please answer about how you normally feel about travelling by train.

OPEN

PREVIOUS RAIL EXPERIENCE

ASK IF HAVE USED RAIL BEFORE

C2. You said you have used rail services before **<IF CARER** when travelling with the person you care for>, but not in the last 18 months. What was the main purpose of your most recent journey? If you're not sure, just use your best guess.

SINGLE CODE, RANDOMIZE

1	Commuting to / from work
2	Travel to / from school / college / university (including accompanying children)
3	Travel for business
4	Travel for leisure
5	Travel on personal business (e.g. to an appointment)
98	Other (please specify)
97	Don't know / Can't remember

ASK IF HAVE USED RAIL BEFORE

C4. For each pair of statements, using the 5 point scale below, please select which best describes your previous experiences of travelling by train in Great Britain **<IF CARER** when travelling with the person you care for>

SLIDER – SHOW AS 5 POINT SCALE WITH SEPARATE BOX FOR CAN'T REMEMBER

	CODE 1	CODE 2	CODE 97
1	It was very easy	It was very difficult	Can't remember
2	It was clear	It was confusing	Can't remember
4	I felt confident	I did not feel confident	Can't remember
5	I had all the information I needed during my journey	I had none of the information I needed during my journey	Can't remember
6	I felt comfortable	I felt uncomfortable	Can't remember
7	I didn't have any issues with other passengers	I had issues with other passengers	Can't remember
8	It was easy to buy a ticket	It was difficult to buy a ticket	Can't remember
9	They staff were helpful	The staff were unhelpful	Can't remember
10	I felt safe	I did not feel safe	Can't remember
11	It was easy to move around the station and the train	It was not easy to move around the station and the train	Can't remember

ASK IF HAVE USED RAIL BEFORE

C5. For some people, the behaviour of other train passengers makes travelling by rail an uncomfortable experience.

Thinking about your last train journey **< IF CARER** with the person that you care for>, did the actions of other passengers give you cause to worry or make you feel uncomfortable?

SINGLE CODE

1	Yes
2	No
3	Can't remember

ASK IF HAVE USED RAIL BEFORE

C7. Is there anything else you'd like to tell us about your previous experience of rail travel < IF CARER with the person you care for>?

OPEN

ASK ALL

C8.

ASK IF HAVE USED RAIL BEFORE What are the reasons you haven't used rail services recently < IF CARER when travelling with the person you care for>?

ASK IF HAVE NEVER USED RAIL What are the reasons you don't use rail services < IF CARER when travelling with the person you care for>?

MULTICODE, RANDOMISE

1	It's too expensive
2	It's too slow
3	It's not a reliable service
4	The train station isn't close to my journey start point or destination
5	It's too costly / inconvenient to get to the station (e.g. public transport, taxi)
6	Poor accessibility in and around the station
7	It is hard to take my < IF CARER our> belongings (e.g. luggage, mobility aids)
8	It doesn't have accessible toilet facilities
9	Lack of confidence that staff would support me < IF CARER and the person you care for>
10	< SHOW IF FOR ANSWERING FOR THEMSELVES/PERSON THEY CARE FOR> Lack of confidence travelling by myself> < SHOW IF CARER Lack of confidence travelling with the person you care for>
11	Uncertainty around how to arrange passenger assistance
12	It doesn't feel safe
13	Previous bad experience of train travel < IF CARER when travelling with the person you care for>
14	Lack of confidence when buying a ticket
15	Worries around seating
16	It is difficult to find the information needed before travelling
17	It is difficult to find the information needed while travelling
20	Anti-social behaviour from other passengers
98	Another reason, please specify ANCHOR

PERCEPTIONS OF RAIL TRAVEL (FROM START TO FINISH)

SHOW ALL - INTRO

We're interested in understanding what people think about travelling by train and would love to get your thoughts and opinions.

ONLY SHOW IF ANSWERING ONLINE

Intro_D2

We'd like to ask you about **six** different stages of train travel:

- planning a journey,
- getting to and from the station,
- buying a ticket,
- moving around the station and platform
- assistance services

- travelling on the train itself

Even though you might not have taken the train for the last 18 months, or ever before, we are interested in your thoughts.

ASK ALL

D1. Thinking about planning a rail journey, which, if any, of the below have ever prevented or discouraged you from travelling by train < IF CARER with the person you care for>?

MULTICODE, RANDOMISE

1	Difficulty deciding which station to travel from and to (e.g. which is closest to my departure or arrival point)
2	Inconvenient train times
3	Lack of information about train times or routes in a format that meets my needs
4	Lack of information about train times or routes
5	Planning a journey online / via an app
6	Limited seat guarantees
7	Lack of confidence in planning a journey
98	Something else regarding planning a journey, please specify ANCHOR
99	None of these have prevented me from travelling by train < IF CARER with the person you care for>

ASK ALL

D2. Now thinking about travel to and from railway stations, which, if any, of the below have ever prevented or discouraged you from travelling by train < IF CARER with the person you care for>?

MULTICODE, RANDOMISE

1	The cost of station parking
2	Poor access from car park to the station
3	The cost of public transport to and from the station
4	Limited public transport options to and from the station
5	Poor accessibility of public transport to and from the station
6	Cost of taxi / minicab to and from the station
7	Distance of station from departure point
8	Distance of station from destination
9	Limited parking at the station
10	Poor accessibility of taxi / minicab to and from the station
11	Public transport to and from the station is not safe
12	Lack of information available about travel to and from the station
13	Information available about travel to and from the station not in a format that meets my needs
98	Something else regarding getting to and from the station, please specify ANCHOR
99	None of these have prevented me from travelling by train < IF CARER with the person you care for>

ASK ALL

D3. Thinking now about buying a train ticket, which, if any, of the below have ever prevented or discouraged you from travelling by train < IF CARER with the person you care for>?

MULTICODE, RANDOMISE

1	Knowing I have the correct ticket
2	The cost of train tickets
3	Confusion around ticket types
4	Difficulty using the online booking / purchase system

5	Concerns around booking a specific seat / area to accommodate luggage / mobility aids
6	Lack of compatibility of online booking / purchase system with adaptive technologies (e.g. screenreaders)
7	Lack of confidence with online booking / purchasing system
8	Out of order ticket vending machines
9	Ticket vending machines that are not accessible
10	Attitude of staff or other passengers
11	Lack of staff available to help
12	Availability of ticket information prior to booking
13	Ticket information prior to booking not in a format that meets my needs
14	Tickets difficult to understand
15	Ticket office not open
16	Accessibility of ticket office
98	Something else regarding buying a ticket, please specify ANCHOR
99	None of these have prevented me from travelling by train < IF CARER with the person you care for>

ASK ALL

D4. Now we'd like you to think about moving around the station and platform when travelling by train, which, if any, of the below have ever prevented or discouraged you from travelling by train < IF CARER with the person you care for>?

MULTICODE, RANDOMISE

1	Difficulties changing trains
2	Lack of step free access into and around the station
3	Uneven surfaces in and around the station
4	Inaccessible facilities e.g. waiting rooms
5	Difficulty finding space to sit with my < IF CARER our> belongings (e.g. mobility aids, luggage)
6	Lack of staff available to help
7	Lack of, or poor accessibility of, station toilets
8	Signs or instructions difficult to follow
9	Availability of information at stations
10	Format of information at stations
11	Availability of lifts or ramps
98	Something else regarding moving around the station. Please specify ANCHOR
99	None of these have prevented me from travelling by train < IF CARER with the person you care for >

ASK ALL

D5. Now we'd like you to think assistance services people may use when travelling by train, which, if any, of the below have ever prevented or discouraged you from travelling by train < IF CARER with the person you care for>?

MULTICODE, RANDOMISE

1	Don't know how to book assistance
2	Lack of information available about assistance services
3	Concerns about asking for help / not wanting to ask for help
4	Worries about judgement from staff
5	Lack of staff available to help on the day
6	Difficulties communicating with staff
7	Lack of confidence in booked assistance being provided
8	Not sure if assistance services can meet my needs
9	Uncertain of what is involved with assistance services

98	Something else regarding assistance, please specify ANCHOR
99	None of these have prevented me from travelling by train < IF CARER with the person you care for >

ASK ALL

D6. Thinking about being on the train itself, which, if any, of the below have ever prevented or discouraged you from travelling by train < **IF CARER** with the person you care for>?

MULTICODE, RANDOMISE

1	Concerns about / not wanting to ask for help from other passengers
2	Attitude of other passengers
3	Attitude of staff
4	Anti-social behaviour from other passengers
5	Lack of space for belongings or assistance dog e.g. mobility aids, luggage
6	Overcrowding
7	Lack of staff available to help
8	Lack of priority seats available
9	Worries about getting on and off the train
10	Availability of information on board the train
11	Format of information on board trains
12	Uncomfortable seating / area to sit
13	Lack of, or poor accessibility of toilets on trains
98	Something else regarding travelling on the train, please specify ANCHOR
99	None of these have prevented me from travelling by train < IF CARER with the person you care for>

ASK ALL

D7. And which part of this journey process, if any, do you think would cause you the most concern when travelling by train < **IF CARER** with the person you care for>?

SINGLE CODE, DO NOT RANDOMISE

1	Planning my journey
2	Getting to and from the station
3	Buying a ticket
4	Assistance
5	Getting around the station and platform
6	Getting on and off the train
7	Being on the train itself
98	Something else, please specify ANCHOR
99	None of these

ONLY ASK IF ANSWERING ONLINE

D8. What makes you say this?

OPEN

PROJECTIVE EXERCISE

SHOW ALL

E_Intro1 We'd now like you to do something a little different. We'd like you to think about what the future of the rail travel in Great Britain might look like.

ONLY ASK IF ANSWERING ONLINE

E1. What would you like to see change to make you feel more confident about rail travel < **IF CARER** when travelling with the person you care for>?

OPEN

ASK ALL

E3 Do you feel there is information available in the right format to make you feel confident to travel by rail < **IF CARER** when travelling with the person you care for>?

SINGLE CODE

1	Yes
2	No

ASK ALL

E4. How likely are you to consider using rail in the future <**IF CARER** to travel with the person you care for>?

SINGLE CODE

1	Very likely	CONSIDER
2	Quite likely	
3	Neither likely or unlikely	
4	Quite unlikely	REJECT
5	Very unlikely	

ASK ALL

E4A. Ideally, how often would you like to travel by train <**IF CARER** with the person you care for> in Great Britain?

SINGLE CODE

1	Most days of the week
2	2-3 days a week
3	1 day a week
4	Once every two weeks
5	Once a month
6	Once every three months
7	Less often
8	Never

ONLY ASK IF ANSWERING ONLINE

E5. What makes you say this?

OPEN

CLASSIFICATION

ASK IF ANSWERING ON BEHALF OF THE PERSON THEY CARE FOR

SQ4ai. Does the person you care for have any health conditions or illnesses which affect them in any of the following areas?

Please select all that apply

MULTICODE, RANDOMISE

1	Vision (for example blindness or partial sight)
2	Hearing (for example deafness or partial hearing)
3	Mobility (for example walking short distances or climbing stairs)
4	Dexterity (for example lifting and carrying objects, using a keyboard)
5	Learning or understanding or concentrating
6	Memory
7	Mental health
8	Stamina or breathing or fatigue

9	Socially or behaviourally (for example associated with autism spectrum disorder (ASD) which includes Asperger's, or attention deficit hyperactivity disorder (ADHD))
98	Other (please specify)
97	Prefer not to say

ASK ALL

X3

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

How does Coronavirus (COVID-19) impact your likelihood to travel by train in the future?

SHOW IF CARER

How does Coronavirus (COVID-19) impact your likelihood to travel by train, with the person you care for in the future?

SINGLE CODE, DO NOT RANDOMISE

1	Makes me much less likely to travel by train in the future
2	Makes me a little less likely to travel by train in the future
3	Neither more or less likely to travel by train in the future
4	Makes me a little more likely to travel by train in the future
5	Makes me much more likely to travel by train in the future
97	Don't know / No opinion

SHOW ALL

That's nearly all the questions we have for you today. We have just a few more to help us understand a little bit more about you. Thank you so much for your time so far.

SHOW FOR THOSE ANSWERING ON THEIR OWN BEHALF OR ON BEHALF OF SOMEONE THEY CARE FOR

INCOME

What is your total annual household income before tax? Remember, your answers are completely confidential, this

is just for classification purposes.

Please select one answer.

SINGLE CODE

1	Under £10,000
2	£10,000-£19,999
3	£20,000-£29,999
4	£30,000-£49,999
5	£50,000-£69,999
6	£70,000-£99,999
7	£100,000+
97	Not sure / Don't know
96	Prefer not to say

DINCOME

1	Low income	INCOME=1-3
2	Mid income	INCOME=4-5
3	High income	INCOME=6-7

ASK ALL

RECONTACT And finally, would you be happy for us to contact you to take part in a follow up interview on the topic of transport? The interview will be up to 60 minutes and all contact details will be kept in accordance with 2CV's privacy policy and GDPR regulations and will be used for the purposes of re-contact

only. Contact information will not be aligned with responses given in the survey, all data will be analysed anonymously.

1	Yes
2	No

ASK ALL WHO AGREE TO BE RECONTACTED

RECONTACT1 Please enter your contact details below.

Name	
Phone number	
Email address	

SHOW ALL

Thank you for taking the time to take part in this survey.

Qualitative Discussion Guide

Qualitative Objectives

The specific objectives of this research are to identify and explore the following amongst a disabled non rail user audience:

- Previous experience of rail.
- Barriers or perceived barriers to using rail.
- Experiences, attitudes and behaviours around travel choice and behaviour.
- Potential improvements needed for and reappraisal of train use.

Who are we speaking to?

We are conducting 40 x 1hr in-depth interviews (either over Teams video call or telephone) with disabled non-rail users. For the purpose of the research, and where appropriate, we have grouped up various types of impairments. The impairments we will cover in this research are vision, hearing, mobility and dexterity, cognitive, social and behavioural and mental health.

The qualitative interviews will be conducted w/c 22nd February – 12th March.

Structure of the interview

1. Introductions (10 minutes – allowing 5 minutes for tech support):
2. Context to their life (10 minutes)
 - a. Understanding them, their life and routine
 - b. Understanding disability
 - c. Perceptions of rail and previous experience
3. Understanding barriers or challenges to rail (20 minutes)
 - a. Spontaneous barriers or challenges with detailed exploration into barriers and specifics
 - b. Hypothetical journey
4. Overcoming barriers and challenges (15 minutes)
 - a. Micro and macro solutions
 - b. Differentiate between encouraging Rail use and making travel by Rail easier
5. Wrap – up (5 minutes)

Introductions (10 minutes – allow 5 for tech checks)

Objective: to put participant at ease and set up the parameter of the interview.

Introducing self and the research

- Interviewer to introduce self, 2CV as an independent research agency and purpose of the research: to identify and understand barriers to using the train
- Interviewer to read out privacy note, explain audio recording, confidentiality, establishing a safe space and no right or wrong answers
- Ask participant to introduce themselves
- Explain that we will be talking about disability and ask them to confirm what they feel comfortable talking about and what language they would prefer to use
 - Note: some people do not identify as disabled

Context to their life (10 minutes)

Objective: To understand their daily life and their daily challenges, to begin to address perceptions and their experiences of rail.

Understanding them, their life and routine

- Ask participant to share their home set-up, what they get up to in spare time, any interests?
- How has life changed since the pandemic?
 - What does a typical week look like? What is their routine? E.g., work, shopping, physical activity

Understanding disability

Interviewer to highlight that they have previously told us that they live with an impairment (either vision, hearing, mobility and dexterity, cognitive, social and behavioural and mental health)

- How does this affect their life, if at all?
 - What aspects of their life are most affected?
- What barriers or challenges, if any, do they face in daily life? Probe (if relevant and/or required):
 - Organisational (examples of exclusion by the way things are organised like meetings, events, services)
 - Attitudinal (i.e., examples of being disabled by other people's fear, ignorance, low expectations and assumptions)

- Environmental (i.e., examples of being disabled by the design of buildings and lack of accessibility like no ramps, lifts accessible toilets, no loop system or poor visibility of signage, pavement kerbs may not be dropped)
- Communication (i.e., when print is too small, materials are not produced clearly or lack of interpreters. Also, inaccurate/prejudice portrayal of disabled people)

Perceptions of rail and reasons for lapsing

- How do they travel around? What modes do they use?
 - How did you travel before Covid-19? Have things changed since then?
- How do they prefer to travel around? Explore rationale
 - How has this changed over time?
 - How is this different to how they currently travel?
- What words come to mind when they think of train travel (this refers to surface level trains – not tram, underground services or light rail)?
 - Explore word associations
- If they can remember, when was the last time they used a train (not including underground or light rail/tram services)
 - What was this experience like? What were the ups and downs?
 - Where were they going for this journey?
 - Who were they travelling with?
 - What kind of journey were they taking e.g., leisure versus commute?
 - When did you take this journey? Probe: weekday/weekend, time of day (peak times versus off peak) and pre-Covid-19/during Covid-19
- If any, what worries or concerns do you have about train travel generally?

Understanding barriers to rail (20 minutes)

Objective: provide a detailed exploration of barriers to rail.

Interviewer to explain that we are now going to talk about the reasons why they do not currently use the train. First, we will talk about the reasons that come to mind

Interviewer to make note of the barriers as they are mentioned.

Spontaneous barriers

- What barriers or challenges to using the train come to mind? In turn, probe:
 - Is this barrier or challenge experienced? What was the experience like?
 - Is this barrier or challenge perceived? What has formed this perception?

Now, we will go through all the stages of a typical train journey and ask you what barriers or challenges you have experienced/perceived. Explain that barriers can be anything – from physical obstacles to people's attitudes and behaviour.

Hypothetical journey

- At each stage of this journey, what potential barriers come to mind when:
 - Planning a journey
 - Getting to the station
 - *If mentioned explore access to stations – is this general accessibility issues (i.e., live too far away) or disability related (i.e., lack of accessible transport)*
 - Buying a ticket
 - *If mentioned, explore cost/price*
 - Getting assistance from staff
 - Getting around the station
 - Getting on or off the train
 - Being on the train
 - Leaving the station to final destination
- For each barrier/challenge/stage of journey, probe:
 - How does this barrier/challenge make you feel?
 - In what ways does this barrier/challenge stop/prevent/discourage you from wanting to use/using the train?

Overcoming barriers (15 minutes)

Objective: to identify potential improvements to barriers and challenges that would encourage rail use or make rail more comfortable/attractive.

Micro and Macro solutions

Going through the list of barriers (if participant does not raise any barriers please use the table below to help guide conversation)

- How would they want this barrier or challenge addressed?
 - What are the short and long-term solutions?
 - What would the ideal solution be for them?
 - Can they think of examples from other forms of transport/other areas where a barrier/challenge has been overcome well? What was it about it that was good?
- Whose responsibility is it to solve? E.g., the train station, the Government, the local authority, other passengers etc. Explore rationale
- Out of the barriers/challenges mentioned previously, if resolved, which would make the most impact on them using the train again/more? Explore rationale
- What would they use the train for if these barriers or challenges no longer existed? Probe:
 - Type of journey they would make
 - Who they would make it with/when they would make it?
 - Is there a situation or example they can think of when they would use the train/use the train more often?

Wrap-up (5 minutes – if time)

Objective: to contextualise the responses and to run a sense check to ensure we have truly understood what the participants has told us.

Interviewer to go back through the discussion guide and summarise the conversation. Confirm with the participant if what the interviewer has 'taken away' from the call is correct and if they would like to add anything else to the conversation.

Thank the participant for their time, ask if they have any questions and close the interview.

List of barriers/challenges from quant research (if needed)

It is too expensive
It is too inconvenient to get to the station
The train station isn't close to my journey start point or destination
Worries around seating
Lack of confidence travelling by myself
It is hard to take my belongings

It's not a reliable service
Lack of confidence that staff would support me
It doesn't feel safe
Poor accessibility in and around the station